

## MAY, 2009

Program	Location	Date	Special price for 1-3 nominations *	Special price for 4+ nominations *
Profitable Negotiations	Bangalore	19th May	Rs. 7500/-	Rs. 7000/-
Profitable Negotiations	Mumbai	15th May	Rs. 7500/-	Rs. 7000/-
Profitable Negotiations	Delhi	15th May	Rs. 7500/-	Rs. 7000/-
You Have Too Much Time	Mumbai	22nd May	Rs. 8500/-**	Rs. 8000/-**
You Have Too Much Time	Delhi	22nd May	Rs. 8500/-**	Rs. 8000/-**

Register by 25<sup>th</sup> April to avail additional Early Bird discount of 5% on the above prices!

## JUNE, 2009

Program	Location	Date	Special price for 1-3 nominations *	Special price for 4+ nominations *
Relationship Selling	Delhi	19th June	Rs. 7500/-	Rs. 7000/-
Relationship Selling	Mumbai	19th June	Rs. 7500/-	Rs. 7000/-
Relationship Selling	Bangalore	23rd June	Rs. 7500/-	Rs. 7000/-
Emotional Intelligence- New!	Delhi	12th June	Rs. 12000/-***	Rs. 11000/-***

Register by 25<sup>th</sup> May to avail additional Early Bird discount of 5% on the above prices!

\*Service tax, extra, as applicable

\*\* The price is inclusive of MS Outlook / Lotus Notes tool @ Rs.1500/- per participant

\*\*\* The price is inclusive of Personal EQ Meter (PEQM) tool @ Rs. 5000/- per participant

For further details/Registrations, please contact:

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# OPEN PROGRAMS: MAY-JUNE, 2009



## Profitable Negotiations

*Win the deal and keep your profit*

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**Duration:** 1 day

Negotiation is a unique activity - part science, part art, part technique. TACK, a global brand in Sales and Sales Management Training, presents its program on ***Profitable Negotiations***. Experience the challenges of negotiation from both sides and learn how to plan your strategy, execute it effectively and conclude a deal without giving away your profit!

### **Program benefits:**

After attending this program, participants will be able to:

- Apply the structure of negotiation - from pre-planning to follow up.
- Prepare for negotiation - to increase your chances of success.
- Use logical and psychological techniques - to plan your strategy and conduct negotiations professionally.
- Recognize the strategies and tactics used by professional buyers - and apply effective counter measures.
- Overcome the buyer's stance - by understanding their priorities, needs and wants.
- Assess the effect of concessions - will the end result still be commercially viable?
- Identify your strengths and weaknesses - and those of others through role-plays and analysis.

### **Who should attend?**

- Anyone who has to conduct negotiations. Although the course is principally designed for salespeople, buyers, sales managers and key account executives, it is equally suitable for any other executives involved in commercial negotiations. (e.g.: Accountants).

# You Have Too Much Time <sup>TM</sup>

## *Deploying Time the Right Way to Achieve Results*

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Duration: 1 day

*You Have Too Much Time* is a unique and globally researched workshop that draws upon TMI's world renowned **Results Philosophy** of the **Time and Performance Manager**. The results philosophy helps participants **organize** time to achieve **desired results** that are in line with their goals. The program will equip you with the researched and proven knowledge of techniques that will enhance **productivity and performance** - professionally and personally - in less time and with less stress!

### **Learning Objectives:**

After attending this workshop, participants will be able to:

- **Achieve results** in line with their goals by leveraging time for execution of relevant tasks.
- Invest time rather than expend it and **create value** through more effective planning and clear objectives
- **Be more productive** by prioritizing tasks in line with goals
- See tasks to completion by using **MS Outlook** extensively to organize, track and monitor tasks

### **Program Benefits:**

This program will enable you to:

- Use organizing as a vital tool to **achieving results** and **enhancing productivity to create value**
- Use the exclusive **TMI technique** and **MS Outlook/Lotus Notes** to organize tasks and deploy time effectively

### **Who should attend?**

Managers of individual contributors across functions who wish to enhance their productivity - personal and professional - and want to create desired results.

# Relationship Selling

## *Leverage relationships for successful sales*

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**Duration:** 1 day

An established and dynamic program, validated by years of research by TACK, UK, a world leader in Sales training specifically designed to help you secure winning sales with stronger relationships and be an effective relationship seller! The program is designed to help you improve the way your relationships are proactively managed.

### **Program Benefits:**

- **For Participants:**
  - **Maximise your strengths and overcome your weaknesses** -Understand the skills, qualities and attributes of successful salespeople, improve how you communicate with and relate to others and identify own strengths and weaknesses.
  - **Develop advanced objection handling skills** - respond to customers who say “no” by understanding the importance of listening and by accentuating the positives
  - **Adapt your interpersonal style** - understand your own style and that of others by using the most appropriate selling behavior for each customer’s interpersonal and relationship preferences
  - **Learn to be more objective** while interacting with others and avoid being prejudiced and emotional. Identify customers who are difficult and those who are easy. Find out effective ways to handle them.
  - **Plan for adaptability** with key account relationships
  - **Learn investigation and probing** at a senior level to get to the heart of your customers’ unidentified and identified needs and develop mutually beneficial solutions.
  - Draw up a **plan of action** to powerfully impact your relationship strategies
- **For your Organization**
  - Develop long lasting relations with customers and increase customer loyalty
  - Optimize the time spent by the organization in strategic selling
  - Increase market resonance by building teams that become partners for the customers by understanding their needs and offering aligned solutions.

### **Who should attend?**

- This program will benefit people in the customer interface roles from junior to mid-management levels in any organization.
- It is relevant for salespeople who need to manage relationships to develop sales.
- It is relevant for any salespersons/account managers who want to become more self-aware and motivated to develop him or herself in sales communication, probing and investigation.

# Emotional Intelligence

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**Duration:** 1 day

**Emotional Intelligence** (EI), thanks to the research of Claus Moller, Howard Gardner, Daniel Goleman, Peter Salovey, Reuven Bar-On and others, is today regarded as a far better predictor of success than the traditional IQ. There is definite evidence to suggest that Emotional Intelligence (EI) competencies are critical and strong drivers of leadership performance.

Through the use of **Personal EQ Meter (PEQM)**, this path-breaking TMI program helps participants understand and interpret their Emotional Intelligence profile and its impact on their Leadership behaviours. Participants will engage in experiential learning, group exercises and discussions to uncover their EI potential and become far more effective in their Leadership roles.

## **Program benefits:**

As a result of attending this program, participants will be able to:

- Understand and appreciate the concept of EI
- Get a better insight into their own EI competencies and identify ways of leveraging this
- Recognize the impact of EI competencies on Leadership behaviors
- Build emotional self-awareness and learn skills and techniques to manage and use emotions effectively

## **Who should attend?**

- Mid to senior level Managers in Leadership roles across functions who want to become superior leaders