



Consulting Skills

Soft techniques for hard consulting.

TRAINING

PROGRAMME FRAMEWORK

Who should attend?

- Consultants
- The Sales Team
- All Managers & HR Department

Duration:

Date:

Time:

Venue:

Your Expert Facilitator

Ian Rheeder, CM (SA)

Ian Rheeder is a founding member of the SA Marketing Association, and is the President of the Professional Speakers Association (Johannesburg Chapter) see www.PSASouthernAfrica.co.za He is a registered Chartered Marketer who differentiates himself as a master of both Sales & Marketing Management. Ian is a fulltime Marketing Consultant & Trainer at the number one business school in SA, GIBS.



Whether persuading, informing or educating your customers and prospects, this programme is written for the executive who wants to develop their corporate career. Being a great consultant becomes possible for those who know the theory and practice the skills.

Objectives

- Enhance your skills in preparing for an effective win-win consulting and/or negotiating strategy.
- Offer you a broad understanding of the essential Principles of Consulting and Negotiating.
- Improve your business and personal relationships.
- Close more deals by handling customers the high-trust way.

Outcomes

Learners will be able understand the following:

- Customer Experience Management (CEM)
- Customer Relationship Management (CRM)
- Proactive Key Account Management (KAM) mindset
- 7Cs of consulting
- Relate high-trust marketing & sales techniques
- Personality Profiling for Profit (understand yourself and your customers better)
- Self-awareness: Create rapport through trust, a win-win mind-set, body-language, and by understanding the counter party better.
- Irritating dress code & mannerisms
- Telephone, writing and e-mail etiquette
- 3-way Communication

*"10/10. Thank you so much for a very interesting course. I will definitely reap the benefits in future. The course was well-presented. I personally think that the facilitator had everything to do with it – **dynamic and with a great sense of humour. Well done!!!**" Recoveries Analyst, FNB*

*"Knows his subject thoroughly and gave me **huge insights.**" Engineer, Denel*

*"Very professional and **knows what he is talking about.**" Consultant, SARS*

Contact: **Ian Rheeder**

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