

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) CS Job description ,responcibilities,constraints on skills, proficiency levels,and degrees	6. CUSTOMER CC Experience of working in acomplex and fast paced environment is essential, as it having excellent stakeholder skills Intermediate level Microsoft office experience required word,excel,power point Support partnership agreements	5. AVAILABLE SOLUTION AS There was a time when people got a job right out os school and stuck with it until they retired,those days are gone for good.Today ,people have to be nimple about locating new job opportunities,preferably before they forced to do it .	Explore AS, differentiate	
	2. JOBS-TO-BE-DONE / PROBLEMS J&P A job statement provides the context of what is happening while someone is trying to accomplish a goal .In contract ,a job is only the thing want to accomplish .A job the situation and the outcome	9. PROBLEM ROOT CAUSE RC Root cause analysis is a method of solving problems that is used to diagnose the true cause faults variations and or problems .This one day course will equip participants with the skills.	7. BEHAVIOUR BE We looked recently at the technology skills you most likely want to learn more about because of the impact they will have on your job security –even if you don’t work in technology		Focus on J&P, tap into BE, understand RC
	3. TRIGGERS TR How are social selling sales triggers to give you permission to reach out to a current or future member of your network LINKEDLN	10. YOUR SOLUTION SL “I have worked hard to prepare myself for a career in.... and irecently completed my studies in...during the last 3years I have worked part time as a.....completed an intrenship as..... volunteered for.....andmy extra curricular activities include...I am now ready and eager to implement all how learned productive and meaningful manner..	8. CHANNELS of BEHAVIOUR CH 8.1 ONLINE Online job buying behavior is the behavior displayed by consumers in searching for, working using and satisfy their needs. 8.2 OFFLINE Offline consumer working behavior refers to the buying behavior of the ultimate consumer who refers to.....		
4. EMOTIONS: BEFORE / AFTER EM In your personal life ,your reaction to stressful situation like these might be to start shouting ,or to go hide in a corner and I feel sorry for yourself for a while. But at work these type of behavior could seriously harm your professional reputation as well as your productivity					