



Drive Success with Tailored Soft Skills Programs

Customisable Training Solutions to Stay Ahead in the Automotive Industry





Dive into our customized courses, encompassing Product Sales, Customer Service, and Sales Advisory, all thoughtfully crafted to empower your teams. Whether it's refining your ability to handle objections, fostering a customer-focused mentality, honing telesales expertise, or mastering best practices and SOPs, our trainers ensure you acquire the right tools and knowledge to enhance performance and attain exceptional outcomes.

Ready to take the wheel toward automotive excellence?

CARSOME
ACADEMY



CONTACT US

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Overview

In today's dynamic and competitive world, technical expertise alone is not enough to thrive. Soft skills, often described as the interpersonal and personal attributes that enable effective communication, problem-solving, and teamwork, are the true drivers of individual and organizational success. These skills encompass a diverse range of abilities, from effective communication and leadership to adaptability, creativity, and emotional intelligence.

The importance of soft skills cannot be overstated. It's the cornerstone of success in today's dynamic business landscape. They drive cohesive teamwork, efficient problem-solving, and exceptional customer service, empowering employees to navigate complex situations, exhibit leadership, and contribute positively to organizational culture.

Elevate your workforce's potential with our catalog of common soft skills training programs built upon the core principles that have solidified CARSOME's leadership in the automotive industry.

Who Should Enroll in This Program:

- Customer Service Personnel
- Sales Consultant
- Managers
- Supervisors
- Head of Departments



Top 6 Essential Soft Skills Program to Thrive in the Automotive Industry



Customer Service Telesales: Enhanced sales and customer satisfaction

Overview:

This comprehensive program focuses on enhancing questioning and listening skills, understanding the difference between transactional and consultative selling approaches, and mastering effective calling skills and objection-handling techniques. By the end of this training program, participants will be prepared to excel in their roles, delivering outstanding results and building lasting customer relationships.

Course outline:

Questioning & Listening Skills

- Asking the Right Questions with Active Listening

Transactional vs. Consultative Selling

- Developing Trust for Appointments/Bookings
- Value over Price

Calling Skills

- Handling customers with Confidence, Patience, Attitude and using the appropriate Tonation & Volume during conversations.

Objection Handling

- Objection Handling Techniques with LAER Framework



Objections Handling: Turning No into Yes

Overview:

Acquire a systematic framework to understand objection-handling skills. Heighten your awareness of your strengths and weaknesses as a Customer Facing Employee.

Course outline:

Understanding Objection Handling

- Listening and Acknowledging the Customer's needs and concerns and Responding to them
- 9 Common Objections

Handling Common Mistakes

- How to prepare yourself to handle Common Mistakes made

Understanding Your Work Process Flow

- Mastering your Process Flow to guide you in handling Customer Objections

Scenario-Based Objection Handling



Complaints Handling: Resolve Complaints Effectively

Overview:

This program is to help the Sales Consultant understand the importance of complaint handling and the proper way to execute quality service by the company's standards. The training also includes different types of goals to achieve, from customers to proper complaint handling.

Course outline:

The Importance of Complaints Handling

- Knowing Your Complainer Types
- The Goals for Handling Complaints

General Steps of Handling Complaints

- The Do's & Don'ts of Complaints Handling

Scenario-Based Complaints Handling



Customer-Centric Excellence

Overview:

How do you ensure a Customer has an excellent experience? This program is to understand, build and inculcate the Customer-Centric Mindset of Retail Managers into the workplace.

Course outline:

- Customer Centric Mindset
- The Customer's Journey
- Understanding Customer's Service Categories
- A Good Customer Experience
- Scenario Based Customer Centric Roleplay
- Customer-Centric Group Discussion
- CARSOME's Real-Industry Customer Scenarios



Handling Challenging Customers: Navigating Tough Customer Scenarios

Overview:

Front liners deal with Customers every day. Every Customer poses different challenges that need to be addressed and overcome. This program will help the participant understand the different Customers they may face and provide the framework to help resolve those challenges.

Course outline:

Understanding the challenges faced by the Front Liner/Participant

- Listing out the concerns faced by the participants
- Categorizing the Concerns into Customer Types

Understanding the Customer Mindset

- Discussion on the how, why and what a Customer is and why they may act in a Challenging Manner

Handling a Challenging Customer

- Understanding the Stages of Conflict
- Going through the process on how to handle the different types of Customers

Scenario-Based Discussions on Challenging Customers



Negotiation Skill: Wheeling & Dealing Excellence

Overview:

Negotiation is a strategic discussion that resolves an issue that both parties find acceptable. This course is designed to help prepare negotiators on how to approach negotiation to achieve a win-win solution.

Course outline:

Understanding what is Negotiation

- Definition of Negotiation
- How Negotiation happen & what do we try to achieve
- Building confidence - the sales mindset

Create a Win-win Solution

- Preparation of negotiation
- Step for creating a win-win solution

Control The Negotiation

- 6 elements to help control the negotiation process
- Practical Session