

Sales is not a dirty word



Your prospects and clients need you to be a true partner to them and their business. Only then you can present your products, services and the value you bring to the table in a way that leaves a long lasting impact. In this pathway you will learn why a great salesperson always starts with thorough fact finding, really digging deep into the needs and wants of your prospects. Understanding the situation in depth and what it's ultimately costing them in terms of money, time, and morale puts you in the best position to be able to solve their problems. Ultimately, sales is all about knowing your customers buying journey, their pain points and their needs.

Get a better understanding of the buyer and seller relationship and discover how to respond to buyers who may have objections or concerns.

- The solution-selling mindset
- Developing a buyer focus
- Creating value in the sales process
- Identifying needs, opportunities, and problems
- Leading the conversation
- Addressing concerns
- Moving forward with joint commitments

To help individuals and workplaces upskill and expand their capabilities to thrive in this environment, the Suncorp Learning Campus provides online access to thousands of training resources, sourced from the best content providers in the world.



Helping you become the best salesperson by understanding the DNA of selling and the sales process

Sales is Not a Dirty Word

by Skills Hub
(3 hours 20 minutes)

Course overview: This course will sharpen your consultative selling skills. You will be able to understand your prospects requirements, present your solution in the best way and build the value of what you sell.

Phone Skills - Telephone Sales

by Channel 1 Creative Media
(4 minutes)

Course overview: With face to face sales, body language can often be a major indicator in the customer's level of interest. In telephone sales we don't get the benefit of body language. All we have are what they are saying, how they are saying it and our imagination.

Successful Sales Habits

by Skills Hub
(4 minutes)

Course overview: How can you develop sales habits that result in your success becoming inevitable? Discover three simple habits that will make a massive difference to your sales. Learn more about successful sales habits and apply them to your work in order to ensure the best possible results.

Selling Skills - Buyers Emotions

by Mi Crow
(3 minutes)

Course overview: Sales isn't really a game of selling anymore, it's a game of buying. It's not a case of pushing a buyer through your own processes - it's all about understanding theirs.

Sales Skills for Non-Salespeople

by Mind Tools
(11 minutes)

Course overview: Good sales skills are useful, whatever role you're in. Learn how to sell an idea, service, or product to your manager, team, and customers.

Responding to Sales Objections

by Cutting Edge eLearning Solutions
(1 hour 30 minutes)

Course overview: Even the most outstanding sales presentation can be met with objections. As a sales professional, your success hinges on your ability to respond to these concerns with confidence. In this course, we explore some of the most common objections that crop up throughout the sales process, how to prepare for them, and share strategies for responding.

The Sales Mindset

by Skills Hub
(6 minutes)

Course overview: This course contains all the information you need to develop the best possible mindset for making sales as easily as possible. In this course you will learn how to implement new techniques and how to improve your skills in sales.

Understanding The DNA of Sales

by Skills Hub
(5 minutes)

Course overview: The world of buying and selling has changed drastically and is still changing from day to day, but why exactly is that happening? This course explains why.