

DEVELOP A BUSINESS MIND

Become the company's business player

Objectives

- Increase the business role awareness of every person within the company, in relation with the client.
- Be a part of the business action through your behavior.

Concerned people

Every non-sales people brought to talk with a customer

Knowledge required

Abilities to human relationships.

Duration

1 day, possible to be individually coached

Pedagogy & Practice

- Lecture
- Experience sharing with the participants
- Study of experienced situations
- Game: Multiple-choice questionnaire
- Filmed and analyzed role-plays
- Self-evaluation form

Know-How acquired

Adopt a business attitude

Assimilate the demands of the business position
Develop a business mind in these functions

Develop communication abilities

Assimilate key steps of a business meeting
Develop essential techniques for an perfect business behavior

Telephone special case

Incoming calls : How to properly answer?
Outgoing calls : Basis for an efficient prospection. How to efficiently call?

Tools : scripts and simulations

Face-to-face meeting special case

Steps to take

Specific behavioral attitudes

Forecast possible conflicts

We are all different... Sure, but in what ways?
A very important source to prevent from conflicts: adapt to the others, to the « difference »

Setting up a personal action plan

Self-analysis and participant diagnosis: strong/perfectible points
Improvement objectives.