

MANAGEMENT LEVEL 1 - LEADING THE TEAM AND PERFORMANCE

TRAINING INFORMATION (V5 28/07/2022)

DURATION 2 DAYS (14 hours)
GROUP 8 PEOPLE MAX
TRAINING INTRA-COMPANY
LOCATION OFF-SITE OR ON CUSTOMER SITE

**Overall satisfaction
of trainees**
9.5/10



Operational objective

Unite and motivate a team around an action plan

Educational objectives

- Building an action plan
- Facilitating an action plan
- Giving feedback
- Prepare and lead a structured meeting with impact



Profile of participants

- Team manager



Pedagogy

- Theoretical + practical method
- Awareness exercises
- Case studies with debriefings
- Individual action plans
- Various media (power point, paper-board, post-it)
- Handing out of pocket cards at the end of the training



Pre-requisites

- No

PROGRAMME

Before the face-to-face

- Positioning of participants

1. BUILD AND COMMUNICATE THE ACTION PLAN

- Analysing the indicators
- Designing a structured action plan
- Communicating an action plan

2 ANIMATE THE ACTION PLAN

- Plan and facilitate an activity update
- Giving feedback

3. FACILITATING A MOTIVATING MEETING

- Define a meeting objective
- Building an agenda
- Choose the animation mode of the sequences

4. INTERVENING IN MEETINGS

- Prepare your intervention
- Speaking with impact

Evaluation methods

- Quiz
- Delivery of a certificate at the end of the course

How to access

Implementation time: 1 month

Customized program, dates and location of the session fixed with you according to your constraints and availability.

People with disabilities

In-house training for any request please contact us

Price: on quotation

Contact us on 04 37 64 65 09

contact@marcopolo-performance.com

MANAGEMENT LEVEL 2 - POSTURE AND TECHNIQUES OF THE MANAGER COACH

TRAINING INFORMATION (V5 28/07/2022)

DURATION 2 DAYS (14 hours)
GROUP 8 PEOPLE MAX
TRAINING INTRA-COMPANY
LOCATION OFF-SITE OR ON CUSTOMER SITE

**Overall satisfaction
of trainees**
9.5/10



Operational objective

Train and coach your team to develop its performance

Educational objectives

- Building a training sequence
- Coaching your team to embed competence
- Provide a motivational debriefing
- Adapting your management style to your team members



Profile of participants

- Experienced team manager



Pedagogy

- Theoretical + practical method
- Awareness exercises
- Case studies with debriefings
- Individual action plans
- Various media (power point, paper-board, post-it)
- Delivery of pocket cards at the end of the training



Pre-requisites

- No

PROGRAMME

Before the face-to-face

- Positioning of participants

1. PREPARING A TRAINING SESSION

- Define the educational objective
- Building the educational process

2 CONDUCTING A TRAINING SESSION

- The EMAC method
- Use the training materials

3. FACILITATING A MOTIVATING MEETING

- Define a meeting objective
- Building an agenda
- Choose the animation mode of the sequences

4. INTERVENING IN MEETINGS

- Prepare your intervention
- Speaking with impact

Evaluation methods

- Quiz
- Delivery of a certificate at the end of the course

How to access

Implementation time: 1 month

Customized program, dates and location of the session fixed with you according to your constraints and availability.

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SALES TECHNIQUES 1- STRUCTURING MY SALES TALK

TRAINING INFORMATION (V5 28/07/2022)

DURATION 2 DAYS (14 hours)
GROUP 8 PEOPLE MAX
TRAINING INTRA-COMPANY
LOCATION OFF-SITE OR ON CUSTOMER SITE

**Overall satisfaction
of trainees**
9.5/10



Operational objective

Increasing efficiency in the sales process

Educational objectives

- Prepare my meetings to optimise the achievement of my objectives
- Mastering the stages of the sales interview
- Knowing my client and their needs
- Adopt reflexes on the fundamentals of selling



Profile of participants

- All audiences where selling is a required skill



Pedagogy

- Theoretical + practical method
- Awareness exercises
- Case studies with debriefings
- Individual action plans
- Various media (power point, paper-board, post-it)
- Handing out of Pocket Cards at the end of the training



Pre-requisites

- No

PROGRAMME

Before the face-to-face

- Positioning of participants

1. BE READY

- Planning and Organising your tours
- Preparing for the sales meeting

2. HOW TO OBSERVE / CHECK

- Ensure compliance with previous commitments
- Validate or adjust objectives
- Find support points to personalise your sale

3. CONDUCTING THE SALES INTERVIEW

- Making an impactful contact
- Knowing my customer (People, Business, Organisation)
- Convince my client with a customised proposal
- Dealing with objections to remove doubts
- Closing my sale to commit my customer to action

4. CONCLUDE MY VISIT

- Record my report
- Inform communicate with my hierarchy, support services
- Self analysis for progress

Evaluation methods

- Quiz
- Delivery of a certificate at the end of the course

How to access

Implementation time: 1 month

Customized program, dates and location of the session fixed with you according to your constraints and availability.

People with disabilities

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SALES TECHNIQUES 2- SELLING AND NEGOTIATING WITH IMPACT TO GET MORE

TRAINING INFORMATION (V5 28/07/2022)

DURATION 2 DAYS (14 hours)
GROUP 8 PEOPLE MAX
TRAINING INTRA-COMPANY
LOCATION OFF-SITE OR ON CUSTOMER SITE

**Overall satisfaction
of trainees**
9.5/10



Operational objective

- Managing complex situations effectively to achieve more

Educational objectives

- Dealing with objections
- Negotiating for more in return
- Communicating assertively to increase impact
- Adapting your communication to each client



Profile of participants

- All audiences where selling is a required skill



Pedagogy

- Theoretical + practical method
- Awareness exercises
- Case studies with debriefings
- Individual action plans
- Various media (power point, paper board, post it)
- Handing out of pocket cards at the end of the training



Pre-requisites

- No

PROGRAMME

Before the face-to-face

- Positioning of participants

1. BE READY

- Mastering the issues at stake at each stage
- Preparing for the sales meeting

2. DEALING WITH OBJECTIONS

- Know how to detect and identify a real objection
- My method of dealing with objections
- Having the right posture

3. COMMUNICATING WITH ASSERTIVENESS AND IMPACT

- Knowing the life positions; assertiveness focus
- Identify the behavioural style of the client
- Conducting the interview with assertiveness, adapted to the style the client (words, figures, posture...)

4. NEGOTIATING TRADE-OFFS

- Use negotiation rules to get more in return.
- Managing tension to maintain a cooperative framework
- Enter into an agreement to secure the outcome of the negotiation

Evaluation methods

- Quiz
- Delivery of a certificate at the end of the course

How to access

Implementation time: 1 month

Customized program, dates and location of the session fixed with you according to your constraints and availability.

People with disabilities

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