

Custom Training & Solutions

We offer a wide breadth and depth in our sales and management development curriculum for the wireless arena.

The training audience includes:

- Carrier Indirect Sales Staff
- Dealer Owner/ Principals
- Retail & B2B Managers
- Sales & Store Managers
- B2B and Retail Sales Reps

- Call Center & Customer Service Reps

Our learning philosophy is that all CDI courseware:

- Is behavior-oriented and experiential

- Consists of a structured design and format
- Offers a flexible modular delivery
- Are systems-oriented vs. one-time event
- Foster accountability through actionable follow through steps
- Provide tools and processes to support behavior change
- Include on-going web cast review and skill building
- Are reinforced in the field by managers

The courseware that we develop has five key elements:

- Highly interactive workshop sessions with exercises, best practices discussion, business simulations, and role-plays
- Conducted by professional facilitators with previous sales and sales management experience
- Available as open enrollment at selected locations or on-site at client location
- Customizable to the client's business environment and unique selling characteristics
- Available for in-company staff delivery through optional train-the-trainer certification

Training is delivered in blended manner

30% - Interactive exercise

30% - Role-plays

20% - Discussion

20% - Lecture