

Emotional Intelligence For Sales Success Take The Lead

Soft Skills. Hard Sales Results.

Professional Sales Training and Coaching Skills Sales EQ and Sales IQ

DAY ONE:

8:00 am – 8:30 am

Introduction and Opening Exercise

8:30 am – 9:15 am

What They Don't Teach You At Sales Management School

- Are you working on the right end of the sales performance challenge?

9:15 am– 9:30 am

Top Five Emotional Intelligence Skills Needed for Leadership Success

- Emotion management and self-awareness
- Empathy and connection
- Focus – Be here now
- Stress management and sales productivity
- Beliefs, buy-in and performance

9:30 am – 9:45 am

Break

9:45 am– 11:45 am

Top Five Emotional Intelligence Skills Need for Leadership Success (Cont.)

11:45 am – 1:00 pm

LUNCH

1:00 pm – 2:15pm

Creating Cultures of Feedback and Improved Performance

- Separating your sales team's DO from their Who
- Giving feedback in a manner in which it can be heard and applied
- Assertiveness and accountability
- Feedback models and strategies

2:15 pm– 2:30pm

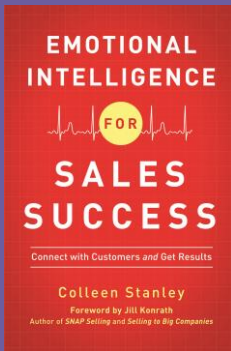
Break

2:30 pm – 4:00 pm

Creating Cultures of Feedback and Improved Performance

4:00 pm – 4:30 pm

Wrap and Action Items



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DAY TWO:

8:30 am – 9:00 am:	Review and summary of Day One – teach back
9:00 am – 10:00 am:	Professional Training and Coaching Skills <ul style="list-style-type: none">• Adult Learning Model• Training versus coaching• Skill development and mastery
10:00 am – 10:15 am:	Break
10:15 am – 11:00 am:	Training and Coaching Skills – (Cont.)
11:00 am – 11:45 am:	Field Coaching – Inside Or Outside Sales Teams <ul style="list-style-type: none">• Diagnosing performance issues• When to train and when to coach• Necessary endings
11:45 am – 1:00 pm:	LUNCH
1:15 pm – 1:45 pm:	Field Coaching – (Cont.)
1:45 pm – 2:15 pm:	Tools for Training and Coaching <ul style="list-style-type: none">• Pre-briefing sales calls• Debriefing sales calls
2:15 pm – 2:30 pm:	BREAK
2:30 pm – 4:00 pm:	Tools for Training – (Cont.)
4:00 pm – 4:30 pm	Summary and Wrap

BUILDING LEADERS. REDEFINING SALES.