



Training, Coaching, Consulting

The difference operator – effecting a change or difference

DELTA

The Difference that makes the Difference



Relationship Management for Results

If your business depends on running key relationship smoothly you need highly skilled, highly trained relationship managers



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If your business results depend on running key relationships smoothly
you can either rely on people that are willing yet untrained

or

Give your Professionals the Tools they need to succeed now

Delta's Relationship Management Skills workshop delivers highly usable skills that make a difference immediately. Drawing on the best of People Technology™ this training uncovers the secrets behind great business relationships and provides the answers you are looking for with a use-now strategy.

Imagine leaving this workshop with a tool kit packed with techniques, flexibility and ideas to handle valuable business relationships with consummate ease. Delivering results through people depends on gaining a deep understanding of the other person and their motivation, on communicating effectively, meeting common interests and being committed on clear objectives.

Some home truths about business relationships

- Authority rarely counts for much in these days of extended business structures. Influence is everything if you want to replace lip service with huge commitment.
- People will ultimately do, or not do, exactly what they want. Aligned interests mean results.
- Unskilled approaches damage external and internal business relationships. Even if you don't notice it... until it's too late.
- Would you want a DIY enthusiast building your dream home? People are generally untrained in relationship management. Most people rely on experience whilst professionals know that the secrets of building good relationships can be taught and mastered.
- People generally respond when you light fires within them, rather than underneath them.
- The ones reading this who don't get it also don't get that they are the part of the problem.

Consider this now... think of the last time a business colleague, with whom you have a 'challenging' relationship, asked for something. Now rate your commitment to that task on a scale of 1 to 10.

Now think of the last time a business colleague, for whom you had the utmost respect, asked you to do something. Rate your commitment on a scale of 1 to 10.

People do things because of other people. They make career moves, they make waves or they make a huge contribution. Learn how to make your business relationships count now.



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The Course

This 3 day module builds a repertoire of skills and knowledge applied to specific business situations.

It challenges limited paradigms of communication and puts in place a powerful toolset backed by a wealth of understanding delivered in a format that is stimulating and intellectually straightforward to grasp.

Day 1: Advanced Business Communication

Day 2: Establishing Great Relationships, Handling Difficult People

Day 3: Inoculation, Negotiation, Influencing with Integrity

Course Detail

This fascinating 3 day module is packed with relationship magic and includes:-

- An overview of the communications process
- Communicating your way to success
- Communication styles
- Personality types – the key to understanding others
- Motivation factors
- Limiting factors and limiting language
- The truth behind rapport – its structure and application
- Handling difficult people and difficult situations
- Inoculation techniques – dealing with objections before they become a problem
- Reframing – handling objections effortlessly
- Negotiation process overview
- Negotiating on the hoof – striking deals with busy people
- Aligning
- Setting clear objectives
- Influencing with integrity
- Pop Quiz - The language of influence
- Presence and Charisma Strategies
- Dealing with groups
- Working a stage - small or large



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Your Instructor

Dave Sellers is an experienced sales and marketing professional and business leader, NLP Master Practitioner and Coach Practitioner who now continues to provide the sales and marketing momentum for a number of training organisations. Over the last decade Dave has sold everything from ultra hi-tech hardware, through to software, consulting services and inter-company partnership to some of the biggest names throughout Europe. He has managed business relationships with giants such as Motorola, Ericsson and Nokia. He has been teaching business skills and process for 5 years whilst continuing to sell, market, research and to develop some of the most advanced material available. Customers use his methods in every market from consumables, retail to hi-tech infrastructure and financial services. Due to the combination of Dave's wealth of experience in the crucible of real-world business plus his in depth knowledge of 'People Technology' the calibre of material Dave uses is not available from any other business training organisation.

Contact Delta TCC

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