

Atos Unify Academy

Unify Office Sales Professional - Module 11 - Addressing Key Customer Objections and Concerns

Course code UOSPM11SDV

Target Group Atos Unify Partners and internal Sales and Ops teams.

Course language	Delivery type	Duration
English	WBT	15 min.

Course description

This web-based training module will look at two different kinds of objections and the approaches to handling them. There are two main types of objections; latent and stated objections.

Learning Target

Users will become familiar with the following topics:

- Effectively handle objections using a basic framework
- Clarify an objection before trying to neutralize it using open ended questions
- Manage key objections that are encountered at different phases of the sales cycle
- Know when to ask Atos Unify for assistance

Prerequisites

Unify Office Sales Professional - Module 1-11

Contents

Learn the basic framework for effectively handling objections “regardless of objection.

Objections arise throughout the sales process as the customer learns more or when another stakeholder enters to the process.

Customers have access to a lot of misinformation from the Internet, friends, peers or other providers. This can bring about concerns that need to be addressed.

Curricula

This course is part of following curricula

- [Unify Office Sales Professional](#)

Tests and Certificates

This course prepares following certification:

- Unify Office Sales Professional

Comments

Web Based Training:

- For participation and booking a myTraining-Account is required

System requirements:

- PC with sound card and stereo headset / speaker is required
- Screen resolution at least 1280*1024
- Windows 7 or higher
- Browser: Chrome, Firefox, Internet Explorer 9 or higher, Safari
- Javascript has to be activated

Further information:

Please contact us for further information or bookings:

Email academy.exc@atos.net

Website <http://www.unify.com/academy>