

TRAINING COURSE APPRAISAL

COURSE: **SPIN® SELLING SKILLS**

VENUE: **ZOOM PLATFORM**

CLOSING DATE: **26/04/23**

NAME: **SUMMARY COURSE APPRAISAL**

1.	The e-learning was good preparation for the classroom sessions.	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
					④	⑨
2.	I was able to develop my skills through practice during the classroom sessions.	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
					④	⑨
3.	How would you rate your classroom facilitator?	Poor		Average		Excellent
						⑬
4.	Tell us about your experiences with your facilitator(s) during the classroom sessions.	<p>Facilitator was very knowledgeable en fun to work with. Very open to conversations and different opinions and questions</p> <p>It was good, she a passionate about her work and could answer all our questions, as well as correct us on our errors.</p> <p>Very good and interactive. Very good presentation and have the knowledge to answer questions. Sue was very knowledgeable with the content she presented, and allowed for questions and gave valuable feedback if we did not quite understand the content ourselves.</p> <p>Sue is very knowledgeable and uses examples that are relevant to our industry.</p> <p>Sue was amazing, I have never done a selling course, but she made it short and factual without dragging it on.</p> <p>Was very good.</p> <p>The facilitator was excellent. She is well spoken and able to answer every question we had. She also made sure that she keeps all the learners involved.</p> <p>Very good and helpful with a lot of aspects regarding the course and the different uses of selling techniques.</p> <p>Sue was very helpful to understand the main concepts and how we should implement it in real life situations. There was a lot of interaction with the whole group which also helped everyone to take part giving us more chance to learn the concepts.</p> <p>Very good and interactive sessions. Really helps a lot.</p> <p>Good interaction with learners. Explaining concepts clearly.</p>				
5.	The facilitator provided valuable feedback.	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
					②	⑪
6.	The facilitator demonstrated effective understanding of the course content.	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
						⑬
7.	Please enter any comments you would like to share about your experiences with your facilitator(s).	<p>It was an eye opener and the opposite than the two PSS a attended and used</p> <p>Very friendly and open to suggestions and conversations. Good sense of humor! I have gained a lot of knowledge and leaned a lot about different types of questions and when, how and in what context to use them.</p> <p>Very satisfied with presentation of the course.</p> <p>I enjoyed the way everything gets summarized at the end</p> <p>She is very good in her job!</p> <p>The effective feedback and examples were perfect. Keeping the information flexible and summarising difficult content was admirable.</p> <p>Always eager to help and show us the differences between the results of the right and wrong questions. She gave us very good feedback and support throughout the whole course.</p> <p>Answered my questions with practical application info.</p>				

8.	Tell us about how the learning will impact you in your role.	<p>I will first have to practise it. And then I can really use it effectively. It already had a massive impact on the way that I see sales calls. The learning will definitely help me prepare better for calls and showed me where I can improve my approach. This will impact my everyday experience with the clients on farm. Even though I just service them the SPIN can be used to identify problems and needs on farm. Will definitely help to structure my sales calls more effectively for a better outcome. The SPIN Course has changed my way of thinking in terms of asking the right questions to the client to be able to identify the root problem than I can address to get the client to commit to a sale. I will in future go into meetings better prepared and with an attitude of listening with intent. I am already picking up on the signals and needs and know that further practice will just help me to improve on it. Will close sales easier. I have learnt to ask more questions as I generally let the client do most of the talking. This will help me to better plan conversations to be had with my clients and give me a platform to work from when engaging with a new client. The fact that the information is not only applicable in the workspace, but in life in general is a big plus. It will help me with different type of clients and how to approach the differences between all the clients. It will help me with strategies regarding the approach on selling products. Listening and understanding the needs of the customer ___ then to take the customer to committing. From now on I will be placed in a better situation with my customer to take the lead and have more control over a sales situation. Good, effective communication as well as a very good online platform to easily complete the pre-work and assignments. It will help me structure my meetings with clients as well as listening better to what potential clients have to say. It also helped me to understand where I should come in with a solution to any problems the potential client can have. Increase effective communication with the customer. Will help me prepare for customer interactions.</p>										
9.	Please enter any comments you would like to share about how you can apply your learning into your role.	<p>Definitely wait longer before giving solutions and ask more questions first. This changes my way of approaching and speaking to clients also to be prepared and have set questions to ask when on farm. This will give my sales calls a more structured and professional look and feel. I will start using the SPIN framework on some of my existing clients to build some confidence, and then start using it on new clients too. I will be able to direct calls with better intent and focus and also keep focus on leading to the advance in order to ensure business. Ask more questions. Using the tools to plan meetings will be effective. Customer Approach techniques. Different word structures to give me the sales advantage. Sales and customer care, growing business with current customers. Will prepare questions to ask customers during meetings (2 problem and 2 explicit)</p>										
10.	Based on your experiences so far, how likely is it that you would recommend this programme to a colleague or peer in a similar role to yours?	0	1	2	3	4	5	6	7	8	9	10
	0 = 'Not recommended' and 10 = 'Strongly recommended'.									②	③	⑧
11.	Why did you give that rating? Please explain any factors which led to your choice.	<p>It is a course that you can apply to any situation in sales. The principles are basic but very effective and will definitely help any salesperson achieve their goals more easily. This is a good course for new and upcoming sales personal, it helps you to know what is the does and don'ts. How to express a phrase in different ways and it still means the same. It is definitely something you need to build a good foundation for a good salesmen/woman like a situation question setting the base. Spin is surely setting us up for success. Very helpful, especially in our line of business. Learned a lot of valuable sales techniques. It answered questions that I've had for years. There was a few points in my marketing strategy that I didn't know was a problem, but after the spin selling course I was able to identify them and work on them to make more sales. I didn't give a 10 only because I think our industry is very niche and there are selling techniques which sometimes do not apply to us as it is very much price based. Using the tools to plan meetings will be effective. Changed my way of seeing the sales world and how to approach different situations regarding customer needs. It was valuable and applicable to our work situation. Good, effective communication as well as a very good online platform to easily complete the pre-work and assignments. It opens your mind to how approach a customer meeting differently and how to unlock the customer's needs.</p>										