

The idea 1SC®

Growing demands require increased investment in the social skills of employees in order to use human resources best. 1SC® intends to convey social skills to complete professional qualifications and prepares employees for the use of all their resources. Social competence constitutes a key qualification in any position of a company for effective cooperation within a company or with external costumers. Each module normally lasts for two days and can be additionally customized in order to meet specific and individual demands of customers.

1SC® Sales & Service Management



Short description

Without sound consulting no sales success! Learn to perfectly prepare sales calls and to master price talks through the elaboration of the added value for the customer. Tips for new customer acquisition and practice tools for the Key Account Management will facilitate the consultation and sales process. As part of the sales management sales targets be made measurable and thus controllable. Customer satisfaction is the key success factor for a company. Learn to anchor service mentality in the minds of your employees and to promote service quality and demand. Quality standards and guarantees generate additional customer satisfaction and support you on the way to the perfect quality philosophy: quality - think - create - measure - live.

Contents

- Acquisition of new customers
- Key Account Management
- Sales pitch
- Price negotiation and value education
- A profit of unprofitable customers
- Sales Controlling

