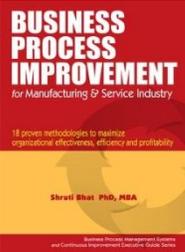
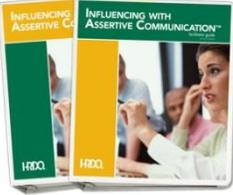


		Description	Learning Objectives
	<p align="center">Consultative Selling Process</p>	<p>We have all been through many sales courses, read books and studied the art of sales. After all it is our profession. In this 1-2 day session, we will not only teach, but ingrain in the organization a consultative sales process. For some, it will be new information that will help set the foundation for that individual to become an elite salesperson. The course will teach the methods of sales alignment and a process for helping customers to reconcile their problems.</p> <p>This information has been pulled together over the years and is comprised from 10-15 of the best sales courses the sales professionals at KCG have either taken and in most cases deployed. 90+ years of sales experience designed.</p> <p>We will help your team demystify the selling process, and provide an outline of tactics and strategies that can assist in your success.</p>	<ul style="list-style-type: none"> • Sales Process that is synergistic with your product or service offering • Salesperson Pipeline Reviews (Group Think). • Quotas reviewed. Gap Analysis and steps to close. • Gap Analysis for each sales person (As-IS—To BE) recommendations for improvement. • Learn to identify customer organizational pain and quantify it. • Set goals individually and for the team/company for (YTD and 3 year goals). • Personalized Reference Notebooks (leave behind). • Confidential Selling Skills Inventory Evaluation included for management.
	<p align="center">Manufacturing Process Training Improvement</p>	<p>KCG Manufacturing Process training utilizes an integrated approach to create a solution to manufacturing optimization problems. The training includes linked and progressive objectives so as to be both cost effective and to allow organizational learning to occur. We evaluate expectations and ensure that proposed implementation issues that arise are properly addressed.</p> <p>We also believe strongly, that to make the necessary changes in the scheduling process, that KCG have access to management (floor/management/sales). The training includes an exit meeting with the executive team to discuss course corrections, improvements and recommendations. A project management, milestone and tasks with ownership is presented. Training provided by lean six sigma instructors.</p>	<ul style="list-style-type: none"> • Develop the problem statement with key team members. • Agreement by all organizational leadership of the problem statement. • Identify Clear ownership of the scheduling and forecasting process. • Articulate a compelling need for permanent process changes to the involved organizations. • Establish interface requirements and expectations between the organizations established. • Clearly define sales involvement in front-end and back-end up-selling processes. • Quality metrics established of those interface interactions established. • Create and distribute communications of management expectations, process changes and key dimensions of the problems.
	<p align="center">TeamPower</p>	<p>Great teams don't just happen. Authentic teamwork is built upon true commitment, trust, collaboration, and competence. These are qualities that can only be developed with considerable effort over time. TeamPower accelerates the process, helping teams transform from ordinary to extraordinary. This comprehensive and interactive program provides in-depth skill development in the vital areas needed for effective performance, including group development, team roles and responsibilities, problem solving, group decision making, communication, and managing conflict. Teams emerge from the learning experience with a fresh sense of direction and practical strategies for working together better.</p>	<ul style="list-style-type: none"> • Acquire and develop group process skills. • Learn how to encourage innovation and implement new work strategies. • Understand how to communicate and collaborate. • Unearth blockages to team performance and work to resolve them. • Discover how to boost team spirit, camaraderie, and commitment. • Develop strategies to improve productivity and work satisfaction.

	<p>Supervising with Confidence</p>	<p>The role of supervisor has changed dramatically through the evolution of the organization. Today’s frontline leaders need practical, skill-specific training to meet growing on-the-job demands — and Supervising with Confidence delivers. Participants get the opportunity to examine strengths and development needs as well as practice strategies within 5 skill areas. By gaining experience in Guiding the Work, Organizing the Work, Developing Staff, Managing Performance, and Managing Relations, supervisors are ready to put their enhanced skills into action.</p>	<ul style="list-style-type: none"> • Differentiate between effective and ineffective supervisors. • Recognize the role of the supervisor. • Identify 5 fundamental supervisory skills. • Discover the steps used in effective planning. • Learn ways to handle shifting priorities. • Recognize several important aspects of setting goals. Understand how to strengthen relationships with employees and others.
	<p>Negotiating Win-Win Solutions</p>	<p>When it comes to negotiating, being “nice” doesn’t have to mean losing — or being the only one to benefit, either. Using a “win-win” negotiating style, both parties can walk away feeling like winners. Negotiating Win-Win Solutions is a must-have experience for anyone involved in day-to-day negotiations and interactions. Practical and to the point, the program provides individuals with an easy-to-use framework for conducting win-win negotiations, giving them the skills to be confident and competent negotiators.</p>	<ul style="list-style-type: none"> • Understand a model of win-win negotiating and recognize the effectiveness of the collaborative style. • Pinpoint one’s preferred negotiating style and contrast the behaviors and outcomes of the 5 styles. • Recognize 5 factors to consider when preparing for any negotiation. • Learn how to use 3 essential interpersonal skills when negotiating. • Demonstrate the 5-step process involved in conducting a win-win negotiation. • Practice applying win-win negotiating skills to an upcoming situation.
	<p>Working Through Organizational Change</p>	<p>The more we know about the process of change, the better equipped we are to take steps toward the acceptance of change and adapt to it in our work and our lives. Working Through Organizational Change guides individuals through the change experience. The program helps them better understand change and identify ways to address and support it. Focusing on their emotional responses, participants can then discover how to embrace change and make it work for them.</p>	<ul style="list-style-type: none"> • Pinpoint one’s personal response to change. • Learn how change can create stress. • Understand the 4 phases of change. • Identify 12 actions that help to regain a sense of control.
	<p>Influencing with Assertive Communication</p>	<p>Every day we communicate with the goal of influencing others. Amidst a gamut of situations, we use a variety of communication strategies to help achieve that influence — expressed through our choice of verbal and nonverbal behaviors. Through Influencing with Assertive Communication, individuals learn what it takes to express themselves directly and honestly, while acknowledging and respecting the rights of others. With new knowledge of the benefits of assertive communication and increased confidence in their abilities, participants are prepared to apply their influence skills to workplace situations.</p>	<ul style="list-style-type: none"> • Recognize the 4 styles of influence. • Understand style benefits and drawbacks. • Identify personal influence style. • Learn why an assertive communication style is most effective Master the “ASERT” process to build stronger professional relationships.