

PROFESSIONAL SALES CERTIFICATE PROGRAM

The Management Development Centre is pleased to introduce a customized 3-day program which provides professionals with the skills, knowledge and attitude that is required for success in any sales, customer service or front-line profession. Participants will learn to communicate their message and to apply proven techniques to grow sales and boost both professional and personal success.

The customer of today is much more sophisticated and has more choices than ever before. Learn to be “results oriented” and prepared with the “essential strategies” that are critical to take your profession to the next level.

Who Should Attend?

- New & experienced sales professionals & managers
- Entrepreneurs and business owners
- Service professionals and front-line service consultants
- Account Managers
- Marketing professionals and Human Resource professionals
- Real Estate or Insurance Brokers ([RIBO Accredited](#))
- B2B sales professionals and all others wishing to expand their career.

Instructors

Diana Kawarsky

Diana is an energetic, results-oriented and trusted consultant who takes great pride in influencing the “human-side” of business. She is an subject expert who teaches in the areas of communication, business writing, leadership, change and customer service to name a few.

Suzanne Mladenovich

As the founder of her own marketing company, Suzanne offers a unique flair in her approach to training, combining learning with fun. She is an active public speaker and trainer in sales, customer service, leadership, motivational and personal development topics. Client feedback reinforces Suzanne’s belief that training can be a truly enriching experience.

Professional Sales

2019

Program Outline:

Professional Selling—Communicating your Message
Building Sales Relationships
Customer Relationship Management Skills

DID YOU KNOW?

Canada-Ontario Job Grant (COJG) Funding MDC is an accredited training provider under the terms of COJG program which provides financial assistance to private and non-profit employers to offset the cost of providing training to new or current employees. For links to the COJG website visit: www.mdc.uoit.ca

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