

WINNING BUSINESS RELATIONSHIPS WHERE IT MATTERS (5T) (WBR/1D) (Featuring The 3 Keys)

DURATION: 1 DAY

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm



INTRODUCTION

“To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.”- Anthony Robbins

If you have ever had a miscommunication in the new millennium, either verbal or digital, then you know that words and actions mean different things to different people. Everyday those differences in communication cost your business or organization a lot in terms of time, energy and money. Compounded with the communication methods and styles of the new generation, we are faced with endless situations where what we mean is not what is perceived, and what we perceive is not what was intended. Bridging those differences requires effective communication; the foundation for excellence in sales leadership, performance and management.

This unique 1-day, activity driven program teaches skills that boost personal productivity and relationship building through increased understanding and effective implementation of the business communication process. By providing you with a rigorous training environment, your active participation in our program will enable you to apply and sustain your learning to a point of forming winning habits. You will have the ability to create the greatest positive impact when you are communicating at every given opportunity.

Winning Business Relationships Where It Matters focuses on the following areas:

- Communication
- Contribution
- Engagement
- Feedback
- Relationship building

BENEFITS

After completing the training, you should be able to:

- Build winning relationships easily

- Develop the power of perspective
- Improve your personal style of communicating
- Understand and employ the business communication process effectively
- Use various communication strategies effectively

KEY CONTENT

Day 1:

MODULE 1: INTERPERSONAL COMMUNICATION

- Building credibility
- The 4 Customer Behavioral Styles
- Identifying your personal style
- Developing your style towards effective selling
- Shifting into positive action

MODULE 2: FINDING THE WHITE SPACE

- Context vs content
- The I-Maze
- Value of change
- Risk taking in change management
- Moving forward with ideas

MODULE 3: MAPPING THE RELATIONSHIP

- The 3 keys unleashed
- Expectation vs reality
- What do we stop doing
- What do we start doing
- What do we do differently

MODULE 4: BRIDGING THE GAP

- Live demonstration
- The Hot Seat
- The role of the audience
- Objective and subjective review
- The Devil's Advocate

AUDIENCE

Sales executives, sales supervisors, business managers, team leaders, operations personnel, technical personnel, front liners, customer service and everyone who has a stake in the organization's revenue and profit growth

METHODOLOGY

To change your direction, shift your thinking.

However long ago you learnt to ride a bicycle, it's likely an experience you've never forgotten. The skill remains with you today. When was your last corporate training program? How much of what was learnt is actively applied in your business today? Are all that remains the workshop manuals left on your shelf?

Our programs are initiatives that last. They encourage new ways of thinking. They open up ways to create extraordinary achievements. We believe individual behavior and attitude contribute significantly to the overall excellence of your organization. So we focus on what really matters.

Our unique methodology of combining experiential, instructional and discovery learning, and supported by modern coaching technology, creates powerful shifts in attitudes and behavior that will encourage sustainable change in your organization. These changes make an impact on results where it matters.

In our programs, you can expect an extensive use of case studies, debriefing, dyads, facilitated coaching, feedback, games and activities, group discussions, lectures, psychodramas, simulations, story-telling and structured instruments.