

## Sales Techniques (F710407)

**Course size** *(nominal values; actual values may depend on programme)*

**Credits 3.0** **Study time 90 h**

**Course offerings and teaching methods in academic year 2025-2026**

A (semester 1)	Dutch	Gent	lecture
			independent work
			seminar

**Lecturers in academic year 2025-2026**

Spruyt, Adriaan	EB23	lecturer-in-charge
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**Offered in the following programmes in 2025-2026**

	<b>crdts</b>	<b>offering</b>
<a href="#">Master of Science in Teaching in Economics(main subject Business Administration)</a>	3	A
<a href="#">Master of Science in Business Administration(main subject Commercial Management)</a>	3	A

**Teaching languages**

Dutch

**Keywords**

Sales, sales management

**Position of the course**

This course provides insights into the methods and techniques that drive B2B and B2C sales, in an online, offline, as well as a multichannel environment.

**Contents**

- The relationship between sales and marketing
- Psychological pricing
- Sales techniques
- Commercial communication skills
- Ethical aspects of sales
- Sustainable sales
- Sales funnel management
- Key account management
- Sales budgeting and forecasting

**Initial competences**

- General knowledge marketing
- General knowledge retail management

**Final competences**

- 1 Exhibit a good understanding of different sales techniques
- 2 The ability to select the most appropriate sales techniques in any given situation, taking into account (recent) scientific findings
- 3 The ability to evaluate the effectivity of new sales techniques based on (recent) scientific findings
- 4 The ability to apply various sales techniques
- 5 Basic understanding of sales budgeting
- 6 Basic understanding of sales forecasting
- 7 The ability to assess the sustainability of sales actions
- 8 Basic understanding of commercial communication skills

**Conditions for credit contract**

Access to this course unit via a credit contract is determined after successful competences assessment

### Conditions for exam contract

This course unit cannot be taken via an exam contract

### Teaching methods

Seminar, Lecture, Independent work

### Study material

Type: Slides

Name: Verkooptechnieken

Indicative price: Free or paid by faculty

Optional: no

Language : Dutch

Number of Slides : 200

Available on Ufora : Yes

Type: Reader

Name: Nota's bij het opleidingsonderdeel Verkooptechnieken

Indicative price: Free or paid by faculty

Optional: no

Language : Dutch

Number of Pages : 45

Online Available : Yes

### References

### Course content-related study coaching

Questions during the sessions, by e-mail, or by appointment.

### Assessment moments

end-of-term and continuous assessment

### Examination methods in case of periodic assessment during the first examination period

Written assessment with multiple-choice questions, Written assessment with open-ended questions

### Examination methods in case of periodic assessment during the second examination period

Written assessment with multiple-choice questions, Written assessment with open-ended questions

### Examination methods in case of permanent assessment

Participation

### Possibilities of retake in case of permanent assessment

examination during the second examination period is possible in modified form

### Extra information on the examination methods

Written exam: consists of multiple choice questions (50%) and open-ended questions (50%).

Participation: participation in 1 workshop. In the event of a legitimate absence during the workshop, a replacement assignment is provided. Students who are absent during the workshop or fail to submit their replacement assignment must still submit the replacement assignment before the second session in order to pass.

### Calculation of the examination mark

Written exam: 18/20

Participation: 2/20

Students who eschew one or more parts of the assessment can no longer obtain a pass mark for the course unit. Should the final mark be higher than 9/20, it will be reduced to the highest fail mark (i.e. 9/20).