

ATTAINING & SUSTAINING IDEAL PERFORMANCE IN SALES AND SERVICE

WHY?

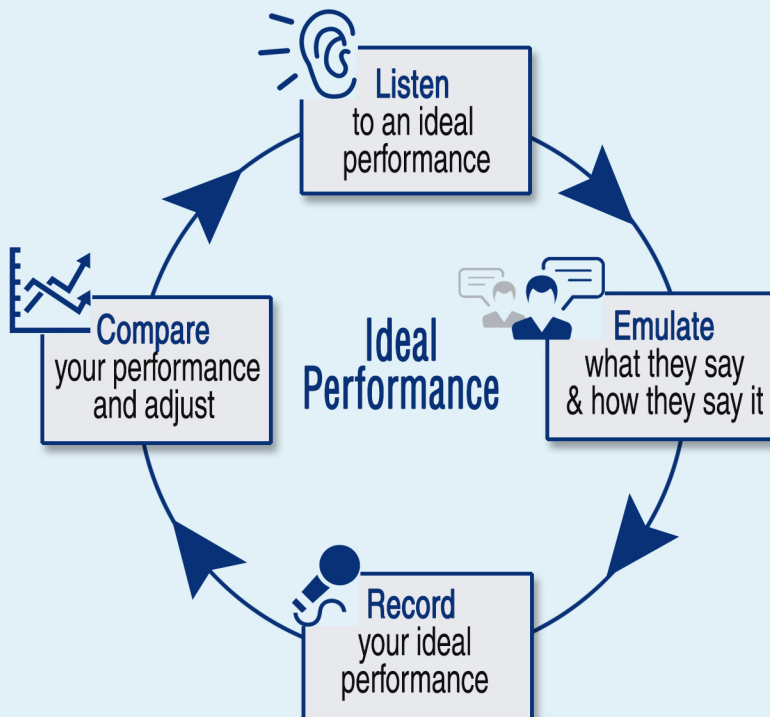
To get *more* confident and competent using ideal phrases, questions, and other key skills with customers.

HOW?

The best athletes, musicians, actors, and lawyers practice. Structured, focused practice of ideal skills *makes the difference*.

- ✓ Practice optimal skills
- ✓ Practice intentionally
- ✓ Emulate exceptional performances

Our simulation learning system makes it easier to become a *star performer*.



Communication Coach is to sales and service as flight simulators are to pilots. You quickly learn how to become masterful without harming prospects or customers!

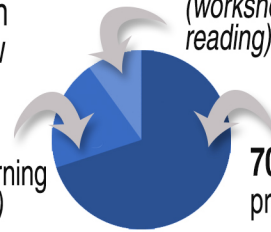
Communication Coach® utilizes all of the research below:

Research shows that people learn and retain a new skill by:

20% informal learning
(observing others)

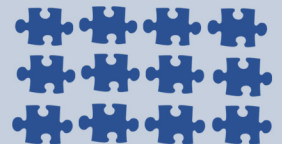
10% formal learning
(workshops, eLearning, reading)

70% on the job
practice (experience)



Interval Reinforcement

People learn better in small bites



HOW TO ACCELERATE BEING AUTOMATIC, NATURAL & OPTIMAL

Easy to emulate...

((())) Optimal tone, pace and volume

? ... Use specific words, phrases and questions

🔑 Use full text support, keywords and phrases
(Progressive difficulty)

The single best way to develop the desired habits that produce the desired results is through Performance Conditioning®. Performance Conditioning® is a habit building process made faster, better, and easier than ever before through Success Sciences.

Watch our video about Communication Coach at

http://www.success-sciences.com/SalesEffectivenessGroup/CommunicationCoach/Communication_Coach.htm

“Making a Bigger Difference”

COMMUNICATION COACH

Performance Conditioning® builds success habits in a simulated environment vs. practicing with real customers and prospects

Value & ROI

- Speed to performing at your standards
- Completely customized for your organization
- Bite-sized learning and reinforcement
- Reduce travel and out of office time
- Reduce deployment costs
- Promote individual development
- Built in accountability and reporting for learners and their coaches
- Create more consistency in sales, service, and support

“Communication Coach is the single largest breakthrough in training our team has ever experienced. We expected to get a maximum increase of 5% in production and our production rose by 19.24%”

Practice sales, service or coaching conversations in a safe, focused, and structured environment that accelerates the desired behavior change.

Simulation learning allows your people to emulate star performers quickly and easily.

**Call us to explore your performance improvement priorities
and learn more about our case studies.**

Visit us at www.success-sciences.com or call 813.989.9900

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