The Psychology of Influence and Persuasion in Sales Training Course

21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #SAL9547_130263

Course Introduction / Overview:

This intensive training course delves into the intricate science of sales psychology, moving beyond traditional sales tactics to explore the cognitive and emotional drivers that underpin every purchasing decision. Participants will gain a profound understanding of why customers buy, enabling them to build genuine rapport, overcome objections, and ethically guide clients toward solutions that meet their needs. Drawing upon foundational research from acclaimed academics like Robert Cialdini, author of the seminal book "Influence: The Psychology of Persuasion", this program unpacks the core principles of influence, such as reciprocity, scarcity, and social proof. At BIG BEN Training Center, we have designed this course to be highly practical, equipping sales professionals with a sophisticated toolkit for persuasive communication and enhanced negotiation skills. The curriculum focuses on mastering consumer behavior, understanding psychological triggers, and applying neuro-selling concepts in real-world scenarios. By mastering these skills, participants will not only improve their sales performance but also foster stronger, more loyal customer relationships built on trust and mutual understanding. This course is the definitive guide for anyone looking to transform their sales approach from a transactional process to a consultative partnership.

Target Audience / This training course is suitable for:

- Sales Professionals at all levels.
- Account Managers and Executives.
- Business Development Managers.
- Sales Team Leaders and Managers.
- Marketing Professionals.
- Customer Service Representatives.
- Consultants and Entrepreneurs.
- Anyone involved in negotiation or client-facing roles.

Target Sectors and Industries:

- Retail and E-commerce.
- Technology and Software as a Service (SaaS).
- Financial Services and Insurance.
- Real Estate and Property Development.
- Pharmaceutical and Healthcare.
- Automotive Sales.
- Telecommunications.
- Hospitality and Tourism.
- Governmental and Public Sector entities.
- Consulting and Professional Services.

Target Organizations Departments:

- Sales and Business Development Departments.
- Marketing and Communications Departments.
- Customer Relationship Management (CRM) Departments.
- Client Services and Support Departments.
- Product Management Departments.
- Public Relations Departments.
- Procurement and Purchasing Departments.

Course Offerings:

By the end of this course, the participants will have able to:

- Analyze the psychological drivers behind customer purchasing decisions.
- Apply core principles of persuasion and influence ethically in sales scenarios.
- Build deep rapport and trust with clients using advanced communication techniques.
- Identify and adapt to different customer personality types and buying styles.
- Master the art of storytelling to create compelling sales narratives.
- Effectively handle objections by understanding their psychological roots.
- Utilize non-verbal cues and body language to enhance persuasive impact.
- Develop a customer-centric mindset that fosters long-term loyalty.
- Implement neuro-selling strategies to connect with the customer's decision-making brain.
- Craft value propositions that resonate on both a logical and emotional level.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and immediately applicable. This course moves beyond theoretical lectures to create a dynamic learning environment where participants actively engage with the material. We utilize a blend of expert-led instruction, interactive group discussions, and practical exercises to ensure a deep understanding of sales psychology. A significant portion of the training is dedicated to hands-on learning through realistic role-playing simulations that mirror real-world sales challenges. Participants will receive constructive, personalized feedback from the instructor and peers to refine their techniques. Case studies of successful and unsuccessful influence attempts will be analyzed to extract valuable lessons. Team-based activities will encourage collaborative problem-solving and the sharing of diverse perspectives. The course fosters a supportive atmosphere where participants can practice new skills in a safe environment, building the confidence needed to apply the principles of ethical influence and persuasion effectively in their professional roles. Our goal is to ensure that every participant leaves with a practical toolkit and a transformed approach to sales.

Course Agenda (Course Units):

Unit One The Foundations of Sales Psychology

- Understanding the buyer's brain and decision-making processes.
- The critical difference between persuasion and manipulation.
- Ethical frameworks for applying psychological principles in sales.
- Exploring key cognitive biases that influence purchasing behavior.
- Introduction to the psychology of trust and rapport-building.
- The role of emotional intelligence (EQ) in successful selling.
- Mapping the modern customer journey from a psychological perspective.

Unit Two Building Connection and Unshakable Trust

- Mastering active listening to uncover deep client needs.
- Techniques for establishing genuine rapport and credibility.
- The psychology of first impressions and its impact on the sales cycle.
- Decoding non-verbal communication and body language cues.
- Using empathy to connect with customer motivations and pain points.
- The principle of Liking: finding common ground and offering genuine compliments.
- Strategies for maintaining trust throughout the entire client relationship.

Unit Three The Core Principles of Ethical Influence

- Applying Robert Cialdini's six principles of persuasion.
- The Law of Reciprocity: the power of giving before receiving.
- Leveraging Scarcity and Urgency to motivate action.
- The Principle of Authority: establishing yourself as a credible expert.
- Utilizing Social Proof and testimonials to build confidence.
- The power of Consistency and Commitment in guiding decisions.
- Integrating these principles into a natural sales conversation.

Unit Four Advanced Persuasion and Negotiation Techniques

- The art of storytelling in sales to engage and persuade.
- Framing techniques to position your product or service effectively.
- Psychological strategies for handling objections and resistance.
- Understanding and navigating the psychology of price and value.
- Advanced questioning techniques that guide the customer's thinking.
- Neuro-selling: appealing to the primal, emotional, and logical brain.
- Applying psychological triggers for effective closing.

Unit Five Integrating Psychology into Your Sales Strategy

- Developing a personalized influence and persuasion toolkit.
- Conducting a psychological analysis of your target market.
- Live role-playing sessions with personalized feedback.
- Creating a strategic plan for long-term client relationship management.
- The psychology of follow-up and fostering customer loyalty.
- Maintaining a positive and resilient sales mindset.
- Final case study analysis and action planning for implementation.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Where is the ethical line between persuasive influence and psychological manipulation in modern sales practices?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond surface-level sales tricks and focusing on the deep, evidence-based psychological principles that govern human behavior and decision-making. Unlike programs that offer a list of tactics, we provide a comprehensive framework for understanding the "why" behind every customer interaction. The curriculum is rooted in established academic research, including the work of pioneers like Robert Cialdini, ensuring that the techniques taught are not only effective but also grounded in ethical practice. A core differentiator is our heavy emphasis on practical application through immersive role-playing and real-world case studies, which allows participants to internalize and adapt these powerful concepts to their specific industry and client base. Furthermore, the course places a significant focus on building long-term, trust-based relationships rather than achieving short-term wins. Participants will learn how to become trusted advisors to their clients, a shift that transforms the sales process from a transaction into a valuable, consultative partnership. This focus on ethical influence and relationship-building ensures that the skills acquired will foster sustainable success and enhance professional reputation.