

**Marketing, Sales & Communication**

Telesales & Inside Sales

البيع عبر الهاتف والمبيعات الداخلية

Duration

5 or 10 days

Language

English or Arabic

Formats

Classroom, online, in-house

Hours

35 / 70

Overview

Telesales & Inside Sales is part of the Marketing, Sales & Communication track at Garnet Global Training Center. Win and keep customers with sharper strategy, selling and communication. The course is taught in English or Arabic as a 5-day or 10-day program, in classrooms in cities such as Dubai, Riyadh, Cairo, London and Istanbul, or live online, and it can be delivered in-house with examples and exercises built around your own operations.

What you will be able to do

- Explain the principles, terminology and standards that govern Telesales & Inside Sales.
- Apply proven methods and tools to real situations from your own workplace.
- Analyse performance gaps, risks and root causes, and choose the right response.
- Measure results with practical indicators and report them clearly to management.
- Leave with a personal action plan you can start using the following week.

Who should attend

Marketing and sales teams, account managers, PR and communication specialists.

Key topics

- Customer insight and segmentation
- Brand and positioning
- Digital channels and content
- Sales process and negotiation
- Measurement and ROI
- Media and stakeholder communication

Formats and fees

5-day classroom	USD 4,750
5-day online	USD 2,950
10-day classroom	USD 8,950
10-day online	USD 5,450
In-house	Quotation per group

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: www.garnettrainings.com

Sharjah Publishing City Free Zone,
Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Foundations of Telesales & Inside Sales

- Scope, terminology and governing standards
- Customer insight and segmentation

Day 2 Methods and tools

- Brand and positioning
- Digital channels and content

Day 3 Application and case studies

- Sales process and negotiation
- Media and stakeholder communication

Day 4 Performance, risk and compliance

- Measurement and ROI
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Hands-on workshop on a workplace challenge
- Final assessment and personal action plan

10-day outline

Day 1 Foundations of Telesales & Inside Sales

- Scope, terminology and governing standards
- Customer insight and segmentation

Day 2 Methods and tools

- Brand and positioning
- Digital channels and content

Day 3 Application and case studies

- Sales process and negotiation
- Media and stakeholder communication

Day 4 Performance, risk and compliance

- Measurement and ROI
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Hands-on workshop on a workplace challenge
- Final assessment and personal action plan

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Common mistakes and how to avoid them

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- International case studies

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
10–14 Jan 2027	5-day classroom	Jeddah	Arabic	4,750
12–16 Apr 2027	5-day online	Live online	Arabic	2,950
2–6 Aug 2027	5-day classroom	Dubai	Arabic	4,750
6–17 Sep 2027	10-day classroom	Vienna	English	8,950
18–29 Oct 2027	10-day online	Live online	Arabic	5,450
17–21 Jan 2028	5-day online	Live online	English	2,950
8–12 May 2028	5-day classroom	Amsterdam	English	4,750
18–29 Sep 2028	10-day online	Live online	English	5,450
9–20 Oct 2028	10-day classroom	Kuala Lumpur	English	8,950
17–21 Dec 2028	5-day classroom	Riyadh	Arabic	4,750

Dates	Format	City	Language	Fee (USD)
1–5 Jan 2029	5-day online	Live online	Arabic	2,950
6–10 May 2029	5-day classroom	Kuwait City	English	4,750
9–20 Jul 2029	10-day online	Live online	Arabic	5,450
16–27 Sep 2029	10-day classroom	Doha	Arabic	8,950
15–19 Oct 2029	5-day classroom	Abu Dhabi	Arabic	4,750
11–22 Feb 2030	10-day online	Live online	English	5,450
15–19 Apr 2030	5-day classroom	Casablanca	English	4,750
17–28 Jun 2030	10-day classroom	Kuala Lumpur	English	8,950
4–8 Nov 2030	5-day online	Live online	Arabic	2,950
9–13 Dec 2030	5-day classroom	Paris	English	4,750

Customised and in-house versions of this course are available on request. www.garnettrainings.com/en/customise/