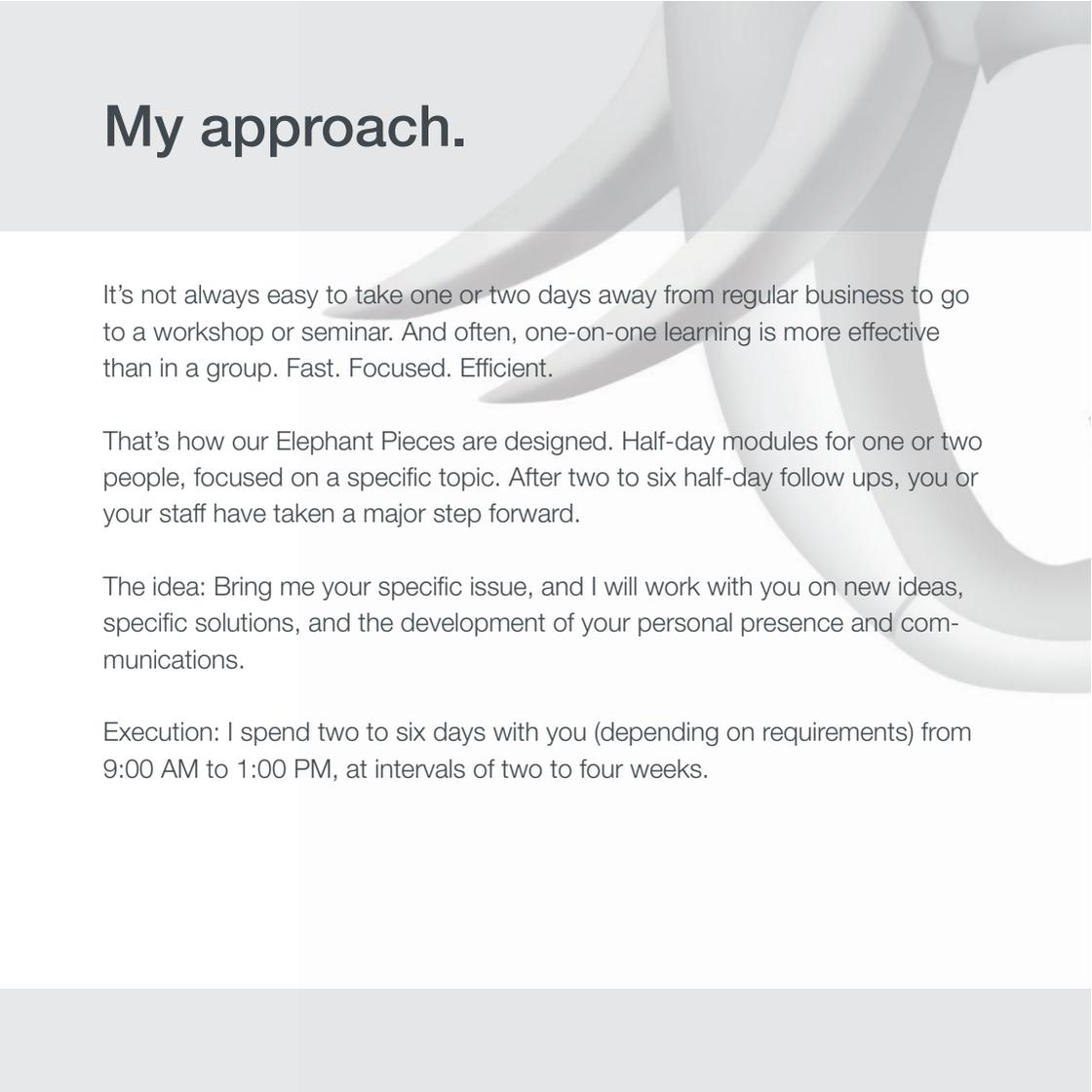


TRAINING AND WORKSHOP MODULES.

Find out more about the „Eat
the Elephant in Pieces“ concept.

My approach.



It's not always easy to take one or two days away from regular business to go to a workshop or seminar. And often, one-on-one learning is more effective than in a group. Fast. Focused. Efficient.

That's how our Elephant Pieces are designed. Half-day modules for one or two people, focused on a specific topic. After two to six half-day follow ups, you or your staff have taken a major step forward.

The idea: Bring me your specific issue, and I will work with you on new ideas, specific solutions, and the development of your personal presence and communications.

Execution: I spend two to six days with you (depending on requirements) from 9:00 AM to 1:00 PM, at intervals of two to four weeks.

Executive Modules.

Whether you are working on refining your company or sales strategy, are in charge of a new department, have taken on a leadership position for the first time, are facing a difficult employee discussion, or are preparing for a critical presentation, I'll work with you on a solution. In the preliminary briefing you tell me where your interests lie. We'll get right to work at our first meeting.

Possible topics:

- Development of company or sales strategies.
- Preparation for leadership responsibilities.
- Problems in teams.
- Difficult employee discussions.
- Critical presentations.
- Unrehearsed speaking.



Sales Modules.

From cold calls to price negotiations, from the first lead to filling the sales funnel, if you want to succeed at sales you need to be a strong communicator, understand people, react appropriately to customers and close the sale in a professional way. But that's not all. The sales funnel needs to be filled, leads have to be turned into opportunities and ultimately sales have to be closed. With a focus on B2B markets and products that require in-depth explanation, I help build your sales skills.

Possible topics:

- Cold sales by telephone, at trade fairs and conferences.
- Dealing with difficult customers.
- Generating leads - how?
- The right tone of voice with customers.
- Who is a good customer?
- Customer negotiation.
- Price negotiation and closing.
- Successful demos and client presentations.

Support Modules.

As a rule, support has the best access to customers. But it is often still a challenge to understand customers correctly, deal with difficult and angry clients, or reassure them when there are problems or delays. Creating a link to sales in order to generate more business without annoying the customer is an art unto itself. With a focus on B2B markets and products that require in-depth explanation, I can help build your support skills working from your knowledge and experience level.

Possible topics:

- Understanding customer issues and reacting appropriately.
- Dealing with angry or difficult customers.
- Keeping your emotions under control.
- Getting information from customers that is important for your company.
- Effectively communicating delays and issues to customers.

Communication Modules.

Communication is the basis of any interaction, whether that interaction is with employees, colleagues or customers. Presenting yourself, describing products and services comprehensibly and compellingly, dealing with conflict situations, making your position clear - we face all of these situations every day. Let's work on it.

This can include:

- Designing presentations to reach target groups.
- Working on storylines and speech .
- Handling difficult discussions.
- Better self-presentation and self-marketing.
- Analyzing and understanding conflicts.

Adriana Olivotti.

Based on over 20 years of experience in sales and marketing for B2B and products that require in-depth explanation, my sparring examples, coaching and training have a very practical focus.

I can help you deal with your challenges confidently, with the satisfaction of seeing your abilities expand.



Before the first meeting we do a briefing by telephone or checklist. Then we get to work on solutions using examples from your daily business.

The Elephant Pieces are intended for one or two participants. In addition, Raum für Technik offers in-house training and workshops on all the subjects mentioned here. Please contact me if you're looking for a program tailored to your company.

Raum für Technik GmbH & Co. KG

Schlagintweitstraße 11
80638 München

Tel: 089 22 848 746

www.raumfuertechnik.com

info@raumfuertechnik.com

