



Webinar Sessions

Gazing Performance Systems

1. Coping with Pressure: Red2Blue Thinking – 30-minute session

- Red2Blue to help you focus, cope and perform
- Understanding what causes pressure and the feelings associated with it
- Getting moving and re-focusing

2. Sales Management: Operational Dimension of Performance

2.1 Territory Management – 2 x 45-minute sessions

Session 1:

- Segmentation – users and non-users
- Organising – prioritising target markets

Session 2:

- Engagement – value proposition
- Activity – method and frequency

2.2 Sales Process – 1 x 1-hour session

- Introduction to the 4 stages of the sales cycle
- An overview of the strategies needed to influence decision-making and movement

2.3 Performance Measurement and pipeline planning – 1 x 1-hour session

- Identify activities, selling cycles, results and expected outlook/forecasting

2.4 Review performance – 1 x 1-hour session

- Overview of key performance components – structure + skillset + mindset
- Aspects of productive discussion
- Maintain focus on performance improvement

Unlimited People Consulting (Pty) Ltd (Recognised FPI provider)

1. Professional Selling Skills for the Financial Industry

8 x sessions equating to 9 CPD verifiable points

Session 1: Introduction to sales – 1-hour

- The importance of selling
- Successful and unsuccessful sales behaviours
- The stages in the consumer buying process



Session 2: The Sales Process: Planning and Preparation – 1.5 hours

- The various stages of the sales process
- Planning – prospecting and making appointments
- Call objectives

Session 3: The Sales Process: The Approach –1-hour

- Opening the call
- Questioning types

Session 4: The Sales Process: The Approach – 1.5 hours

- The questioning process to identify/develop needs
- Summarising and testing understanding

Session 5: Presentation: – 1-hour

- Features, Advantages, Benefits
- Providing persuasive solutions

Session 6: Objections: - 1-hour

- Types of objections
- Process for handling objections

Session 7: Commitment and Fulfilment – 1-hour

- Call outcomes
- Buying signals
- Conversion questions
- Follow-up – closing quality circle

Session 8: Integration and application – 1-hour

- Knowledge test
- Application challenges
- Evaluation



2. Optimise interpersonal interactions

Purpose:

To apply the different Behavioural Styles to optimise internal & external customer interactions through:

- Identifying the strengths and weaknesses of your personal preferred style of behaviour as well as recognising others' behavioural styles
- Learning how to adapt your behaviours to enable productive interactions leading to interpersonal acceptance

Session 1: Dimensions of behaviour – 1.5 hours

- Understand the importance of observable behaviour
- Identify the dimensions of behaviour
- Describe the characteristics of the different behavioural styles
- Identify own preferred behavioural style

Session 2: Developing interpersonal acceptance – 1.5 hours

- Identify the sources of interpersonal acceptance
- Understand the importance of versatility in interpersonal acceptance
- Adapting to different behavioural styles

3. Introduction to the Fundamentals of Management – Programme

Purpose:

The purpose of these sessions is to provide first line supervisors/managers with an introduction to the principles and activities of management as they move from being a team member to a level of authority. It also provides entry level managers with practical tools and techniques.

The content of these sessions is aligned to certain Specific Outcomes as covered in Unit Standard ID No 14667: *Describe and apply the management functions of an organisation*, NQF Level 4 and can be extended to ultimately earn the credits applicable to this Unit Standard. This will however require further structured interventions (i.e. the building of Portfolio of Evidence etc), more in-depth theoretical inputs in certain areas as well as formal assessments. Additional information is available on request.

Session 1: Introduction to the principles of management and the role of management – 1.5 hours

- Introduction to management
- Management skills and competencies: Organisational competencies and personal management skills



Session 2: Management in the business environment – 1.5 hours

- External factors to the organisation which influence business and management - PESTLE analysis
- The internal environment consists of those factors inside an organisation that constitute organisational resources. The role of first-line managers in managing these resources

Session 3: Management Activities:

3.1 Introduction to the basic management activities – 1-hour

- Overview – Planning, Organising, Leading, Control
- Explain each activity and related level of responsibility

3.2 Planning – 1.5 hours

- SWOT analysis
- Operational planning – setting objectives

3.3 Organising – 1-hour

- Reasons for organising
- Organisational structure

3.4 Leading – 1.5 hours

- Management vs. Leadership
- Management strategies – factors influencing strategy
- Leadership styles – Identifying own leadership style – Blake & Mouton Management Grid

3.5 Control – 1.5 hours

- The control system
- Types of control
- Setting standards and managing performance - performance management process

Session 4: Management Tasks – 1-hour sessions per topic

- Communication and trust
- Cultural diversity: the implications on communication and effective teamwork
- Decision-making process
- Importance of motivation
- Delegation - differentiate between responsibility and accountability