

High Performance Sales Series

In the 21st century, the customer is increasingly more sophisticated. Not only do they have greater choice, but they also have greater experience. As such, sales people are constantly challenged to find new and innovative ways to meet client expectations.

Benefits

TO THE ORGANIZATION

- Recognition by your customers of your organization and its representatives as being professional.
- Quick and effective project completion and problem resolution for your customers.
- Unmatched internal and external customer satisfaction.
- Increased sales volume.

TO THE INDIVIDUAL

- Enhanced self-confidence and self-empowerment.
- Positive interactions by building rapport, trust and credibility.
- Successful business relationships.
- Increased productivity.
- Increased success and reduced stress on the job-seeking process.

Sales Management Modules

CHANGING TOWARDS A SALES CULTURE

- Communicating company's direction.
- Understanding corporate culture and direction.
- Aligning personal goals, attitude & paradigm.
- Aligning new attitude towards peak performance.
- Developing skills for successful change.
- Becoming Performance Orientated.

SALES LEADERSHIP

- Leadership Philosophy.
- Communicate For Results.
- Managing Task Relationship.
- Managing People Skills.
- Developing a Positive Self-Image and Building Self-Esteem.
- Motivation – Creating a Spirit of Camaraderie.
- Delegation as a way to Motivate.
- Coaching & Counselling.
- The Shackleton's Way.

ACCOUNT MANAGEMENT

- Going beyond supplier-customer expectation gap.
- In search for competitive values.
- The principle of customer leadership.
- Re-engineering your customer's experience cycle.
- Understanding your cost dynamics.
- The economics of customer intimacy.
- Breakthrough the norm practices in customer service.


SALES TEAM MANAGEMENT


- People, process, technology and performance.
- Sales forecasting and planning.
- Setting goals and targets.
- Performance management.
- Motivating and rewarding the salespeople.


SHOW ROOM & FACILITIES DISPLAY TRAINING


- How to show your car in your show room to its best advantage.
- The 5 Phase Car Presentation that works.
- Running your show room for maximum results.
- Empowering communication skills.
- Looking and feeling good with grooming.
- Making it work with Brand's Representative – Salesman.


Methodology


 Highly interactive lectures

 Open discussions

 Group discussions

 Role-plays

 Course manual

 Activity handbook

Testimonials

"It was marvellous that Bolton Berhad Group of Companies appointed your establishment ... Our staff enjoyed the training provided by you ... One of the most important aspects that you have assisted was to merge the different industries within our group into a common course program without compromising the objectives where it benefited our staff.....".

Tomy Goh, Group Head of Human Resources, Bolton Berhad.

"Amongst some of the feedback obtained was that your presentation was lively, well done and ... They also found you to be natural, funny, down to earth and stimulating."

Jullana Affandi Tan, Conference Development Manager, The Asla Business Forum.

"The trainer was very clear in presenting the training, and made the entire presentation very entertaining It was a simple but effective way to understand the A-Z of Overall, this training has really shown me that,, nothing is impossible. I have really benefited from it".

Angellne Yap, Callblz (M) Sdn Bhd

"The trainer is very professional and is a sharp observer, with a helpful and positive attitude. This workshop really helped me realise certain things and therefore start improving myself."

Kenny Chong, Schnelder Electric Industries(M) Sdn Bhd

Certification & Personal Achievements

CERTIFICATION

- HRDF SBL Scheme
- HBDI Certification
- HRDF Certified Trainers

PERSONAL ACHIEVEMENTS

- **Jerome Pierre BONNIFAY** (Senior Consultant and Partner)

Jerome is a HBDI certified practitioner and holds a BA in Law and Economics from the University of Poitiers in France and an MBA in Human Resources from the Frederick Taylor University in California. He is currently pursuing his PhD in Psychology, specializing in EQ and Whole Brain Thinking.

- **Raymond PHOON** (Senior Consultant and Partner)

Raymond completed his tertiary and professional education in Ohio, USA, accomplishing 3 major degree specializations; Operations Research, Statistics and Computer Science. He is currently pursuing his doctorate degree in Human Resources with key focus on Performance Management and Professional Excellence.

Ready To Reach New Levels Of Success?

For further enquiries, contact us via:

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