

Selling lawfully and ethically

Workshop Purpose:

This workshop aims to cover the knowledge involved in understanding customers' legal rights, ethical selling and the consequences of non-compliance and unethical selling.

Sales people must show that they act responsibly in relation to their customers and must obey the law in relation to selling.



Workshop Outcomes:

On completion of this workshop participants will be able to:

- Understand that customers have legal rights
- Understand the concept of ethical selling
- Understand the responsibility of the sales person in complying with legal and ethical requirements

(**Note:** This workshop is country specific and all related legislative requirements need to be provided to UPC well in advance to incorporate into training material)

Who should attend:

Any person involved in sales and sales related activities.

Duration:

4-hour workshop:

For a minimum of 8 to a *maximum of 20* participants

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