


# Connectium Education

[WWW.EMPERTANDCONNECTIUM.COM](http://WWW.EMPERTANDCONNECTIUM.COM)

08060328847



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- ▶ We are your training, coaching and consulting center for profitability and sustainability
  - ▶ Our coaching services will elevate your productivity and ensures profit in sensitive economic situations

Our sales and customer management program will give you competitive edge and profitability

# What makes us special?

- ▶ While there are many amazing firms out there, our leverage is in an almost extinct values of CARE and INSIGHTS. We are going to care about your business' success and we hence provide insight that will help the people to advance .
- ▶ We don't have business "one night stands" with our clients. We're here for the long haul.
- ▶ We take extra time to give you insight that is practical and applicable



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## ► **Our Methodology**

- Each organization is unique. Your training needs are carefully and strategically taken into account as we design BESPOKE experiences that eventually produce the RESULTS you need

## ► CONSULTING

- Need a survey? Market intelligence report? Sales intervention or you just want to carry out a *Mystery Shopper* intervention to keep your team on their toes? Then, let's Execute it!



# Our consulting services involves

- ▶ Sales support services:
- ▶ Sales team recruitment and onboarding program
- ▶ Customer prospecting services
- ▶ Sales presentation services
- ▶ Product knowledge orientation services
- ▶ Workplace and customer management diagnostics
- ▶ Facility assessment and maintenance appraisal
- ▶ Staff performance measurement



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## ► COACHING

- Every world class professional needs a Coach. Who's yours? Are your team leaders and members operating effectively? Our extremely capable coaches provide results and client confidentiality



COACHiNG

# Our Coaching Services

- ▶ Executive Coaching
- ▶ Hybrid Leadership Coaching
- ▶ Performance Management Coaching
- ▶ Workplace Conflict Coaching
- ▶ Sales effectiveness Coaching
- ▶ Work – life fulfilment Coaching
- ▶ Personal Branding Coaching



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## ► TRAINING

- Your team is only as good as their last performance. Resist the temptation to toss out your training budget.
- If your team is going to have to achieve more with so much less, they need to be motivated and trained to do so. Let us get them on the path of performance with our bespoke training

TRAINiNG





Using highly engaging PowerPoint presentations, inspirational videos, case studies, interactive role plays and incredibly motivating facilitation skills, Connectium Education delivers a wow training experience that is quite unrivalled.

Our Consulting interventions are efficient, easy to understand, cutting edge and easy to interpret that give you all the information and more that you require.



## ► Our Training Solutions



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### TRAINING SOLUTIONS





## Persuasive Selling & Objection Handling



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# Training Outline

## **Module 1 – Deflating Objections**

Bring up Common Objections First  
The Inner Workings of Objections  
Case Study  
Understanding the Three Main  
Objections Skepticism  
Misunderstanding Stalling

## **Module 3 – Navigating Objections**

Understanding the 5 Steps: Expectation.  
Welcome. Affirmation. Answers.  
Compensating  
Getting to the Bottom  
Asking Appropriate Questions  
Common Objections  
Basic Strategies  
Role Play

## **Module 2: - Unvoiced Objections**

How to Dig up the "Real Reason"  
Bringing Their Objections to Light  
Role Play  
Seeing Objections as Opportunities  
Translating the Objection to a Question  
Translating the Objection to a Reason to  
Buy  
Case Study

## **Module 4 - Finding a Point of Agreement**

Outlining Features and Benefits  
Identifying Your Unique Selling  
Position  
Agreeing with the Objection to  
Make the Sale  
Case Study

## ► Supervisory Skills Training



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# Training Outline

## **Module 1: The role of the supervisor**

- Definition of the supervisory role
- Myths about supervision
- A new look at supervisory tasks
- Supervisor tasks and responsibilities
- Mintzberg's ten managerial roles
- Managerial leadership
- Competencies for supervisory success

## **Module 3: Developing and stretching your people**

- Training versus development
- Recognizing training needs
- Translating needs into objectives
- Writing learning objectives
- Techniques in developing people
- The 7 habits of highly successful supervisor

## **Module 2: Leading for results**

- Modifying your leadership style
- The difference between managers and leaders
- Leadership and the 4 competencies for success
- Steps for forming a successful work team
- Situational leadership model
- The daily checklist for motivating staff

## **Module 4: Goal setting for peak performance**

- Principles of planning
- Strategies for effective goal setting
- Setting 'SMART' goals
- Management by Objectives (MBO)
- Organizing and delegating effectively
- Organizing time
- Prioritizing using the important and urgent matrix



# Critical Thinking & Creative Problem Solving Skills





# Training Outline

## **Module 1: Understanding Critical Thinking**

What is Critical Thinking?  
Characteristics of a Critical Thinker  
Common Critical Thinking Styles  
Team Exercise: The Trolley Problem  
Developing Your Critical Thinking Skill  
Left and Right Brain Thinking  
Whole-Brain Thinking

## **Module 3: Dealing with Assumptions**

Understanding assumptions  
When are assumptions useful  
Critically evaluate assumptions  
Team Exercise: The Heinz Dilemma  
Asking Questions  
Probing  
Pushing My Buttons

## **Module 2: The Critical Thinking Model**

The Standards of Critical Thinking  
Identifying the Issues  
Identifying the Arguments  
Clarifying the Issues and Arguments  
Establishing Context  
Checking Credibility and Consistency  
Evaluating Arguments  
Case Study: The 5 Monkeys

## **Module 4: Common Sense**

Reflecting on common sense  
Is it 'common'?  
Presenting and Communicating Your Ideas to Others  
Team Exercise: Moon Landing  
Critical Thinking Questions  
Active Listening Skills

# Sales and Marketing



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# Training Outline

## **Module 1: Managing the Sale techniques**

- Sales psychology 101
- Leading representational bias
- Tie-Downs
- Tag-Ons
- Competing without competing on price – and maintaining your professionalism
- Understanding when it's Time to Close
- Powerful Closing Techniques

## **Module 2: Manage your sales pipeline**

- What is a sales pipeline
- The stages from prospect to customer
- How to determine your prospects stage
- Identifying your Contact Person
- Performing a Needs Analysis
- Creating Potential Solutions

## **Module 3: Creative Openings and Prospecting**

- A Basic Opening for Warm Calls
- Warming up Cold Calls
- Using the Referral Opening
- The importance of active listening
- Minimal Encouragers

## **Module 4: Sales Productivity**

Digital Productivity

Leads Nurturing

Team Exercise: Paper Chain Exercise

Leads generation through digital activities

Art of strategic Follow-up

## ► Superior Customer Service



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# Training Outline

## **Module 1: Handling customer enquiries**

Customer contact model and service standards

Creating lasting first impressions

Building and maintaining rapport

Using positive language and tone of voice

Establishing customer needs

Responsibility for customer service

Stepping into your customers' shoes

## **Module 3: Building customer relationships**

Relationship triangle – trust and loyalty

What differentiates us from our competitors?

Identifying ways to add value and exceed customer expectations

Following up

## **Module 2: Service recovery**

Turning disappointment into delight

Identifying the nature of customer complaints

Responding to customer complaints

Introducing colleagues to resolve customer service issue

Sharing our own experiences of good and bad service

## **Module 4: Service Excellence**

Dimensions of Service

Service Leadership

Team Exercise: service video reviews

Leads generation through digital activities

Converting your service excellence to referrals

- ▶ We've got an **AMAZING** team of experienced Consultants



# Trainer's Profile

Wale Adejuyigbe is a people, product and places developer

He is a management consultant, organization development trainer and Human resource practitioner

He has conducted several interventions in the area of performance management, organization design, logistics and workforce activation for different companies in the country

Wale is the chief operating officer of sales insight Nigeria. A performance and sales coaching company that look into experience and prospecting development for sales professionals and businesses

Prior to his role as head of operation of driving solution Nigeria limited, wale functioned as the lead trainer/consultant for the organization in the area of safe and defensive driving practices, and poise and maintenance culture for company drivers

With his Human capacity career, he conducted intervention with companies like Nestle, Airtel, Ardova PLC, Neconde Energy, Citi bank, Lagos state government and several other medium sized companies





# Trainer's Profile

With his first degree at Obafemi Awolowo University Ile-Ife  
He has PGDe at Olabisi Onabanjo University and masters degree in educational psychology from University of Lagos.

Wale is GPHR certified under Society for Human Resource Management (SHRM) in America

Wale is an associate of Chartered Institute of Supply Chain Management specializing in Business Process Reengineering and Quality Program management

Wale Adejuyigbe is a consumer psychologist and management trainer

He is a member of Association of consumer Psychologist in America and he specializes in business negotiation and consumption Psychology

Wale is also a child psychologist and family life practitioner with unique insight into how emotions and thoughts drive family life

Wale is often referred to as coach wale for his coaching approach on transforming individuals, families, organizations, hospitality, fellowships and schools...

He runs High Impact Life and Leadership (HILL), a leadership and life development platform for communities, campuses and secondary school students. This made him mentor over 600 children and youths and the number is still counting







## contact us

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► **we look forward to meeting with you**