

# available programmes

Personality Styles

Power of Belief

Time Management For Success

The Art Of Retail Selling

Retail Selling - Add-Ons, Upselling & Cross-selling

Consultative Sales

Sensational Service

Working in Teams

Goal Setting & Goal Getting

Effective Stress Management

Handling Complaints

Business Plans That Work

Staff Retention Through Reward and Motivation

Management Skills - Leadership Styles

Creating A Customer Service Environment

Conflict Resolution

Delegation Skills

Train the Trainer

Advanced Train the Trainer

Staff Counselling

Leader as Coach – Empowering others to success

# Personality Styles - Taking the Guesswork out of Working with, Selling or Leading anyone!

## OBJECTIVE

The Myer Briggs Type Indicator is one of the most useful tools in organising what you know about yourself and others. Based on Carl Jung's theory of psychological type, the MPTI is now the most widely used instrument in the world for understanding normal personality differences. Participants will complete their own personal type indicator and will receive a booklet discovering their preferences. By the end of the session participants will learn how to use psychological type to better lead, work with, sell to and service others.

## TARGET CUSTOMER

Anyone who would like to improve their effectiveness with others.

## WORKSHOP OUTLINE

- How to improve your impact on those around you.
- Sell to anyone regardless of style.
- Recognise the basic personality styles - how they communicate and make decisions
- Gain a better understanding of yourself and people around you
- Build better teams
- Improve Communication Skills
- Reduce stress and conflict
- Improve personal relationships
- Understand how personalities can affect the business process

## DURATION

Full Day

# THE POWER OF BELIEF ... USING MINDPOWER TO ACHIEVE MASSIVE RESULTS!

## OBJECTIVE

This programme teaches participants to use the latest ideas from the cognitive sciences to take control of their whole brain, and put them to use in designing the life and results they really want. Sell more, improve relationships, lose weight, or anything else using the incredible power available to you right now!

Power

## CONTENT

- How our belief systems work – and how to reset them for success.
- Putting the unconscious mind to work for us – tapping into the other 90% of our mindpower!
- Barriers to effective performance.
- Using the teleological nature of our mind to achieve desired results.
- How to break limiting habits and set new empowering patterns of behaviour.
- Using the power of visualisation and focus to achieve better results.
- Deprogramming and reprogramming the mind.
- Setting ourselves up for success.

## DURATION

Full day module

# The Art of Retail SELLING

## OBJECTIVE

Retail Selling is a dynamic seven step process that can be used without continual reference to manuals and has been proven to dramatically improve the sales and customer service levels in organisations that have embraced its philosophy. The Business of Selling is specifically designed to provide participants with the skills needed to close more sales. This is achieved by providing a highly interactive environment in which participants learn, via hands on participation, to understand the importance of a structured sales process. Additionally, participants will learn the concepts of team selling and how to manage their clients in a face to face situation.

## TARGET CUSTOMER

This programme is designed for all sales people working in retail sales.

## LEARNING OUTCOMES

- Utilise the seven-step process to enhance their sales.
- Use probing and reverse questioning to identify the needs of their customers.
- Use product features and benefits to introduce products to clients.
- Be able to deal effectively with the five principle customer emotional responses.
- Assess their own performance in relation to the use of the skills taught
- Improve customer service levels by effectively managing the client.
- Effectively manage a client "follow up" procedure.

## WORKSHOP OUTLINE

- Why Train? ... Overview and background using active listening skills
- The Seven Steps of Selling
- PCP ... Pre-Call Preparation
- Welcome ... *"Do unto others as THEY would have you do unto them"*
- Introducing the Product using Features and Benefits
- Always Ask for the Order
- Motivation Will Get You Started ... BUT Habit Will Keep You Going
- Sales Aids
- Lets Talk KPI's ... how to know you are improving!
- Work Project ... to enhance learning retention and understanding

## DURATION

Two Days

# SENSATIONAL SERVICE

## OBJECTIVE

Sensational Service will be the number one competitive battleground as we forge into the 21st Century. Daring to be different and absolutely delighting the customer is going to be vital to our sales success. This module looks at going beyond Customer Satisfaction by delighting them with Sensational Service!

## TARGET CUSTOMER

This programme is designed for all staff and managers who deal with customers or impact service levels.

## LEARNING OUTCOMES

- Participants will understand what customers really want and strategies to exceed these expectations.
- Will understand the critical need for Jetset to Delight the customer with Sensational Service, not just provide customer satisfaction.
- Will identify the critical Moments of Truth that impact Customer perceptions, and strategies for exceeding each of these M.O.T.'s.
- How to add service and value for the customer and by so doing create a competitive edge in the customers' mind.
- Participants will identify strategies for dealing with difficult Customers, including such issues as how to win them over, not getting stressed by them, and not letting one difficult customer experience contaminate the next customer interaction.

## WORKSHOP OUTLINE

- Service ... why it's not everything - it's the only thing!
- The difference to your business between satisfying and delighting customers
- Adding service and value - the augmented product
- Task vs Relationship - the fundamental service difference
- Moments of Truth - Designing Service Standards that deliver Sensational Service
- Advanced skills in dealing with difficult Customers

## DURATION

Three (3) hours

# Retail Selling - Add-Ons, Upselling & Cross-selling

## OBJECTIVE

The Business of Add Ons is designed to give retail salespeople superior skills that will enable them to increase the value of their sales. This workshop focuses on the top three ways a salesperson can increase the actual value of the sale.

## TARGET CUSTOMER

This programme is designed for Salespeople, Supervisors and Managers.

Pre-requisite - The Art of Retail Selling or other process based sales training.

## LEARNING OUTCOMES

- Participants will be able to clearly identify opportunities
- Understand how to convert opportunities into needs.
- Use Add-Ons, Up-Sell and Switch Sell to increase sales.

## WORKSHOP OUTLINE

Research has shown that where the sales person not only has the ability but also the confidence to attempt to improve the value of a sale using one of the top three ways, the individual performance of that salesperson can improve by up to 40%. This training module not only provides the participant with the skills to improve their sales but will also graphically demonstrate the effectiveness of their use. This in turn significantly increases the consultants commitment to the processes learnt.

## DURATION

Three (3) hours

# Working in TEAMS

## OBJECTIVE

Business success relies on the combined and cohesive efforts of it's people. Effective Teamwork is the 'glue' that holds people together in the pursuit of a common and productive purpose. This module is about how to produce winning teams.

## TARGET CUSTOMER

This programme has been designed for all staff.

## LEARNING OUTCOMES

- Participants will understand what they need to do to build co-operation and reduce conflict within their team.
- Will be able to use the Team Development Model to understand and work through conflict co-operatively.
- Explain and use a variety of communication and decision making styles for effective Teamwork.
- Will work through the suggested 'Rules of the Game' for teams and develop guidelines for building and maintaining their own Winning Team.

## WORKSHOP OUTLINE

- Why Teams?
- Three keys to Co-operation in Teams
- The four stages of Team Development
- Communication in Teams - striving for synergy
- 10 'Rules of the Game' for successful Team environments
- Individual, Team and Organisational Needs
- Team Roles, Individual Styles and Performance

## DURATION

Three (3) hours

# GOAL SETTING & GOAL GETTING

## OBJECTIVE

This programme is designed to give participants the skills and knowledge to build personal and professional goals that will support their total performance. Individuals have an innate ability to set goals but the skills required to actually achieve them are learnt and acted upon by a minority. People that know where they are going and know how to get there produce greater results.

## CONTENT

- Understanding the relevance, importance and mechanics of goal setting.
- Dare to Dream ... Creating Professional and Personal Goals
- Learn specific principles and strategies to assist in the realisation of goals.
- The Success Cycle ... and How to Ride It.
- A Simple Formula for Setting Goals
- The Balancing Act ... how to know what is important to you NOW!
- Four empowering Goal Getting Strategies
- The Top Five Ways to Stay Focussed on Your Goals

## DURATION

Half day session

# TIME Management for Success

## OBJECTIVE

Time Management for Success is designed to build self awareness around the impacts of personal style on time management, along with specific skills to deal with procrastination and 'time wasters'. Skills and tools developed include the chunking of activities, prioritisation, delegation, meetings, phone calls, appointments and walk-ins.

## TARGET CUSTOMER

All staff.

## LEARNING OUTCOMES

- Participants will determine the influence of personal style on work habits and time managements
- Establish a number of general skills aimed at increasing their control and effectiveness over "outside " issues.
- Understand the principles of Prioritisation
- Busting with the procrastination cycle
- Learn the principles of Covey's time management matrix

## WORKSHOP OUTLINE

- Style and time
- First Thing First ... what do we really do?
- The four principle areas of personal operation
- When do I work best?
- Prioritisation
- Planning ... daily, weekly and "conference" planner
- How to organise and run an effective meeting .. if you really need it!
- The procrastination cycle
- Phone Control, Appointments and that Friendly Visitor

## DURATION

Three (3) hours

# Effective Stress Management

## OBJECTIVE

This program is designed to give participants the ability to understand the four levels of stress and how effective stress management can improve their overall performance.

## TARGET CUSTOMER

This programme is designed for all staff.

## LEARNING OUTCOMES

- Participants will understand the metaphorical representation of how the Brain works and why stress is situational, controllable, and internal ... not external.
- How to identify the four levels of stress that we may encounter and when action should be taken.
- Good stress vs bad stress as a motivator.
- Identify empowering support mechanisms.
- Why do goals help beat stress

## WORKSHOP OUTLINE

In Australia, one in three people will take time off work as a direct result of stress. In the USA, stress has now been identified as a diagnosable illness. Research has also determined that over 60% of major illnesses can be stress related. This workshop gives participants some of the fundamental skills that can be used to manage their stress. We also look at information that will not only help them to determine if their stress levels are at a point where they are becoming disabling but how to identify these traits in others. The major focus is to then develop personal skills and strategies to help arrest the development of stress.

## DURATION

Three (3) hours