



London TDM

# Customer Service and Sales Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 31 May 2026 To 04 June 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

Welcome to "Time Management for Sales Success," a comprehensive 5-day course designed to equip sales professionals with the tools and techniques needed to effectively manage their time, prioritize tasks, and enhance productivity. In today's fast-paced sales environment, efficient time management can be the difference between meeting sales targets and falling short. This course will provide you with actionable strategies to optimize your workday and achieve your sales goals.

## Objectives

- Understand the fundamentals of time management.
- Identify time-wasting habits and learn how to eliminate them.
- Develop prioritization skills for maximum impact.
- Learn time management tools and techniques specific to sales.
- Create a personalized action plan to maintain effective time management practices.

## Course Outlines

### Day 1: Understanding Time Management in Sales

- Introduction to time management theories and models
- The impact of effective time management on sales success
- Common time-wasting habits in sales
- Self-assessment: How do you currently manage your time?
- Setting time management goals for this course

### Day 2: Prioritization Techniques for Sales Professionals

- The importance of prioritization in sales
- Urgent vs. important: The Eisenhower Box
- Using sales data to prioritize effectively
- Techniques for overcoming procrastination
- Interactive workshop: Prioritization exercises

### Day 3: Tools and Techniques for Effective Time Management

- Overview of popular time management tools
- Digital tools for scheduling and task management
- Time-blocking: Maximizing productivity in sales
- Using CRM systems to streamline time management
- Hands-on session: Setting up your tools for success

### Day 4: Effective Communication and Time Management

- The role of communication in time management
- Best practices for managing communication with clients
- Techniques for efficient team collaboration
- Managing meeting times to optimize productivity
- Role-playing exercise: Managing client expectations

## **Day 5: Creating Your Personal Time Management Action Plan**

- Review and reflection on key learnings from the course
- Steps to develop a personalized time management strategy
- Setting SMART goals for ongoing time management improvement
- Accountability partners and maintaining progress
- Final assessment and action plan submission