



## Customer Sales Training

SHARPENING SKILLS • SAVING TIME

### Three Step Recommendation – ½ day

#### Overview

This workshop is a ‘must’ for companies who offer a wide variety of products and services. Life is about choice. Giving your customers a clear frame work to choose from will maximise on your cross sell and result in more wins. This workshop is fully interactive; with delegates building recommendation platforms that give their customers clear options. The outcome often eliminates the need to directly close sales. You will look at how you can add value to your customers and result in increasing your average value order.

#### Outcomes:

- You will have a stronger basis for your recommendations
- You will be able to deliver the recommendation confidently
- You will be able to create wider negotiation platforms
- You will be able to protect your bottom line

### Smart Objectives – ½ day

#### Overview

Learn how to set objectives that measure your individuals Key Performance Indicators. This workshop is a must for anyone managing people that want to stretch performance in a positive and achievable manner. SMART objectives are crucial to employees who have targeted performance and can be linked easily to performance reviews and incentives.

#### Outcomes

- You will be able to apply SMART objectives to your role
- You will know how and when to apply them
- You will be able to measure performance V success
- You will be able to see the benefits of SMART objectives

### Performance Development – ½ day

#### Overview

Learn how to conduct effective one 2 ones and apply the Grow model to your individuals. Regular performance reviews are key in developing effectiveness, knowing when to praise or reprimand is often difficult to determine. Is the issue that they can’t or won’t? The GROW model will help you establish the individuals commitment to self develop and progress.

#### Outcomes:

- You will know how and why to apply the GROW model
- You will understand the benefits of effective one 2 ones
- You will have a clearer understanding of your team development
- You will be able to apply this learning to your role

## Effective Meetings – ½ day

### Overview

How effective are your meetings? Meetings are often conducted out of habit rather than necessity. Understanding the purpose of a meeting, how to plan a meeting, who should attend and the method of delivery are crucial to success. Learn how to plan and conduct team meetings that offer clear results with measurable follow up.

During this workshop you will be able to plan your next meeting with a core focus to impact immediately on your team.

#### Outcomes:

You will be able to conduct effective team meetings

You will be able to influence key outcomes

You will be able to prepare for all types of meetings

You will be able to plan your delivery

You will be able to action the outcome of your meeting