

Customers, Colleagues & You – TripleWin’s Professional Development Program

This six-session professional development program, conducted for 12 days over a six to eight month period, helps participants grow and develop the skills needed to succeed in business today as a trusted business partner. Participants learn a full range of important competencies to improve their abilities to develop long-term relationships with customers, including: building trust-based, win-win relationships; selling; negotiating; consulting; problem solving; change management; and critical conflict and communication skills. A strong theoretical framework is taught with key models practiced during the sessions. A variety of activities, assessments and initiatives are used in each session to fully engage everyone in the learning process.

PROGRAM OBJECTIVES:

- To develop the skills and approach of trusted advisors and collaborative partners
- To develop and reinforce the essential professional skills of selling, negotiating and consulting
- To develop strong change management and change leadership skills
- To improve interpersonal skills in the areas of conflict management, listening, asking questions and providing feedback
- To increase personal accountability and self-awareness

COURSE CONTENT:

- **Becoming a Trusted Advisor:** using classroom discussions, team initiatives and the MBTI, strategies for creating and sustaining customer enthusiasm and fundamental concepts for building strong relationships and becoming a trusted advisor are explored.
- **Relationship-based Selling & Negotiating Skills:** using classroom discussions and team activities, both selling and negotiating process models are presented and practiced.
- **Problem Solving & Consulting Skills:** after learning about collaboration, a five-step problem solving model is presented and practiced using participants’ problem examples. On day two, a consulting process model is taught and practiced using a simulation and role play.
- **Change & Implementation Skills:** using classroom discussions and real change situations, the impact of change on individuals is explored and useful change tools are learned and applied to actual change situations.
- **Conflict & Communication Skills:** using classroom discussions and role plays, conflict, listening, questioning and feedback skills are practiced.
- **Accountability & Learning Projects:** a powerful accountability model is explored, along with the LSI personal assessment, to enable participants to reflect and action plan their performance goals. Participants give presentations on how they have applied the PDP concepts and models in their jobs through a learning project.