Leadership & Management:
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  Flexible Management
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COURSE CONTENT

Courses That Stand Out From The Crowd

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Building “Trust Inside” Your Organisation.

Research shows that up to 37% of employees are disconnected from organisations. However, these people likely remain, and may become a net negative contributor to your bottom line.

"Trust Inside" delivers a vivid snapshot of individual and team performance and expectations across a range of critical areas. The "Trust Inside" approaches, fronted up by a survey, offers information & results which empower leaders and employees with a new understanding of their work environment. The range of development models that are focused on within the Trust Inside programme, provide both strategies and a foundation for bringing performance up to optimum levels. You gain a clear action plan for your team, division or company.

Find out more about the Trust Inside Surveys, the process and approaches.

Outcomes include:
- Measuring Employee Passion In Your Business
- Assessing Team Alignment & Clarity
- Feedback On Your Trust & Leader's Flexibility Rating

Flexible Management.

Learn about your style when managing one on one, with “Flexible Management”. How flexible are you, when you lead and manage the performance of others? What styles do you find most difficult?

Flexing your style when managing people, based on will and skill, attitude and ability is common knowledge. Unfortunately, it is not common practice. Most people who feel they have a bad manager, are probably experiencing this phenomenon on a day to day basis.

With Flexible management, these relationships are improved, by giving tools and a new skillset to the managers. The end result is a win – win where the manager gradually experiences better performing team members and where conversations are more open around the goals and progress of key work activities.

Outcomes include:
- Learning and applying the skills leading & managing people one to one
- Realising the need and learning skills to flex your style based on will, skill, attitude and ability.
- Understanding the needs of the people that report to you
Frontline Management, Leverage Your Style.

By tapping into each manager’s unique strengths so they can coach, direct, communicate, and manage in a way that allows others to excel.

“Frontline Management, Leveraging the Strengths of Your Style” provides managers with an easy to apply management tool (DiSC) which they need to use in coaching and developing competent, motivated employees by gaining a deeper understanding of individual strengths and challenges.

Individualised Participant reports, based on validated research-based data, create a personalised, relevant learning experience. Through innovative, experiential activities, participants learn to maximise their communication skills and capitalise on their people skills knowledge and management effectiveness.

Additionally, learn how to avoid conflict with others that is purely based on a person’s style preference, and control / affiliation needs and priorities of the people involved.

Outcomes include:
- Learn all about the DiSC Model in managing people
- Participants walk away with the skills, knowledge, and tools they need to develop strong relationships with their employees.
- Build relationships based on trust.

Collaboration Skills For Teams.

Collaborating Skills for Teams with DiSC provides organisations with the key to building collaborative, effective teams by teaching participants the need for different team styles and exploring how various styles interact and communicate, manage productivity, perform effectively and manage priorities.

By incorporating proven, research-based assessment data, Collaborating Skills for Teams personalises a unique learning experience for each team member. Participants discover four distinct behavioural styles in a team, identify which communication styles they are most comfortable using, and learn the four DiSC styles, and the four main CARE roles that impact the dynamics and effective functioning of a team.

Participants walk away with skills, knowledge, behavioural awareness and tools they can immediately use when working on a team.

Outcomes include:
- Learn about your DiSC behavioural & Team Role style
- Discover the other styles of people you will work with on a team to build relationships and eliminate conflict.
- Discover why teams fail, from a project execution standpoint, and when team dynamics break down.
Business Acumen For Sales Professionals.
In association with Vincent Reynolds, Rapport Consulting.

Help your sales people to learn all that they need to know about business and financial acumen. Ensure that they can leverage their business meetings and proposals to influence at all levels, right up to the CFO level. Support business proposals that gain buy in from stakeholder, final approval, and to beat your competitors.

During this programme, you will learn all about the key skills and behaviours required for strategic selling, critical thinking, verbal reasoning and numerical abilities. You also have the option to perform a Sales talent Audit on yourself or your own sales team.

We can help you realise the skill needs for all sales roles.

Outcomes include:
- Turn Sales men and women into business men and women, who have core selling skills appropriate to their role
- Support sales people’s understanding of key financial imperatives to become credible, in retaining existing customers and in winning new clients
- Facilitate sales professionals on a learning path to being the Trusted Advisor

DiSC Powered Selling.

Most sales people have had selling experiences where we just didn’t click with the customer. More often than not, this apparent lack of chemistry has caused them to lose the sale.

But what if we could identify and adapt to the differences in customers, reduce the likelihood of miscommunication and lost sales, and develop positive relationships with all types of customers?

The goal of DiSC Powered Selling programmes is to help participants to understand their own selling tendencies and their customers’ needs and buying style so that they can adapt when needed for better results.

The DiSC model is a powerful, yet simple Sales Map, that allows sales professionals to understand more deeply, the psychological expectations of the various stakeholders that they must deal with and influence.

Outcomes include:
- Understanding your own selling style.
- A deeper awareness of the buyers that you deal with and how to navigate seven stages of selling, with each style
- A plan for people reading and flexing your selling style
Selling Skillmaps For Sales Professionals.

The Professional Selling SkillMaps training will help you to understand your own personal skills and strengths in selling and of course your skill gaps. This diagnosis saves you money, enabling you to provide training where the need most occurs.

You take a Selling SkillMap assessment in advance of training, which will drill into your personal strengths.

The Professional Selling SkillMaps is also used for executive sales people as a means of assessing and analysing their entire sales organisation using the aggregate group reporting capability.

Sales Managers use this assessment to analyse their sales team and determine the focus of both group training and individual coaching.

The feedback report that each respondent receives includes a customised "skill graph" indicating key selling strengths, and highlighting important development opportunities in 20 skill categories.

**Outcomes** include:
- Identify your personal sales strengths as well as development needs
- Gain immediate actionable feedback.
- Be facilitated with an opportunity to learn some new selling skills, relevant to your role.

Sales Team Alignment. Survey & Debrief Workshop.

Building trust in the sales team is clearly an essential foundation for effective teamwork.

It is important for the sales team to be in alignment on the direction in which it is going, to have role clarity, clear personal & team selling goals and on the outcomes it is aiming to achieve.

These are indeed the two essential underlying factors determining a collaborative sales team’s success: those are Trust and Alignment.

There are three key reasons why teams fail to achieve alignment:

1: Sales team members do not understand what alignment really means.

2: Sales teams do not focus on getting into alignment on the three most important things: Purpose, The Why and Values.

3: A lack of trust in the sales team prevents open, frank dialogue or remunerations and recognition processes.

**Outcomes** include:
- Help your sales team to understand levels of clarity & alignment.
- Understand trust building in the sales team.
- Open conversations to resolve problems and clarify decision making and actions.
Building A Customer Focused Culture - Building Trust From The Inside Out.

Good marketing, a strong reputation, and a quality product are all factors that attract new business. But a customer service culture makes the difference between whether the new customer sticks with you or goes to your competitors instead.

Most customer service training emphasises purely skills and behaviours. These are important. But delivering the best possible customer service – keeping your client retention high – requires more than basic training, it requires “cultural change”.

This process starts with a workshop on customer focused culture, but it allows for the material to be taken internally for you, over a 3 month period for you to bring about culture changes, in customer service attitudes, behaviours and processes.

Outcomes include:
- Gain insights into a process that can change your business culture toward total service.
- Understanding how to build trust from the inside out, so your customers will become your advocates.
- Be facilitated through a process that works, which we help you to build in-house champions of.

DiSC Customer Service With "Style" — In Call Centres.

DiSC is a great model for call centre staff to experience, helping them to understand customer needs, and how to interact with customers by phone. This is a One day Customer Service Essentials, with recommended follow-up sustainability workshop.

Different people have differing expectations for how they want to be dealt with. Learn about the four main sets of psychological needs, motivation and expectations of customers you deal with on the phone.

Along with DiSC, we outline how to build and sustain trust with people who you deal with, and how to influence people.

DiSC offers service people a phased and process oriented approach for Planning, Initiating, Interacting, Responding to concerns, Gaining a shared commitment & Service follow through.

Outcomes include:
- Understand how DiSC® is applied to customer service interactions.
- Build people’s confidence, attitudes and resilience when dealing with people over the phone.
- A set of practical tools that they can use on a day to day basis.
Influencing Skills At Work.

Influencing and negotiating skills have never been more important. Gaining that extra 10% of awareness, confidence, skills and insights can be the difference between success and failure.

Influencing processes involve communications between people. Our goal is often to reach agreement on mutual goals, both for us, our clients and for the organisations we work with. We seek persuasion, influencing, having impact, solving problems, reaching acceptable solutions and compromises, while establishing trust and credibility. Building Trust is a crucial component in our relationships, to secure new projects.

Your ability to influence, establish yourself as a trusted proposer, sell your ideas and negotiate is now a core skill requirement.

Outcomes include:

- Consider best practice with influencing techniques, key competencies/skills to develop
- To re-focus on the basics of communications and relationships
- To encourage the group to influence up and know their ‘Personal Power’ with Influencing
- To develop more confidence and energy as an influencer
- To understand the needs of those that you influence
- To understand the 4 Values that build Trust Model

Time Mastery.

This is a hands on workshop, where we engage with you to actually implement a system that will work for you, based on your skills, your skillgaps, your priorities and your chosen time management system.

We use trusted processes like the Time Management Matrix, in quadrants, but we use this in a live scenario, where you will actually use your own personal live data.

We also present to you, some of the most useful time management tools available on the market, and work with you to bring them into a live situation. In advance, you take The Time Mastery Profile online, surveying your time management strengths, related with your work role. You then work through an action plan.

Outcomes include:

- Develop good time management habits
- 4 Quadrants in Focus, What’s Most Important Right Now?
- Your Personal Time Mastery Profile – feedback
- SMARTER Goals For You
- Daily Priorities, Weekly plans
- Review on your current system for priority management
- How style impacts on your time management habits
OTHER SERVICES:

LEADERSHIP
Helping with bring performance management alive.

The Leadership Development Process – LDP.
A development programme & process for leaders & senior teams, tailored for each client.

Surveys for “Building Trust Inside”
- Employee Engagement Survey
- Team Alignment Survey
- Change Management

Leadership 360.
- Flexibility & Trust 360 Survey

SALES & SERVICE
Supporting your sales & customer service efforts.

- Sales Talent Audits. Evaluate and develop the talent you have.
- Recruitment & Selection supports.
- Sales & Customer Service SkillMaps.
- Bring Customer Service Alive, with The Customer Focused Culture.

TEAMS
Building High Performance Teams.

- Team Dynamics workshops, ideal for your group get-togethers.
- Communications Skills.
- Team Alignment – Surveys & Feedback.
- Facilitated strategy sessions.

OTHER SERVICES

- DiSC Trainer Accreditation in Ireland.
- Executive Coaching.
- Training Design.
- Profiling.
- Building Resilience & Stress Management.
- Motivational Sessions.
- Workplace Productivity SkillMapping.
- Culture Mapping.

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