

WM9J6-15 Sales and Sales Management

23/24

Department

WMG

Level

Taught Postgraduate Level

Module leader

Ali Ahmad

Credit value

15

Module duration

4 weeks

Assessment

Multiple

Study location

University of Warwick main campus, Coventry

Description

Introductory description

This module will encourage entrepreneurs to view sales as a valuable and necessary aspect of their business, and to embrace the challenge of selling. Selling is an essential element of building customer relationships that is the foundation of all business. Participants will explore the theory of creating sales and then be able to apply the methods and techniques to develop sales propositions appealing to their target customer and representative of the competitive advantage of the goods or services (products) provided by their business.

Participants who are likely to undertake any customer facing business activity, such as face to face negotiations, will benefit from this module. The objectives of the module are to acquire the following knowledge and skills and to be able to apply them in the context of starting their own business.

- Understanding the Market and Customer's needs
- Developing Sales Techniques
- Develop a Sales Proposition
- Management of Sales and Sales Relationships

Module aims

1. Create a sales mindset: This means developing an understanding of the selling process and a positive attitude towards selling that instils the confidence and motivation to enable participants to present themselves and their offer to the market.
2. Focus on the sales proposition: Effective salespeople need to understand how to articulate their proposition effectively. Developing an understanding of their customers' and consumers' and be able to demonstrate the value of their goods or service.
3. A reference to real-life examples to build confidence: Case studies, success stories, and vignettes from relevant start-ups and SMEs will be used to illustrate key points and demonstrate the effectiveness of sales management techniques.
4. Relaying the significance of building relationships from initial contact with the potential customer (prospect) to purchase: To achieve this, the importance of building trust and rapport with potential customers will be explored. Discussions will centre on the value of listening, understanding customer needs, and the negotiation of win-win scenarios.
5. Use of data-driven insights: Sales is a data-driven process, and entrepreneurs should be able to use data analytics tools to measure and improve their sales performance and track metrics such as conversion rates, customer acquisition cost, and lifetime value to optimize the sales process to aid the management process.
6. Understanding how to adjust for different market dynamics: We will consider how the sales process and value proposition can be adjusted for different markets.

Outline syllabus

This is an indicative module outline only to give an indication of the sort of topics that may be covered. Actual sessions held may differ.

- The Challenge of Selling – Selling as a Process
- Consumer and Buyer Behaviours
- Developing the Value Proposition
- Customer Acquisition via the Customer Journey
- Negotiation Skills
- Relationship Building in Sales
- Digital Selling, Data Analytics and Metrics
- Sales Management
- Creating Sales in Various Markets

Learning outcomes

By the end of the module, students should be able to:

- Compare and contrast the benefits of different sales techniques to be used in various situations, including face-to-face selling

- Analyse the potential market for a specified customer group and develop a targeted sales proposition
- Evaluate the different sales channels, online and offline, and their comparative advantage
- Identify how consumer and buyer behaviours differ and evaluate the importance of negotiation and relationship selling in both B2C and B2B interactions
- Research and devise a sales strategy for a selected product or service offer

Indicative reading list

Baines, P., Whitehouse, S., Rosengren, S. and Antonetti, P. (2021) Fundamentals of Marketing (2nd Ed). Oxford, Oxford University Press.

Jobber, D., Lancaster, G. and Le Meunier-FitzHugh, K. (2019) Selling and Sales Management (11th Edition). Harlow, Pearson.

Le Meunier-FitzHugh, K. (2021) Marketing, A Very Short Introduction. Oxford, Oxford University Press.

Scarborough, N. M. and Cornwall J. R. (2023) Essentials of Entrepreneurship and Small Business Management, Global Edition (9th edition), Harlow, Pearson.

International

Upon completion, students can develop skills in communication, relationship building, and "sales" thinking. They will be able to effectively communicate with clients and colleagues, build long-term relationships with clients, and analyze data and research markets to develop sales strategies. These skills are transferable and valuable in various industries and professions.

Subject specific skills

Sales Management
 Sales Theory and Practice
 Targeting and Positioning
 Consumer and Buyer Behaviour
 Customer Acquisition and the Customer Journey
 Relationship Selling
 Data Analytics for Sales

Transferable skills

Communication Skills: Sales requires effective communication with clients, colleagues, and other stakeholders. Students can develop their ability to communicate clearly, persuasively, and empathetically.

Relationship Building: Building long-term relationships with clients is a critical part of sales. Students can develop their interpersonal skills, including active listening, conflict resolution, and negotiation.

Strategic Thinking: Sales requires a strategic approach to identifying and pursuing opportunities. Students can develop their ability to analyze data, research markets, and develop sales strategies.

Time Management: Sales can involve a fast-paced environment with many deadlines and competing priorities. Students can develop their ability to manage their time effectively, prioritize tasks, and meet deadlines.

Resilience: Sales can involve rejection and setbacks. Students can develop their ability to handle rejection, learn from failures, and stay motivated and persistent.

Problem Solving: Sales can involve addressing complex challenges and developing creative solutions. Students can develop their critical thinking and problem-solving skills.

Adaptability: Sales can involve dealing with changing circumstances and adapting to new situations. Students can develop their ability to adapt to new environments, learn quickly, and be flexible.

Study

Study time

Type	Required
Lectures	8 sessions of 1 hour (5%)
Seminars	22 sessions of 1 hour (15%)
Private study	60 hours (40%)
Assessment	60 hours (40%)
Total	150 hours

Private study description

Completing the set readings, watching the listed videos and podcasts and practicing revision quizzes.

Costs

Category	Description	Funded by	Cost to student
IT and software	The use of a sales simulation @£45 per student.	Department	£0.00

Assessment

You do not need to pass all assessment components to pass the module.

Assessment group A1

	Weighting	Study time
Post-module assignment A question set requiring students to present an analysis of options for launching a new sales strategy in a startup context.	70%	45 hours
Group Presentation on Set Task Presenting outcomes of in-module assessment	30%	15 hours

Assessment group R1

	Weighting	Study time
Individual essay response to a set question A question set will be issued for students to complete	100%	

Feedback on assessment

Syndicate work feedback in-module, feedback report (specific and general) on assigned post module work.

Availability

There is currently no information about the courses for which this module is core or optional.