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## Online Self-Paced Products

Product Code	Name	Description
S-110	Understanding Behavioral Styles	In this course you will learn to understand your own behavioral style and how to use this knowledge to enhance your communication skills and increase your productivity.
S-119	Understanding Behavioral Styles for Managers	Managerial relationships often depend on adapting your managerial style. Being able to quickly recognize a person's behavioral style and interact appropriately are critical to this process. Understanding Behavioral Styles for Managers shows you how to recognize different behavior patterns, and develop adaptive skills that increase your ability to communicate successfully with others.
S-121	Understanding Behavioral Styles for Customer Service	Customer Service relationships often depend on "getting off on the right foot". Being able to quickly recognize a person's behavioral style and interact appropriately are critical to this process. Understanding Behavioral Styles for Customer Service shows you how to recognize different behavior patterns, and develop adaptive skills that increase your ability to communicate successfully with others.
S-122	Understanding Behavioral Styles for Sales	Effective selling often depends on "getting off on the right foot". Being able to quickly recognize a person's behavioral style and interact appropriately are critical to this process. Understanding Behavioral Styles for Sales shows you how to recognize different behavior patterns, and develop adaptive skills that increase your ability to communicate successfully with others.
S-123	Understanding Behavioral Styles for Teams	Good teamwork often depends on "getting off on the right foot". Being able to quickly recognize a person's behavioral style and interact appropriately are critical to this process. Understanding Behavioral Styles for Teams shows you how to recognize different behavior patterns, and develop adaptive skills that increase your ability to communicate successfully with others.
S-111	Reinforcing Your Understanding of Behavioral Styles	In this course you will reinforce your understanding of your own behavioral style and use this knowledge to enhance your communication skills and increase your productivity.
S-124	Reinforcing Your Understanding of Behavioral Styles for Managers	Managerial relationships often depend on adapting your managerial style. Being able to quickly recognize a person's behavioral style and interact appropriately are critical to this process. Understanding Behavioral Styles for Managers shows you how to recognize different behavior patterns, and develop adaptive skills that increase your ability to communicate successfully with others.



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Product Code	Name	Description
S-125	Reinforcing Your Understanding of Behavioral Styles for Customer Service	Customer Service relationships often depend on "getting off on the right foot". Being able to quickly recognize a person's behavioral style and interact appropriately are critical to this process. Understanding Behavioral Styles for Customer Service shows you how to recognize different behavior patterns, and develop adaptive skills that increase your ability to communicate successfully with others.
S-126	Reinforcing Your Understanding of Behavioral Styles for Sales	Effective selling often depends on "getting off on the right foot". Being able to quickly recognize a person's behavioral style and interact appropriately are critical to this process. Understanding Behavioral Styles for Sales shows you how to recognize different behavior patterns, and develop adaptive skills that increase your ability to communicate successfully with others.
S-127	Reinforcing Your Understanding of Behavioral Styles For Teams	Good teamwork often depends on "getting off on the right foot". Being able to quickly recognize a person's behavioral style and interact appropriately are critical to this process. Understanding Behavioral Styles for Teams shows you how to recognize different behavior patterns, and develop adaptive skills that increase your ability to communicate successfully with others.
C-100	Handling Customer Complaints	This course presents a process for dealing with objections and complaints so you can be effective and keep client relationships positive.
C-101	Establishing Credibility and Trust for Customer Service	Decisions to stay with one vendor or supplier require all the people who come in contact with the customer to establish some level of credibility and trust. Establishing positive credibility and trust allows customer service people a better opportunity to create longer term business relationships. This course will discuss what you can do to intentionally build trust and confidence with your customers.
C-102	Managing Performance Discussions	This course provides a process to help managers have a discussion with an employee when performance needs to improve. Key communication skills are addressed, as well as a step-by-step outline for conducting the discussion in a way that respects the individual, and encourages him or her to take responsibility for improving performance.
C-103	Establishing Credibility and Trust for Sales	Decisions to choose a vendor or supplier require all the people who come in contact with the client to establish some level of credibility and trust. Establishing positive credibility and trust allows sales people a better opportunity to create longer term business relationships. This course will discuss what you can do to intentionally build trust and confidence with your clients.
C-104	Customer Focused Sales Interviews	In this course you will learn professional sales interviewing techniques that will help you establish credibility, qualify opportunities more effectively, and discover a prospect's important business needs, goals, priorities and personal win.



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C-105	Questions Are The Answer for Customer Service	This course will provide you with examples of good questions that you can use immediately to get the information you need. You will learn the difference between open-ended and closed-ended questions, and when to use them. We'll discuss seven different types of questions and how you can use each one.
C-106	Questions Are the Answer for Sales	This course will provide you with examples of good questions that you can use immediately to get the information you need. You will learn the difference between open-ended and closed-ended questions, and when to use them. We'll discuss seven different types of questions and how you can use each one.
C-107	Overcoming All Objections	This course presents a process for dealing with objections and complaints so you can be effective and keep client relationships positive
C-108	Behavioral Interviewing	The purpose of this course is to make the interviewing process easier, more effective, and to provide you with the tools you need to ask the right questions to better discover if your candidate is the right person for the job.
C-109	Territory and Account Management	In this course you will learn the skills to: define your territory, understand your customer base, prioritize your clients and prospects. You will learn four-step method for managing your territory. You will also learn how to protect that territory.
C-110	Gaining Commitments to Action/Closing	In this course we will discuss a variety of techniques for gaining little commitments from a prospect to advance the sale. You will learn the difference between low pressure and high pressure closing styles, also, how to recognize buying signals from your prospect, and how to deal with them. We will see what closing method is most effective with different personality styles. We will also discuss what to do if the prospect says "no thanks" and how to overcome objections when closing.
C-111	Coaching	In this course we will identify and practice five (5) keys to your coaching success and offer several important coaching tips. Through exercises and case studies you will learn practical coaching skills and when to use them.
C-112	Win-Win Negotiations	In this course we examine the sales negotiation process and determine the types of negotiations that cause people the most difficulty. We practice an effective negotiation process that will help you and your customer get to a win
C-113	Prospecting to Create Interest	In this course, you will learn how to leverage your past success and use a system to identify, classify, and approach high level people and new opportunities. We will also offer you tips on creating internal advocates from existing clients. We'll practice how to qualify an opportunity and how to plan ahead to get the most out of each client meeting.



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Product Code	Name	Description
C-114	Coaching for Sales Managers	The responsibilities of a sales manager or supervisor are varied. One responsibility far too critical to delay or not focus on consistently is your responsibility to coach people on your sales team. In this course you will identify and practice five (5) keys to your sales coaching success. Through exercises and case studies you will learn practical sales coaching skills and when as well as how to apply them.
C-115	Win-Win Negotiations For Managers	In this course we examine the negotiation process and determine the types of negotiations that cause people the most difficulty. You'll review the strategies behind some common negotiation tactics and learn to recognize the pitfalls that you can avoid. You'll practice an effective negotiation process that will help you and the other party gets to a win/win.
C-116	Introduction to Sales - Sales Professionals Make the Difference	Smart organizations invest in developing their salespeople's skills to gain and then keep the "competitive edge." This introductory course is intended to set the stage so you can sharpen your selling skills to become even more effective. Customer Focused Selling is not training for the sake of training. We are committed to help you incorporate our techniques into a "system" that will allow you to improve your personal results and exceed your business and personal goals.
	<b>Term</b>	<b>Unlimited Internal Use License Pricing for all courses – Client Hosts on their System</b>
	1 Year	\$60,000
	2 Year	\$100,000
	3 Year	\$120,000
		<p><b>Notes:</b></p> <p>1. CRKInteractive will host for an additional fee starting at \$10,000/year</p> <p>2. Speak with your Pam or Sid at Workplace Results LLC about pricing for profiles recommended for certain courses.</p>