

Sales, Service & Negotiation

AC-ELHS-18 · 0.5 credit · Semester · High School

Units

Unit 1	What Selling, Serving & Negotiating Really Are
Unit 2	Listening & Discovery
Unit 3	The Honest Pitch
Unit 4	Objection Handling
Unit 5	Customer Service: Care After the Yes
Unit 6	Negotiation: Toward a Fair Agreement
Unit 7	Ethics & the Hard Moments
Capstone	The Honest Deal