



Off-the-Chart Results™ Program Series

The Problems: How do Organizations...

1. inspire peak performance?
2. find the right talent and keep them?
3. get the right help before implementing strategic initiatives?
4. hold employees accountable and measure progress?
5. learn from their successes and share knowledge?
6. achieve successful organizational change and improved results?

Program Overview

Everything we do produces a result, so results matter. Organizations that lack consistent results-driven systems and processes always pay a price in the bottom line. Too much happening too fast has confused people in how to get things done. Do these challenges affect your organization?

changing markets
conflicting priorities
duplication of effort
unclear expectations

lack of accountability
risk-adverse employees
poor communication systems
ineffective measurement tools

employee turnover
inconsistent rewards
poor productivity
low morale

In a world that's redefining itself every day, what we need is continuity—organizational “glue” to hold effective systems in place while remaining flexible enough to shift with the times. *Off-the-Chart Results™* is that system. Created out of 60 years of combined research, “Chart” is a comprehensive approach to learning that provides organizations with a common culture, continuity of language, and an efficient cross-cultural map for driving desired results.

The benefits of bringing *Off-the-Chart Results™* learning to your organization are to:

- install a common language and simplified process for driving results across sales, service, and leadership/management teams
- build a common culture around core values and continuous improvement
- build a common interdepartmental *four-stage process* for:
 - achieving extraordinary results
 - installing a unified problem-solving model
 - reducing confusion in how to get things done
 - increasing efficiency of processes and systems for driving desired results
 - helping employees make the right decisions quickly towards worthwhile, meaningful results
 - providing organizational continuity out of chaos
 - unifying systems to increase efficiency and speed to market
 - installing a model for continuous learning and growth

Off-the-Chart Results™ provides professional development in three tracks:

1. leaders/managers/supervisors
2. sales staff
3. customer service



Off-the-Chart Results™ Series

Program Purpose

- To install the unified, four-stage process for achieving cross-functional efficiency between sales, service, and leadership providers.
- Participants learn the four stages for achieving desired results and the critical tasks required in each stage. The same four-stage process is common to leadership effectiveness, customer service, sales effectiveness, change management, risk taking, coaching, empowerment, project management, problem solving, continuous learning, motivation, and team building. Chart distills these applications into their four common denominators, creating a simple, cross-functional, and synergistic map for achieving desired outcomes.
- To provide individuals, groups, and teams with the tools for multiple, concurrent achievements and synergistic outcomes.
- Employees may seek one result such as increasing sales or improving customer service, but since this four-stage process is found in numerous applications, they will also have concurrently managed risk, managed change, developed powerful personal leadership skills, evolved personally, professionally, and solved a problem.
- To create an innovative culture of continuous learning and controlled evolution without limited boundaries.
- Chart provides a new model for thinking. Creativity and renewal need not be “in the box,” or “out of the box.” Chart’s process map is a spiral, providing organizations controlled growth and expansion while yielding to continual improvement.


Knowledge Base

- 21 years of research and comparative study in organizational success denominators
- 25-year Gallup management study of 80,000 managers in over 400 companies
- 20-year Gallup customer service study of over one billion customers

Assessments

- 360^o assessment to determine performance effectiveness in 16 competencies
- personal self-management inventories
- Chart cycle inventories
- Pre and post accountability testing
- ROI MAPS: Managed Accountability Programs

Delivery

Chart classroom training programs may be delivered in 1/2 day, full day, two day, and continuous modular formats. E-learning solutions guarantee learning accountability. 



Off-the-Chart Results™ Series

Benefits to Learning as a Continuous Process

Desired results are achieved in stages. *Chart reveals the four-stage process common to achieving all desired results.* The training can be provided as a single track to managers as a leadership program, as well as to customer service staff, and sales staff. While the language of specific *tasks* is appropriately modified for each track, the language of the *four-stage process* remains the same across all applications and users. The benefit of providing *Chart* training to all result groups is that employees can more effectively migrate from sales, to customer service, and management with a common language and process for driving exceptional results.

Achieving desired results continually is not an event but a process. Off-the-Chart Results™ organizes tasks and responsibilities for leaders/managers, customer service, and sales teams into their logical sequence while allowing for innovation and serendipity. The benefits for Learners are:

- ❖ structure out of chaos—how to get the most from effort, time, and resources
- ❖ a common language and shared values
- ❖ increased organizational efficiency
- ❖ enhanced work flow
- ❖ cultural continuity and organizational “glue”
- ❖ elimination of redundancy
- ❖ improved flow of communication
- ❖ sustained measurable growth and accountability
- ❖ effective behaviors, events, and skills merged into worthwhile outcomes
- ❖ diagnosis of organizational/individual strengths and weaknesses
- ❖ continuous improvement for organizations, communities, and individuals

Chart’s process forms an upward spiraling effect which restores and rejuvenates the appropriate use of effort. Assessment help pinpoint result areas needing improvement towards collective learning. It’s not just training for the sake of learning. It’s learning that gets results.

A Modular Learning Program Created by:

Lorna Riley, CSP
President, CEO



Track 1: Off-the-Chart Leadership Results™

Program Outline

In the midst of challenging times, we need to develop strategies to reach goals while being responsive to changing needs. Learn how to develop a high-performance, results-oriented organization by learning the *process* of off-the-chart effectiveness.

Off-the-Chart Leadership Results™ combines 60 years of research into a powerful four-stage road map for navigating through challenges and achieving preeminent results. This program may be delivered as a half or full day workshop, or in modules that develop specific leadership and management competencies. Participants learn to:

- distinguish between managing and leading
- ask the right questions to set the right course
- inspire a shared vision and develop true "result" missions
- set effective result-driven goals
- set performance standards and expectations that get results
- keep results organizationally balanced
- lead projects that complete on time and on target
- be a role model, coach, and counselor
- empower and motivate a workforce to consistently give its creative best
- employ five ways to increase appropriate influence
- develop strategic, synergistic, balanced, and enduring action plans
- creatively "tinker" and innovation techniques
- monitor and test plans
- make confident decisions more quickly
- evaluate results and quality control
- deal with postponed results and setbacks
- create a culture of continuous learning, teamwork, creativity, and innovation
- make the most of "failure"
- use effective feedback and evaluation techniques
- set up rewards and recognition programs that motivate results

The bottom line is that participants will receive the inspiration, enlightenment, and how-to's for increasing productivity and effectiveness in a challenging world.

"We must not cease from exploration and at the end of all of our exploring will be to arrive where we began and to know the place for the first time."

T.S. Eliot

Created and Presented By:
LORNA RILEY, CSP
A Two-Day Program



Track 2: Off-the-Chart Sales Results™

Program Description

Chart's sales track begins with a Sales Skill Inventory to assess 24 competencies that influence sales effectiveness:

Sales Cycle Management

1. Prospecting
2. Qualifying
3. Building Rapport
4. Questioning
5. Listening
6. Confirming Needs
7. Presenting/Recommending
8. Influencing
9. Overcoming Objections
10. Confirming/Closing
11. Following Through
12. Building Relationships

Self-Management

1. Product Knowledge
2. Contact Management
3. Time Management
4. Responsible Initiative
5. Mentor/Coaching
6. Utilizing Resources
7. Problem Solving
8. Ethics
9. Adversity Management
10. Rewards/Recognition
11. Continuous Learning
12. Inner Wealth

Managers may choose to use the results of the Inventories for coaching each sales representative's strengths and opportunities for development, or elect to provide classroom training delivered by Chart Learning Solutions. Each of the above Inventory entries evaluates five critical elements, assessing a total of 120 key skills and behaviors.

Chart's Sales Cycle-Management and Self-Management Inventories help pinpoint skill deficiencies while teaching the process of consistent, top-producing sales achievement.

Choose from over thirty programs for classroom training or a self-contained 1/2 or full day Off-the-Chart Sales Results program. See course offerings on the next page.



Off-the-Chart Results™ Sales Courses

1. Off-the-Chart Sales Results: Sales Cycle-Management and Self-Management
2. Consultative Selling
3. Relationship Selling
4. Basic Sales Skills
5. Advanced Sales Skills
6. Major Account Selling
7. Strategic Account Selling
8. Value-Added Selling
9. Prospecting/Lead Generation
10. Effective Introductory Calls (Cold Calling)
11. Closing and Resolving Objections Skills
12. Telemarketing – Outside/Inside Sales
13. Extraordinary Customer Relationships
14. Effective Listening Skills
15. Effective Negotiation Skills
16. Selling Effectively to Different People
17. Creative Out-of-the-Box Selling Skills
18. Psychology of Sales Motivation
19. Telephone Power Skills
20. Off-the-Chart Sales Service Results
21. Managing Sales Accountability
22. 20 Mistakes Sales Pros Make
23. Sales Assertiveness Skills
24. 76 Ways to Build A Straight Referral Business, ASAP (book available)
25. Time and Territory Management: Selling More in Less Time
26. Third Party Selling
27. Sales Presentation Skills
28. Quest for Your Best: Four Stages to Sales Excellence (book available)
29. Sales and Customer Service Excellence
30. The Art of Asking Questions



Off-the-Chart Results Sales Training

Four Stages to Sales and Service Excellence in Challenging Times

Develop a high-performance sales and service organization by learning the four-stage road map to excellence. You'll take a fascinating journey into the cycle of continuous achievement, and be provided with the most powerful road map ever created for navigating through challenges and achieving your best – either as a person or an organization. Off-the-Chart shows:

- the three most powerful skills for sales success (sales communication, time management, thinking skills)
- four ways you will leave your comfort zone
- how to get unstuck and start achieving your personal best in times of turmoil
- the top producing secret formula for achieving goals when the future is uncertain
- two ways to leverage your time and work smarter
- how to exceed the four levels of customer expectations*
- a soft sell opener *guaranteed* to get you a "Yes!"
- two words *guaranteed* to increase your sales
- how to control emotions until you find someone who will buy
- thrive on fear, challenges, and adversity
- face change with enthusiasm
- develop personal leadership skills for building success
- create continual balance and renewal in times of stress

*based on 20 years of Gallup Poll research of over one BILLION customers.

Experience the inspiration, enlightenment, and how-to's for increasing productivity and personal fulfillment in a challenging world. Participants will walk away with pages of fresh ideas and pumped up to perform at their very best!

"We must not cease from exploration and at the end of all of our exploring will be to arrive where we began and to know the place for the first time."

T.S. Eliot

Presented by:
Lorna Riley, CSP
Certified Speaking Professional



Track 3: Off-the-Chart Service Results™

Creating Customer Advocates for Life

Providing superior customer service today is not an option, it's expected. Find out how to turn prospects into advocates who sing your praises and become customers for life, based on Gallup Poll's 20-year research of over one billion customers. You will learn how to go *beyond* one billion customers' expectations to off-the-chart customer service results.

I. INTRODUCTION

- a. how to get unstuck and out of your customer comfort zone
- b. the Four Levels of Customer Expectations
- c. Six F's for going beyond customer expectations

II. THE ROAD MAP TO CUSTOMER SERVICE EXCELLENCE

- a. developing a customer-partnering attitude for internal and external customers
- b. identifying who your customer are
- c. steps in caring for a customer: handling customer requests
- d. communicating effectively with customers and avoiding misunderstanding
- e. how to effectively deliver bad news
- f. solving customer problems: a four-stage model
- g. dealing with difficult and irate customers
- h. how to exceed customer expectations
- i. how to create customer advocates who sing your praises
- j. words that empower and words to avoid
- k. use best "customer partnering" attitudes and behaviors
- l. identify and eliminate partnering obstacles
- m. resolve customer complaints-- taking the HEAT
- n. provide effective feedback without creating hard feelings
- o. eliminate obstacles to effective customer partnering
- p. proper telephone etiquette

V. TIME MANAGEMENT

- A. 36 time-tools for delivering exceptional, on-time service

V. CONCLUSION

- A. paradigm shifts in meeting customer needs--creating win-win outcomes
- B. how to be a hero in the eyes of your customer.

One degree of effort in the right direction can make 180 degrees of difference.

Lorna Riley

Presented By:
LORNA RILEY, CSP
Certified Speaking Professional

A One or Two-Day Training



Off-the-Chart Results Elective Modules

1. Accountability
2. Assertiveness
3. Attitude Adjustment Techniques
4. Balancing Home and Career
5. Behavioral/Social Styles
6. Change Management
7. Coaching, Counseling
8. Communication—Interpersonal
9. Conflict Resolution & Management
10. Creativity—Out of Box Thinking
11. Customer Service
12. Decision Making
13. Delegation
14. Empowerment
15. Goal Setting
16. Influence
17. Interviewing Skills
18. Leadership Skills
19. Life Management
20. Listening Skills
21. Management/Supervisory Skills
22. Meeting Skills
23. Memory Management
24. Mentoring
25. Mission/Vision/Values Creation
26. Motivation/Psychology of
27. Motivating Employees
28. Negotiation Skills
29. Performance Appraisals
30. Performance Contracts
31. Performance Standards/Benchmarking
32. Presentation Skills
33. Problem Solving
34. Project Management
35. Questions: The Art of Asking
36. Relationship Building
37. Rewards and Recognition
38. Risk Management
39. Sales Training: See Separate Listing
40. Strategic Planning
41. Stress Management/Job Burnout
42. Telemarketing
43. Telephone/Courtesy
44. Time Management/Organization
45. Train-the-Trainer
46. Team Building
47. Values Clarification
48. Writing: Business and Technical