

### **Introduction to Skill Area One**

- Warm-up discussion
  - o What are your experiences as a salesperson?
  - o What social skill components are important to be a salesperson?
- Review of learning objectives



### **Video and Teaching/ Discussion**

- Identify inappropriate behaviors from video show on poor performance of salesperson, e.g.
  - o Be impolite
  - o Did not cater customer's needs
- Introduce the key points through PowerPoint/ transparency presentation, e.g.
  - o Be polite to customer with a kind smile
  - o Understand and explain clearly the features and usages of product
- Discussion



### **Demonstration**

- Show a video about performance of a good salesperson who applies the stated key points to serve the customer



### **Role-play Exercise**

- Practice role-play scenario with participants
  - o Participants act as salesperson in a store and try to demonstrate how they will serve the customer in an appropriate way
- Give feedback



### **Homework Assignment**

- Practice and generalize skills into daily situation
  - o Participants are required to observe a real-life situation in which a salesperson is serving customers, and rate the performance of the salesperson from a customer's viewpoint with reasons
  - o Participants are required to pair-up with participants to perform a roleplay without trainer's guidance, and report the performance according to a checklist in next session