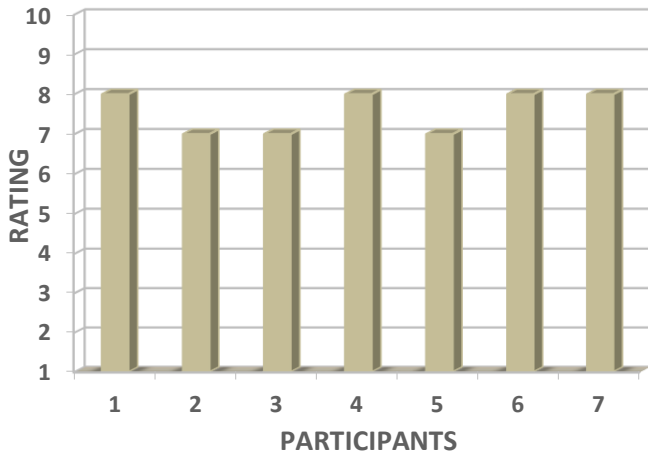
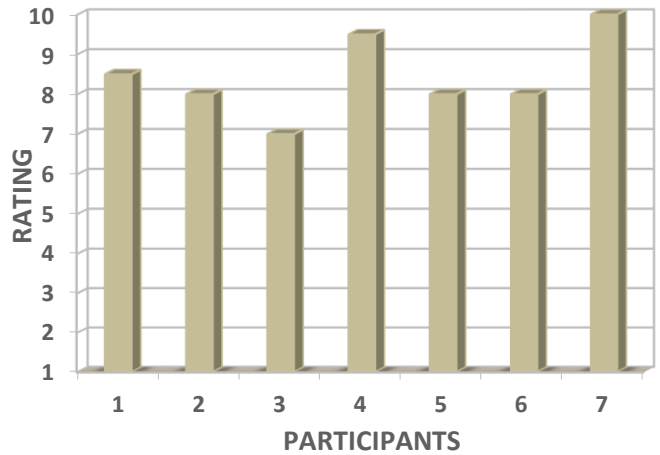


Hygiene Company - Sales Skills Workshop February 2017 – Participants’ Feedback

Overall Assessment of the WORKSHOP



Overall Assessment of the TRAINER



What was your overall assessment of the workshop?

Average: 7.57 Range: 7-8

- Very enjoyable
- Like the Needs based questions
- Good to re-enforce things learned previously
- Excellent day, new learnings for me
- Given we only set aside 1 day, some of the content felt a bit rushed through. Very good content though.

What was your overall assessment of the trainer?

Average: 8.43 Range: 7-10

- Day went very quick
- Informal lots of ideas
- Knowledgeable
- Relaxed, non-threatening style
- Good presentation on all aspects
- The time spent out in the field to observe how our company currently operates was valuable in the classroom

What parts of the workshop were of most value to you?

- Structure on calls
- Questions/Needs
- Where people sit: Eagles/Owls etc.
- General review of sales techniques as a refresher
- Good section on questions
- Some terminology
- Trusted Advisor
- Learning Needs-based questions and how to delve further
- Concentrating on key parts of the sales process
- Absolute need to become “Trusted Advisors” to our customers
- Communication types
- Trusted Advisor
- Understanding “Communication Types” and adjusting my style and questions to those different types.
- Think more in terms of benefits for them