



SALESMOOSE

GROW PEOPLE - GROW SALES

Young Professional in Customer Service & Operations

10 weekly modules on Customer Engagement
Intensive live training & coaching program

- Learn all relevant customer engagement skills and develop a robust Mindset.
- Improve your resistance and mental fitness by weekly intensive coaching.
- Practice your skills in small groups of max. 5 coached by an experienced professionals.

For who:

- Customer Service representatives
- Customer Operations agents
- Customer Success teams
- The program can start with a minimum of 5 participants per group.
- Languages: ENG, DE, NL.
- Budget € 1250

By who:

SalesMoose has 11 experienced coaches with each more than 25 years of relevant experience in all sectors. This is why a thorough understanding of all sectors' unique challenges is ensured.

Program outline & objectives:

1. **Self-awareness:** Your program starts with a color test of MyMotivationInsights. This is the basis for your personal manual and development plan that highlights your development priorities and talents.
2. **Mindset:** Develop a robust & winning Mindset by 10 intensive weekly peer group coaching sessions in a small group of max. 5.
3. **Skills:** Learn how to master your essential customer engagement skills like conflict management, handling rejections and emotional customers in a classroom setting.

Rehearse what you learn in role plays and put your practice skills directly into action in the time between the weekly coaching sessions. During the sessions you will learn to reflect and provide feedback on real life cases. All coaching sessions are online and recorded.



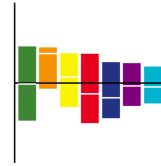
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Your Personal Manual: MyMotivationInsight *Insights in your motivational drives*



1. Name 3 subjects you enjoy and get passionate about?
 1. .
 2. .
 3. .
2. Name 3 subjects you dislike and typically postpone?
 1. .
 2. .
 3. .
3. If someone wants to get something done from you, the best approach is:



Share this manual with your colleagues and team and ask theirs to present as well.

Young Professionals in Business weekly coaching agenda					
Session	Time	Young Professional in Business	Tools	how	who
1	1/2 day	Kick Off, SalesStep evaluation & Learning objectives	Slides	Classroom	 SALESMOOSE
		SalesStep Business profile evaluation		Online	
		Self-awareness			
2	90 min.	SalesStep Business Profile results & Personal Manual	SalesStep	Zoom	
3	90 min.	Development priorities hard and soft skills			
4	90 min.	Limiting Beliefs and Blindspots	Johari & SalesStep		
		Mindset & Leadership			
5	90 min.	Personal Leadership	Syllabus	Zoom	
6	90 min.	Challenging & perseverance			
		Business Skills			
7	90 min.	Time Management & Delegation	Syllabus	Zoom	
8	90 min.	War on Talent (Recruit - retain - develop)			
9	90 min.	Team building & conflict management			
10	1/2 day	Classroom training & Certification	Quiz	Classroom	