



## || REMOTE SELLING

### SECTION 6 Adapting to Different Remote Selling Scenarios

#### Lesson 23: Remote Selling to Multiple Decision-Makers

- 1.** Tip 1: Identify each decision-maker's needs and priorities.
- 2.** Tip 2: Find common ground and present a solution that meets everyone's needs.
- 3.** Tip 3: Stay organized and keep track of feedback.
- 4.** Tip 4: Be persistent, but not pushy.
- 5.** Tip 5: Use humor and charm to build rapport.

#### Lesson 24: Overcoming Technical Challenges & Time Zone Differences

- 1.** Test your equipment and connection before each call.
- 2.** Familiarize yourself with the software or tools.
- 3.** Be mindful of time zone differences and use scheduling tools.
- 4.** Set clear boundaries to manage your own time effectively.
- 5.** Prioritize self-care to avoid burnout.
- 6.** Dealing with Difficult Customers in Remote Selling



## Lesson 25: Dealing with Difficult Customers in Remote Selling

- 1.** Tip 1: Listen actively to the customer's concerns.
- 2.** Tip 2: Stay calm and professional, avoiding personal reactions.
- 3.** Tip 3: Offer solutions to the customer's problem instead of making excuses.
- 4.** Tip 4: Demonstrate empathy and understanding towards the customer's perspective.
- 5.** Tip 5: Follow up with the customer to ensure satisfaction and fulfill commitments.