



PRESENTS  
SALES & SELLING SKILLS FOR  
BANKERS



Background	Sale is a lifeline of any business. To acquire, engage, delight and retain customers for sustainability of business are some of the core functions of a sales team which is a skill requiring persistent training for learning, unlearning and relearning of right skills for Effective Sales.
Target Group	Front Sales Team, Customer Service Team, Relationship Managers, Branch Managers
Duration	1 Day
Methods	<ul style="list-style-type: none"><li>• Lecture, Discussion/interaction, Role Play &amp; Case-Studies.</li><li>• Group/Individual Activities</li><li>• Power Point Presentation</li></ul>
Date, Time & Venue	1st September 2018 (9:30am to 5:00pm), NBI Hall, Kathmandu

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## Course Outline

<p>Program Take aways</p>	<p>After the program the participants will have the following takeaways:</p> <ul style="list-style-type: none"> <li>• It will equip the sales people with skills, techniques and knowledge to make effective sales calls, convince customers and handle objections and rejections.</li> <li>• It will provide tactics on how to provide value in the proposal and effectively close sales.</li> <li>• The training will help sales people understand how change in attitude and behavior can contribute in winning customers.</li> <li>• The staff will not misrepresent its company.</li> <li>• Enhances performances, builds team and leads to more revenue for the bank.</li> <li>• Measurement of after sales service</li> </ul>
<p>Content</p>	<ol style="list-style-type: none"> <li>1. Understanding function of sales</li> <li>2. Who are our customers</li> <li>3. Sales person – attitude and skills</li> <li>4. Qualities in a sales person             <ul style="list-style-type: none"> <li>• The Sales Process</li> <li>• Prospecting &amp; qualifying</li> <li>• Planning sales call</li> <li>• Approaching the prospect</li> <li>• Sales presentation &amp; demonstration</li> <li>• Negotiating resistance &amp; objections</li> <li>• Confirming and closing the sale ⇒ Closing techniques to increase sales</li> <li>• Following up and providing after sales service</li> <li>• Measuring after sales service</li> </ul> </li> </ol>
<p>Trainer</p>	<p>Mr. Hemanth Raj Angdembe</p> <p>Mr. Angdembe started his career with Standard Chartered Bank Nepal Limited, then Nepal Grindlays Bank Limited back in 1994. After spending 22 years in the organization handling various portfolios and heading various Units left SCBNL to take up new challenges. He was associated with Alpine Card Service P. Ltd as a General Manager for a short period of 11 month.</p> <p>Currently he involved in a private company called Tara International P. Ltd as CEO and with IT Venture Nepal P. Ltd as Executive Director. Both are IT based companies and are associated as sister concerns.</p> <p>While with SCBNL, apart from handling many business functions, played an instrumental role in establishing home loan product program for the bank in 2002. Later on went to manage the business as Product Head Mortgage and managed both product and sales aspect of mortgage for 12 years. In between he was also entrusted with the task of managing the Auto Loan business of the bank later in 2011 and with the aim of driving multi-product selling, handled other retail products as well. At the time of leaving SCBNL he was handling SME portfolio as SME Team Leader managing both new sales and existing portfolio.</p>

