

Case Study – Interpersonal, Management & Sales Programme

The Company

A leading UK provider of support services to 7,000 financial advisers. The in-depth financial research, regulatory, technology and support that advisers receives enables them to make informed decisions when advising on the right product and solutions for their customers



The Business Problem

Our client had grown rapidly as their market share grew. A number of issues were identified in how the client communicated both internally and externally with their network. Interpersonal skills as well as Management and Sales skills needed to be improved to support the ever increasing demands of their growing network.

The Solution

Following several research meetings a diverse and challenging training programme was developed that incorporated Time Management, Personal Organisation, Presentation Skills, Objection and Complaint Handling, Influencing Skills, Benefit Selling and Team Building.

The Benefits

The client has seen an immediate improvement in internal communications and improved understandings of each business unit. The network is also dealt with in a more time efficient way with improved communication and fewer complaints.

Client Feedback

'We would like to express and thanks for the high standards of both content and presentation skills. The trainers demonstrated endless patience and were flexible enough to adapt the course to address the training needs that became apparent'