

LEARNVISION

empower people - top results



Maximum Benefit through High Impact Training – HIT



Today customer satisfaction alone is just not enough. **Loyal customers buy more, pay higher prices** and recommend your organisation more frequently to others.

How do you build loyal customers?

How do you manage to develop the **necessary service skills** to convince customers on a short- and long-term basis?

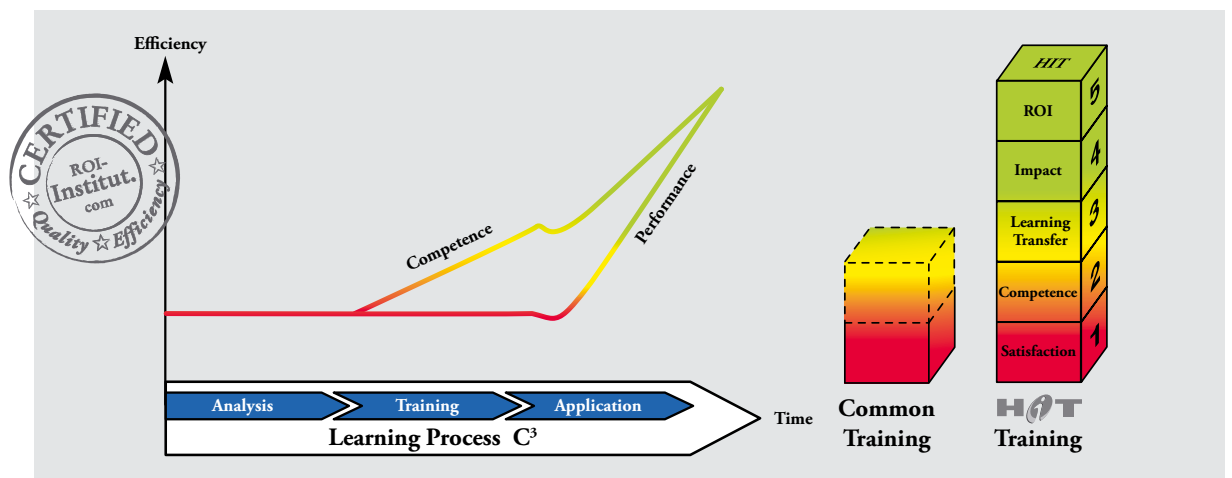
Win with HIT concepts¹ and professional service staff that are able to:

- Create a trusting working atmosphere with their customers
- Recognise difficult customer contacts (e.g. complaints) as opportunities
- Treat every customer as an individual
- Transform **customers into loyal customers**

High Impact Training¹

The Research-Based, Measurable Success Concept with Learning Process C³

An integral approach from analysis/assessment to high quality training and state of the art learning content through to application with controllable **learning transfer** and software-based presentation of success:



High Effectiveness to Secure Your Investments

- Established tools for maximum, **controllable learning transfer** with interaction of work processes
- Best practice design with 5 globally accepted efficiency levels (please see chart above) for **time- and cost-efficient implementation**
- Proactive qualification of employees according to company strategy
- Increase and secure managers' involvement and **commitment**

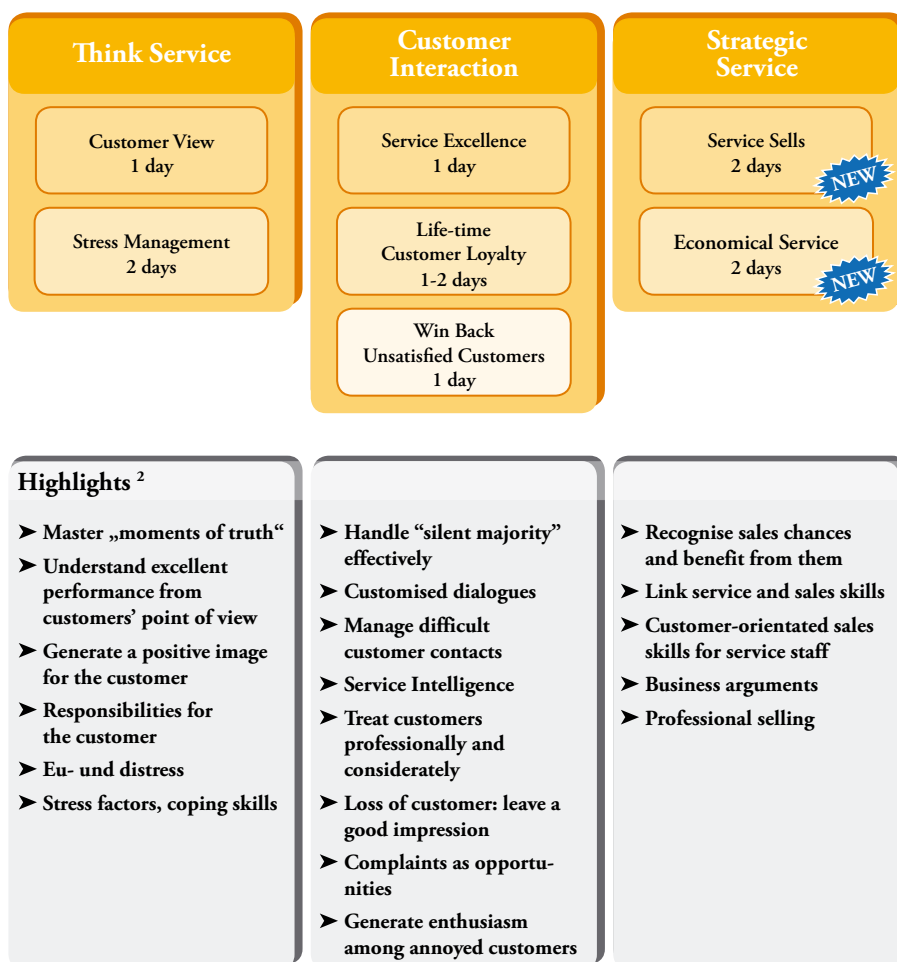
Demonstrate Training Successes to Improve Performance and Image

- Proven bridging between soft factors and measurable, monetary assessment
- Software-based evaluation methods with benchmark from the market leader to guarantee **controllability and sustainability**
- Quantitative and qualitative proof of **training value proposition** for total value chain

¹ Experiences from over **5,000 case studies** per year. Please ask for our current best practice case study which proves that **investments in training generate more value than other investments.**

Service Impact System

Your Needs – Our Modular **HOT**-Design



²We will gladly send you our detailed brochures with learning objectives for each module.

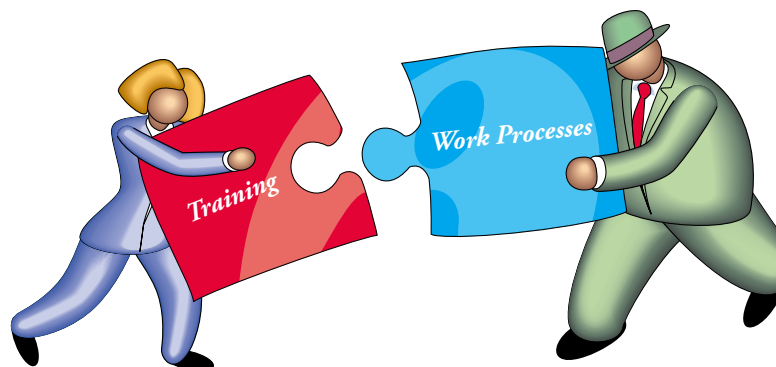
Impact System: Concept + Content = Your Success

- ▶ **Modular 5-level concept** with established and new **Learning Transfer Tools** guarantees a deep ‘anchoring’ of improved behaviour in the workplace → revenues and earnings are increased
- ▶ Modules can be **customised** time- and cost-efficiently according to target group, market and customer. Successful, qualitative implementation is thus guaranteed → **efficient** modifications at a high level of quality
- ▶ All trainings/seminars/modules are certified in accordance with the globally approved best practice process with **5 efficiency levels** (please see chart) → benefit of implementation is maximised
- ▶ All modules can be multiplied using internal resources/trainers via train-the-trainer programmes → **cost-efficiency** and know-how transfer
- ▶ **NEW:** Integration of **Reinforcement** and **Coaching Tools** in all modules guarantees maximal learning transfer. Reinforcement Tools ensure optimal **involvement of management** → optimised service productivity



About us

- ▶ Global supplier of modern **training and consulting services** with a large portfolio for:
Sales, Leadership/Team, Service and Quality.
- ▶ Over **20 years experience** in 45 countries in the expert management of global/local implementations.
- ▶ More than **70%** of top companies rely on our expertise.
- ▶ **Over 300 certified consultants/trainers with industry experience** with at least 500 training days
→ from practical experience for practical application.
- ▶ Customisation and multiplication concepts for **cost-effective** implementation.
- ▶ **Market leader** in the analysis of learning processes for sustainable training concepts.



■ Your local trainers/consultants

