

# Advanced WITY



**Target Group** Managers, Sales people, Account managers

**Expected outcome** After the training you really got to the area of the “sacral or splenic chakra” of the client. You are equipped with techniques that will uncover the real personal needs that help you to move the iceberg. You will feel more confident about in depth questioning and up rise to a true trustworthy partner. The confidence will come form the fact that you got techniques that help you through an authentic conversation, while uncovering the personal wins and results of the person you talk to. Right after the workshop you will be able to take this in the field and have improve your questioning skills

**About me?**

- > I feel uncomfortable while asking in depth questions.
- > When I try to get to the bottom of the iceberg, I feel that I’m becoming too close and I feel restrained when having to ask for more personal information.
- > I would like to get tips and techniques that help me to be able to dig I the clients real needs

**Content**

- > What are the real personal key issues my contact person has?
- > How can I position myself in a trustworthy advisory role, without being to pushy?
- > Pragmatic tips and techniques in questioning
- > Interactive action learning based on real cases

**Competencies**

Involvement	Empathy
Persuasiveness	Self-assurance
Conversation skills	Counter play

**Approach**

 Personal	●	 Debate and discussion	●
 Interactive	●	 Buddy coaching	
 Game or case	●	 Personal feedback	●
 Action learning	●	 Voluntary assessment	