



Presents:

SALES TRAINING – CONNECTING & BUILDING RAPPORT IN A VIRTUAL WORLD

When: Thursday, June 17, 2021 - 10:00 – 11:15am

Where: Virtually - Via Zoom

Facilitator: Ronda Berns, Sales Consultant and Coach

Course Description

Meeting with our clients in person was how we had connected and built a rapport in the past. We introduced ourselves, shook hands, made eye contact, and watched body language. There was a vibe, a feeling, an observation that we could see, feel and hear before started a business relationship.

Today, due to the pandemic and safety issues, we are no longer able to meet in person. Meetings have shifted to online platforms such as Zoom and Google Meets. These online meetings have forced us into a brand new way of connecting with our clients, employees and attending all our meetings.

We have had to adapt quickly to these new online platforms to conduct business with little to no training. Building rapport and connecting with clients online is not the same as meeting in person. Gaining client's trust on a virtual platform and having them share personal information so you can learn about their character, decision-making process, and history to make solid lending decisions can be a challenge.

In this presentation, you will discover tangible takeaways on:

- Best practices for presenting on a virtual platform
- Preparing for meetings utilizing research and preplanning
- Finding valuable information and insight before your call
- Engaging and connecting by asking questions
- Building rapport with your clients and creating trust

This presentation utilizes a customer-centric approach to working and connecting with your clients. Understanding what our clients are looking to achieve and taking the time to research and prepare for each client interaction is the path to long-term success. Utilizing the tools in this presentation will set you apart from your competition and create successful interactive conversations and solid relationships with your clients that will last a lifetime.

RMA Members: \$30 Non-Members: \$40

To register email: vtbanker@sover.net

By June 7, 2021

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Vermont RMA Chapter
Sales Training – Connecting & Building Rapport in a Virtual World
 Thursday, June 17, 2021
 10:00am – 11:15am
 Virtually, via Zoom

REGISTRATION FORM
Registration Deadline: June 7, 2021

Bank:

Contact:

Email:

RMA Member \$30
Non-Member \$40

Name: **Email:**

Name: **Email:**

Name: **Email:**

Name: **Email:**

TOTAL: \$

Survey Question: What is the most important thing you would like to take away from this training?

Checks can be made payable to **VERMONT RMA CHAPTER, INC.**, and mailed to:
 %Vermont Bankers Association, Inc.
 P.O. Box 587, Montpelier, VT 05601-0587
 Fax (802) 223-5078 | Email: vtbanker@sover.net
RETURN THIS FORM BY JUNE 7TH

Cancellations: A full refund of registration fees will be issued for cancellations received by June 7, 2021. No refund is given after that date, but substitutions are welcome. If you fail to attend the event, you forfeit the entire fee. In the event the course is canceled by RMA Chapter, you will receive a full refund for registration fees.

About the Speaker:



Ronda Berns is a sales consultant and coach who teaches customer-centric sales skills that provide the tools and confidence to authentically connect with your ideal clients consistently and successfully and open the doors to share your brilliance, products, and services with the world.

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