



Program Overview

This program enables participants to develop the skills to have compelling, positive conversations with customers and to transform problem talk into opportunities and self responsible actions.

Throughout this highly engaging and interactive workshop participants will learn:

- The art of compelling customer conversations
- How to manage customer expectations
- To communicate with customers authentically
- Anticipate success
- How to develop and enhance customer relationships
- To recognise, create and act upon opportunities
- How to become a trusted advisor
- How to identify your audience
- To ask questions that work
- Positive framing
- How to say no

Outcomes

- Increased confidence in customer conversations
- Increased ability to manage internal responses to conflict
- Increased personal presence & confidence
- Increased ability to communicate complex ideas
- A consistent approach and common language across the team

Participant Profile

This program is designed for individuals in a group learning environment, or new and existing teams of any size. This workshop can be delivered as a stand alone workshop or it can be incorporated into team building days or offsite presentations.

Building Upon Strengths Through Coaching

Coaching is a powerful methodology to increase self insight, facilitate learning, and clarify ideas in order to build relationships with others.

This program offers the supplementary option of one-on-one coaching, results focused coaching sessions to enable the participants to achieve their personal goals and objectives in attending the program.

Options

Channel customer “Perception Studies” are also available to develop needs analysis.

Channel conducts qualitative material conversations with customers to extract relevant intelligence.

	<p>Length One full day module</p>	<p>Group size 5 - 50+</p>	<p>Room Optional board, cafe</p>	<p>Includes Participant notes Pre reading Post reading</p>

Channel Development: Accelerating People & Performance.

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