

“ Decisions,  
particularly  
important ones,  
have always made me  
sleepy, perhaps because  
I know that I will have to  
make them by instinct, and  
thinking things out is only  
what other people tell me

I should do.”

- Lillian Hellman

# Project Management

*There are a high percentage of executives who believe there are more project failures today than five or ten years ago!*

## Successful Project Management

What happens to a company that chooses to disregard project management best practices?

Why do projects need to be effectively managed in a collective group as well as one at a time?

## Organizations that value Project Management as a strategic tool recognize the value of learning about the following:

- Identifying resources for the project
- Providing direction, coordination, and integration to the project team
- Managing a diverse set of project stakeholders
- Project Managers are dependent upon others for technical answers
- Who is responsible for performance and success of the project
- When to induce the right people at the right time to address the right issues and make the right decisions.

## Adopting Project Management Best Practices

The integrative nature of project management involves coordinating multiple processes for a project. This applies through all the basic principles groups of Concept, Selection, Initiating, Planning, Executing, Approval, Delivery, and Closing. Your use of these basic principles will increase the performance of your project team and success of the project, as well as enable you to bring on the right people at the right time to address the right issues and make the right decisions.

### *In this Basics Program Project Managers and their Project Teams will learn:*

- What is project management
- How to define a project
- Building a successful project team
- What it takes to plan a project
- Monitoring a project
- Best practices for auditing a project
- Project performance measurement
- How to close a project

# B.O.S.S.

Business Operational Success Systems, Inc.

“The world  
doesn't fear a  
new idea. What  
it fears is a new  
experience.”  
- D.H. Lawrence

# Change Management

The future is guaranteed to bring more change, not less!

## Managing Change

We believe that the most successful organizations help their employees understand the importance of developing effective change management skills for personal and professional success.

Change is a constant, challenging part of the workplace environment. Taking time to improve your skills is a worthwhile investment in your self-development. Organizations that value change management as a strategic tool recognize the value of learning about the following:

- Learning about change.
- The change process.
- Developing change resilience.
- Enhancing your change management skills.

## Leading Others Through Change

Organizations in today's chaotic business environment recognize that the ability to effectively manage change is not only a strategic advantage, but also an essential to doing business successfully in the 21st century.

Leaders need to be aware of their attitudes toward, and abilities for, leading others through organizational change. It takes both effort and practice to develop effective change leadership skills, but the payoff will be worth it.

In this module organizational leaders will learn:

- Leadership & change.
- Helping others manage change.
- Becoming a change leader.
- Enhancing leading change skills.

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Difficulties are  
meant to rouse,  
not  
discourage.  
The human spirit is  
to grow strong  
by conflict.

- William E. Channing

## Conflict Management

**Strong leader's in today's fast-paced business world realize employees who are adept at managing conflict are crucial to success.**

### Managing Interpersonal Conflict

To stay competitive, high performance organizations realize they must effectively manage the interpersonal conflict that occurs among their employees. High Performance organizations are dedicated to developing employee skills needed to meet the challenges of the ever changing marketplace.

It is a strategic advantage to the organization for their employees to learn interpersonal conflict management skills. Employees will develop a proactive approach during the course of this module by:

- Understanding the elements of conflict
- Recognizing conflict management styles
- Tips for handling conflict
- Enhancing your interpersonal conflict management skills

### Managing Organizational Conflict

To increase high performance, managers must lay the foundation for dealing with, and working through conflict. Managers need to have the essential knowledge about causes of conflict, types of difficult people, and strategies for preventing and managing conflict with them.

This module will motivate managers to set goals and define actions for developing and enhancing their current conflict management abilities. It will set the groundwork for participants to acknowledge the impact that conflict can have on their job performance and the positive effect that learning to manage organizational conflict can have on an organizations bottom line.

During the stages of this module, managers will develop the ability to:

- Identify causes of organizational conflict
- Identify difficult people
- Take ownership of conflict management
- Enhance your conflict management skills

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Success is  
the natural  
consequence  
of consistently  
applying the 'core  
skills' to your life.

- Chip Wilson, CEO  
360 Solutions

## Core Skills: Building a Strong Foundation for Today's Sales Professionals

Results speak louder than words.

Consider this:

People don't work harder and smarter because the company will benefit. People take steps in new and challenging directions because they themselves will benefit. We address this reality by creating a bridge between personal and professional goal achievement. In order for this to happen, the program must address the participant's question, "What's in it for me?" We take great care to answer that question for all salespeople. When salespeople motivate themselves, everyone benefits. Our unique approach to integrated skills training is the result of years of research. This research isolated certain critical "core skills" as a basis of all achievement.

### Program Objective

To help sales professionals and sales managers increase productivity and improve interactions through specific goal-setting, time leveraging, communication, negotiation, teamwork, and leadership skills.

Program graduates are able to:

- Set complete and measurable goals.
- Develop strategic plans for both sales and personal goals.
- Leverage time in accordance with those goals.
- Communicate to persuade.
- Use leadership skills and team effort to bring goals to fruition.
- Achieve higher quality, optimum performance, and consistent results.

Start mastering the "core skills."

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# Core Skills

## Building a Strong Foundation for Today's Sales Professionals

MODULE

**1**

### Goal-Setting and Planning

- Identify the difference between dreams and well-stated goals.
- Strategically plan and tactically execute goal processes.
- Develop a sales strategy based on where you are and where you want to be.
- Create specific goals, stating them in measurable, action-oriented terms.
- Develop a sales funnel to track goals, identify areas for improvement, determine daily activities and produce results.
- State specific goals for individual customers.
- Identify personal motivation for your own goal achievement.

MODULE

**2**

### Leveraging Time

- Identify time wasters and deal with them.
- Allocate time for your strategic goals.
- Focus time toward goal achievement.
- Plan activities based on peak productivity periods.
- Prioritize your customers using the Account Gradation System.
- Apply Account Gradation to increase productivity, using business planning and account clustering.

MODULE

**3**

### Communication

- Identify the goals of communication.
- Identify the difference between active and passive listening.
- Utilize active listening to more effectively understand buyer needs.
- Use a variety of questioning techniques to uncover, clarify, and understand buyer needs, wants, and goals.
- Control the direction of communication with questions.
- Understand others and have them understand you.

MODULE

**4**

### Negotiation

- Describe how negotiation impacts sales results.
- Describe and demonstrate the link between negotiation and communication, goal-setting, time management, teamwork, and the sales process.
- Enhance negotiation results by using core skills.
- Prepare the three-tiered goal analysis for negotiable issues.
- Develop negotiation strategies based on opportunity and buying behavior.
- Identify and apply bargaining techniques.

MODULE

**5**

### Teamwork

- Identify how teamwork relates to other sales skills.
- Integrate the core skills into effective sales team operations.
- Identify the key characteristics of successful sales teams.
- Identify which individuals and functions are potentially part of your sales teams for different selling situations.
- Identify sources of resistance and strategize ways to strengthen key relationships to improve teamwork.
- Describe the characteristics of an effective team leader.