



REACH SALES DEVELOPMENT COMPANION

**Sales Development Companion for YumYum Dairy from
JVTLWKNW**

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Introduction: What is this report?

This report highlights the strengths and development opportunities of your team overall, and for the individuals within the team.

The purpose of this report is to provide stimulus and thought-provoking guidance to grow your team's effectiveness through strengths-based management, training for agility, and understanding your team with additional perspectives.

Why REACH Matters

Growing REACH grows effectiveness in different sales roles around the world – look at some of the science behind REACH, and why [REACH matters here](#).

Team Benchmarking and Training Opportunities

The shaded areas represent the attributes of the highest performing salespeople in studies over thousands of salespeople, worldwide.

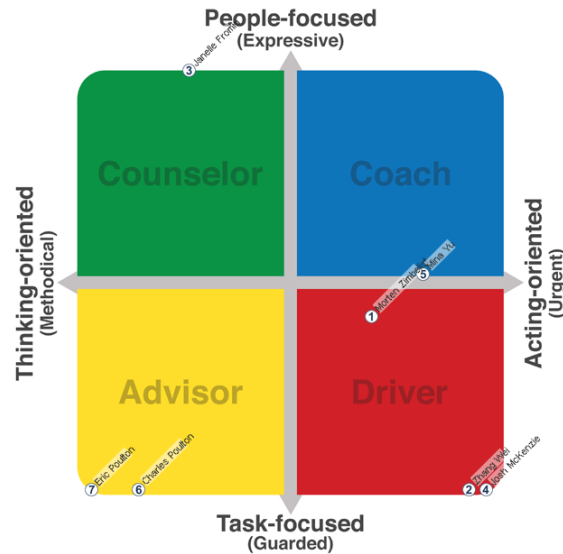
In these studies, high performance was a balance of achievement against targets, preserving margins, quality of sales (fewer refunds, complaints etc.) and average tenure in the role.

At each stage of the sales cycle there are key activities that came more naturally to this personality profile than other personality types. The good news is that we can all learn to be effective at those activities that require us to stretch beyond what comes naturally to us. In other words, we can learn to expand our natural skill set with training, coaching and practice.

We can measure our growth in those areas by measuring our REACH Quotient and looking at our REACH zone.



Part 1: Team Profiles



How we tend to work:

- 43% tend to be more **methodical** (than urgent)
- 57% tend to be more **urgent** (than methodical)
- 71% tend to be more **task focused** (than people focused)
- 29% tend to be more **people focused** (than task focused)

High performing salespeople may be found in each quadrant. Put another way, personality style doesn't predict sales ability or guarantee sales performance. It is the layers underneath that makes people more likely to enjoy and therefore thrive in different types of sales environments.

For example, people on the right-hand side of the grid may tend to prefer a fast-paced sales environment, whereas people on the left-hand side may prefer longer sales cycles or a more measured pace.

So, while personality doesn't represent sales ability, looking at this big picture may help guide strategic thinking in sales management approaches such as:

- Specialisation in different steps of the sales cycle
- Motivation, remuneration and incentive structures
- Development through coaching and training
- Future hires

For example:

Could a high performing/high potential *methodical* sales person increase their activity levels with:

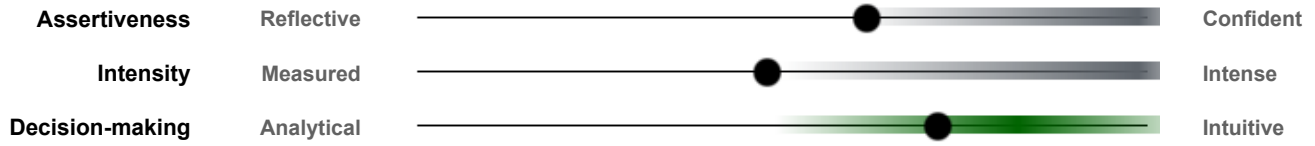
- time management training and goal setting;
- different KPI's; and/or
- different incentive structures?

Or, could a high performing/high potential *urgent* salesperson improve their attention to detail with:

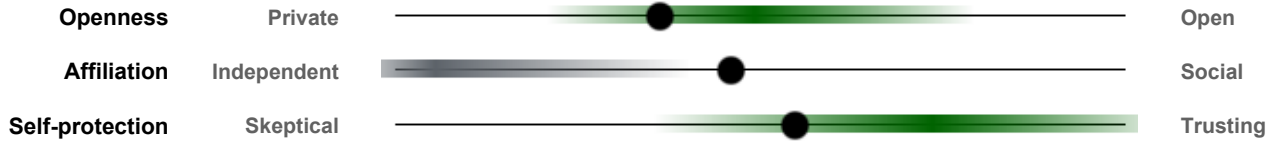
- different systems and processes;
- altered sales support; and/or
- purposeful coaching and management?

Part 2: The Team's Natural Style

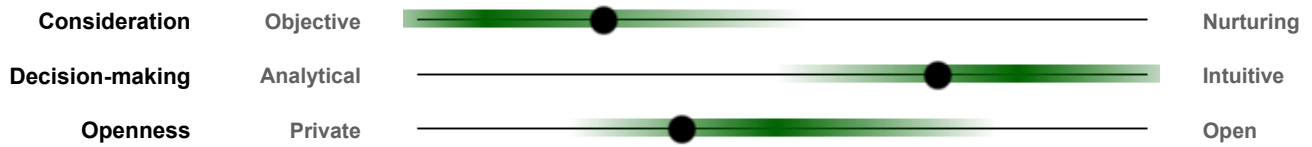
Sales Cycle: Prospecting



Sales Cycle: Building Rapport



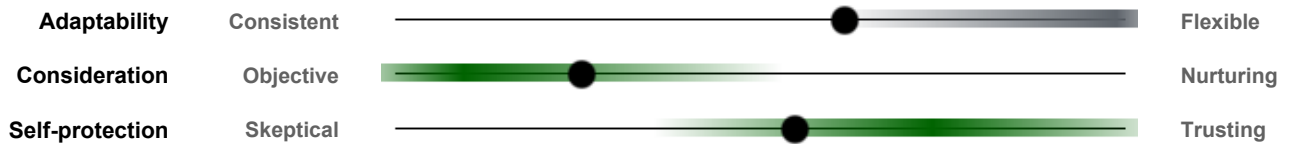
Sales Cycle: Discovering Needs



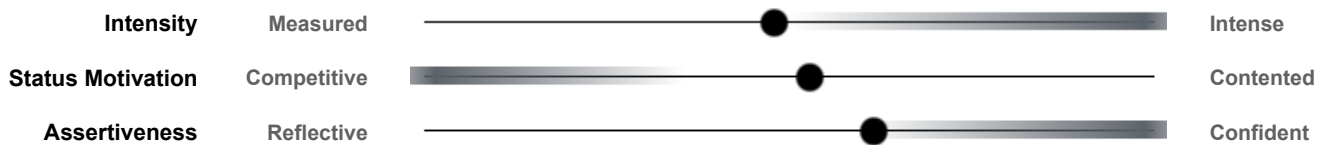
Sales Cycle: Presenting Solutions



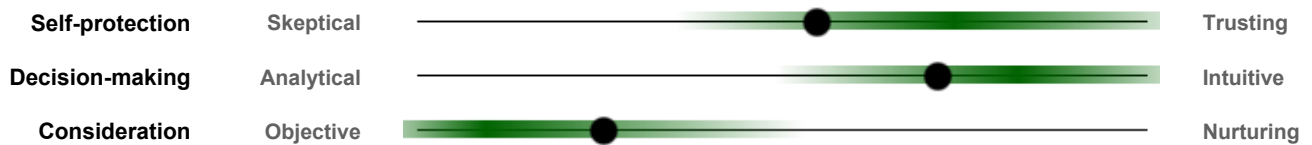
Sales Cycle: Overcoming Objections



Sales Cycle: Negotiating/Closing the Sale



Sales Cycle: Servicing the Client



Strategic Thinking with Conversation Starters

The purpose of the following section is to provide the opportunity to reflect on our team, our sales processes and needs in a strategic way.

Each page in this section has two steps in the sales cycle and highlights. One, where our team's natural inclination most likely sits; and two, offers some thought provoking questions to create the opportunity to think through where we should invest our time and development to optimise outcomes.

Every sales context is different, and the opportunities for each company are different at different times.

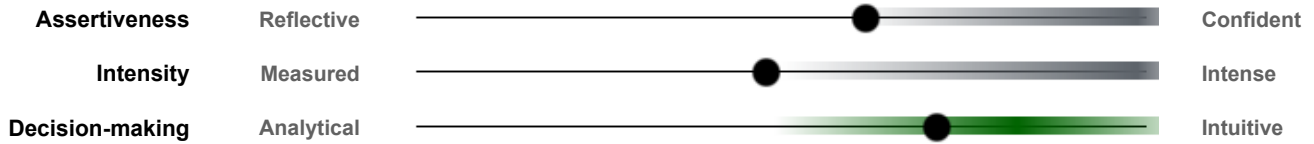
For example, in a retail sales environment the need for prospecting may not be relevant. Whereas a business to business sales team, the focus may be on converting more sales through effective needs analysis or generating repeat business through focusing more on servicing the client.

So, this report is not intended to provide all the answers, that is situationally dependent and requires strategic thinking and collaboration.

Instead, this report is designed to help provide some additional ways to think about your team, and to set strategies with additional clarity.

If you are using this report independently with your team and would like additional input, [REACH Ecosystem certified partners](#) are available for additional perspective and collaboration.

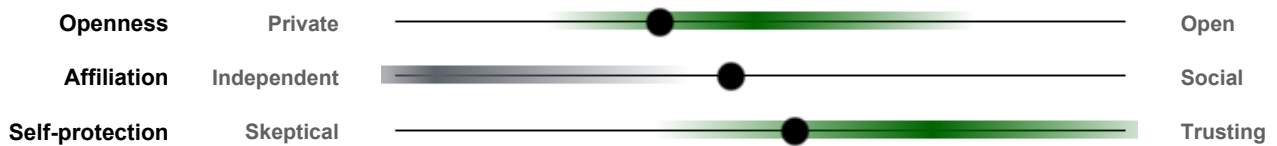
Sales Cycle: Prospecting Team Averages



Conversation Starters:

- Could you improve performance in Prospecting or other stages of the sales cycle by changing incentive or management focus?
- Is there an opportunity for strengths-based management? The table above shows team averages, if certain team members are naturally inclined to enjoy Prospecting, can you give them more opportunity to add value doing this activity, and allow other people to focus on the areas they naturally enjoy more?
- Is Prospecting an area that you should focus training and development for the team or specific individuals?
- Is Prospecting an area that you could hire more purposefully for? That is to hire purposefully for people that have Prospecting as a natural inclination.
- Are there other stages in the sales cycle that are more important in your context, should they be the focus of incentive, specialization, development or hiring?

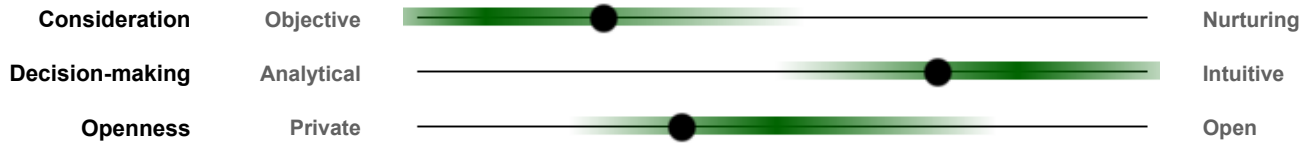
Sales Cycle: Building Rapport Team Averages



Conversation Starters:

- Could you improve performance in Building Rapport or other stages of the sales cycle by changing incentive or management focus?
- Is there an opportunity for strengths-based management? The table above shows team averages, if certain team members are naturally inclined to enjoy Building Rapport, can you give them more opportunity to add value doing this activity, and allow other people to focus on the areas they naturally enjoy more?
- Is Building Rapport an area that you should focus training and development for the team or specific individuals?
- Is Building Rapport an area that you could hire more purposefully for? That is to hire purposefully for people that have Building Rapport as a natural inclination.
- Are there other stages in the sales cycle that are more important in your context, should they be the focus of incentive, specialization, development or hiring?

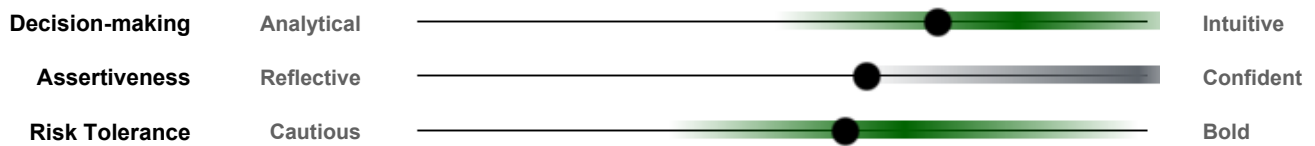
Sales Cycle: Discovering Needs Team Averages



Conversation Starters:

- Could you improve performance in Discovering Needs or other stages of the sales cycle by changing incentive or management focus?
- Is there an opportunity for strengths-based management? The table above shows team averages, if certain team members are naturally inclined to enjoy Discovering Needs, can you give them more opportunity to add value doing this activity, and allow other people to focus on the areas they naturally enjoy more?
- Is Discovering Needs an area that you should focus training and development for the team or specific individuals?
- Is Discovering Needs an area that you could hire more purposefully for? That is to hire purposefully for people that have Discovering Needs as a natural inclination.
- Are there other stages in the sales cycle that are more important in your context, should they be the focus of incentive, specialization, development or hiring?

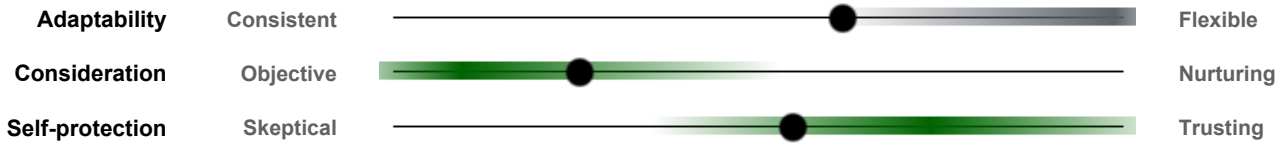
Sales Cycle: Presenting Solutions Team Averages



Conversation Starters:

- Could you improve performance in Presenting Solutions or other stages of the sales cycle by changing incentive or management focus?
- Is there an opportunity for strengths-based management? The table above shows team averages, if certain team members are naturally inclined to enjoy Presenting Solutions, can you give them more opportunity to add value doing this activity, and allow other people to focus on the areas they naturally enjoy more?
- Is Presenting Solutions an area that you should focus training and development for the team or specific individuals?
- Is Presenting Solutions an area that you could hire more purposefully for? That is to hire purposefully for people that have Presenting Solutions as a natural inclination.
- Are there other stages in the sales cycle that are more important in your context, should they be the focus of incentive, specialization, development or hiring?

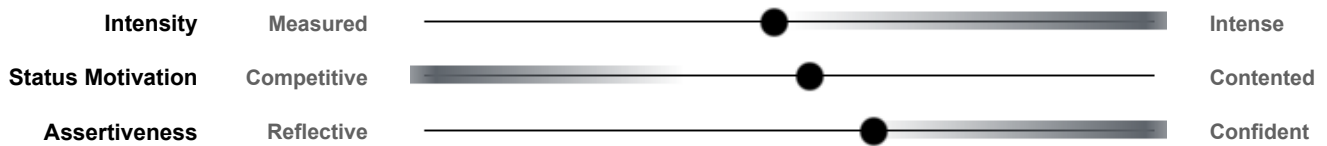
Sales Cycle: Overcoming Objections Team Averages



Conversation Starters:

- Could you improve performance in Overcoming Objections or other stages of the sales cycle by changing incentive or management focus?
- Is there an opportunity for strengths-based management? The table above shows team averages, if certain team members are naturally inclined to enjoy Overcoming Objections, can you give them more opportunity to add value doing this activity, and allow other people to focus on the areas they naturally enjoy more?
- Is Overcoming Objections an area that you should focus training and development for the team or specific individuals?
- Is Overcoming Objections an area that you could hire more purposefully for? That is to hire purposefully for people that have Overcoming Objections as a natural inclination.
- Are there other stages in the sales cycle that are more important in your context, should they be the focus of incentive, specialization, development or hiring?

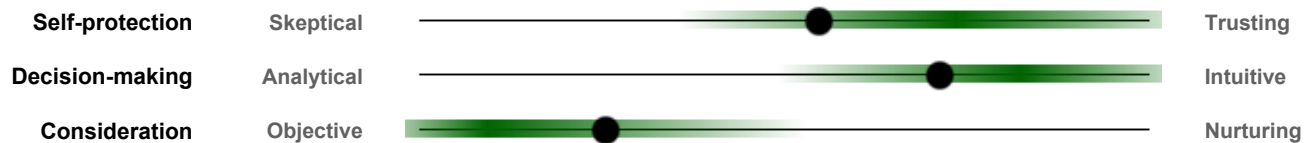
Sales Cycle: Negotiating/Closing the Sale Team Averages



Conversation Starters:

- Could you improve performance in Negotiating/Closing the Sale or other stages of the sales cycle by changing incentive or management focus?
- Is there an opportunity for strengths-based management? The table above shows team averages, if certain team members are naturally inclined to enjoy Negotiating/Closing the Sale, can you give them more opportunity to add value doing this activity, and allow other people to focus on the areas they naturally enjoy more?
- Is Negotiating/Closing the Sale an area that you should focus training and development for the team or specific individuals?
- Is Negotiating/Closing the Sale an area that you could hire more purposefully for? That is to hire purposefully for people that have Negotiating/Closing the Sale as a natural inclination.
- Are there other stages in the sales cycle that are more important in your context, should they be the focus of incentive, specialization, development or hiring?

Sales Cycle: Servicing the Client Team Averages



Conversation Starters:

- Could you improve performance in Servicing the Client or other stages of the sales cycle by changing incentive or management focus?
- Is there an opportunity for strengths-based management? The table above shows team averages, if certain team members are naturally inclined to enjoy Servicing the Client, can you give them more opportunity to add value doing this activity, and allow other people to focus on the areas they naturally enjoy more?
- Is Servicing the Client an area that you should focus training and development for the team or specific individuals?
- Is Servicing the Client an area that you could hire more purposefully for? That is to hire purposefully for people that have Servicing the Client as a natural inclination.
- Are there other stages in the sales cycle that are more important in your context, should they be the focus of incentive, specialization, development or hiring?

Part 3: Individual Styles and Natural Preferences

The next section encourages reflection on and strategic thinking for each team member. These insights are intended to be used to guide positive and constructive conversations with each person and to be used in conjunction with their REACH Selling Profile.

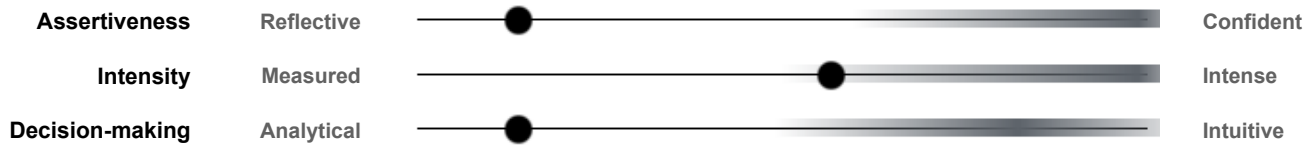
The personality dimensions do not represent skills, they represent what people most likely feel naturally comfortable to do. Therefore, it's important to use these insights to develop a collaborative strategy, and not to make judgement of competency or performance.

For example, if the report indicates a person doesn't share the personality attributes of someone who naturally enjoys prospecting, it doesn't mean this person hasn't found an approach that 'works for them'.



Eric Poulton Sales Profile

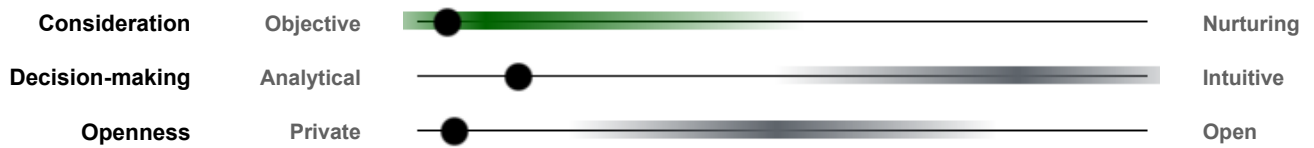
Sales Cycle: Prospecting



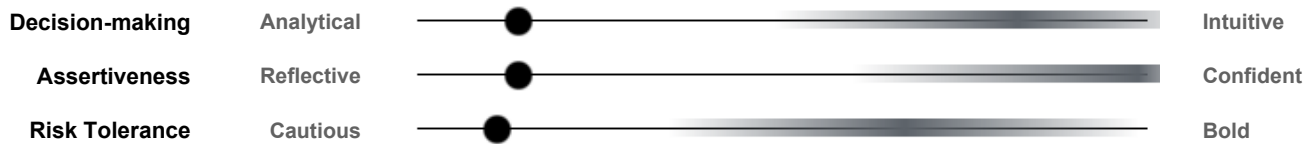
Sales Cycle: Building Rapport



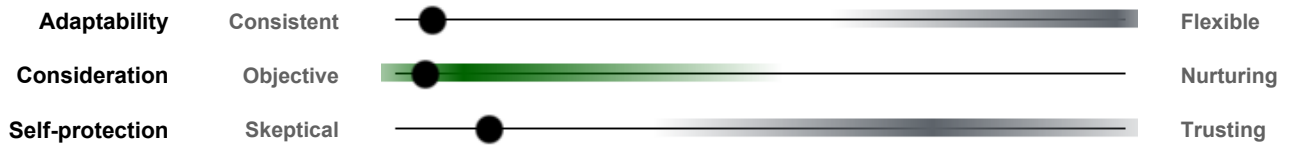
Sales Cycle: Discovering Needs



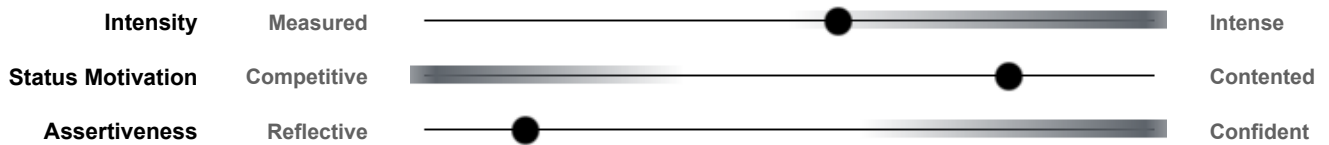
Sales Cycle: Presenting Solutions



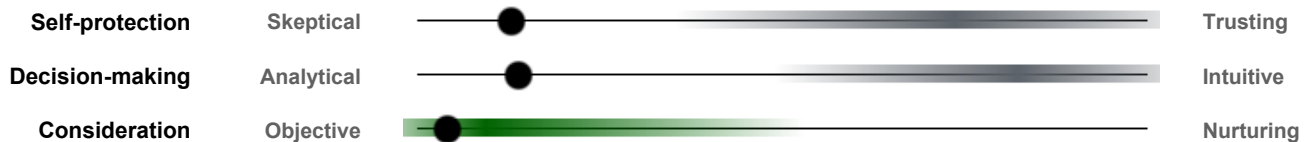
Sales Cycle: Overcoming Objections



Sales Cycle: Negotiating/Closing the Sale



Sales Cycle: Servicing the Client



Eric Poulton Current REACH 3.50



REACH Agility

A person's natural style which is indicated by their position on the grid shown above gives a high-level overview of their approach to life and sales. Eric's style is referred to as a advisor which means they are methodical and guarded.

The shaded area represents Eric's REACH Zone or area of agility. This represents how fluidly and easily Eric's can adapt their natural style to different customer's needs.

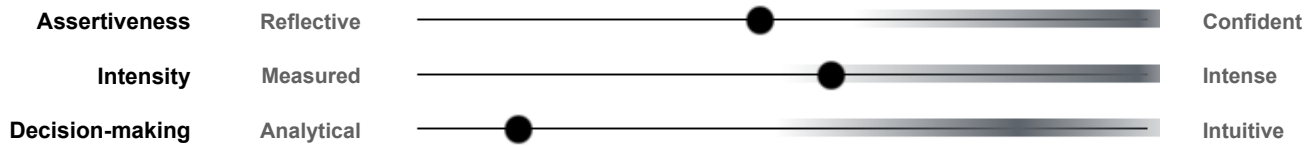
[Research around the world in all types of sales](#) has demonstrated that by increasing a person's REACH zone, we see a corresponding increase in sales effectiveness. The conversation starters below are designed to encourage strategic thinking around specialization and strengths-based management and professional development to grow REACH.

Conversation Starters:

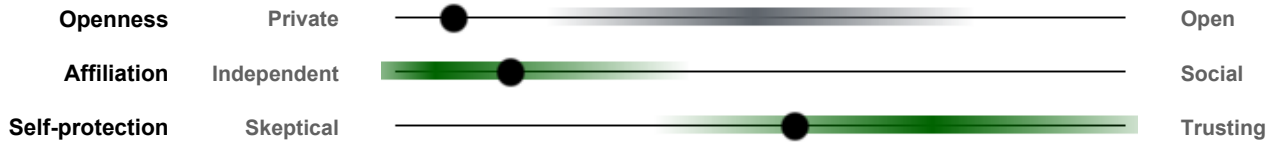
- Eric probably enjoys Building Rapport, Discovering Needs, Servicing the Client, and is probably least comfortable in Presenting Solutions, Negotiating/Closing the Sale, Prospecting.
- Is that reflected in how Eric approaches their role?
- Thinking about Eric, is there an opportunity to discuss this with them, and see if they agree?
- Is there an opportunity to ask if they would like development in either their natural areas to take their skills to the next level, or to focus on the areas that don't feel as natural and comfortable?
- Are there any team members that may be able to specialize in certain steps of the sales cycle and get a better outcome as a team?
- Is there an opportunity for peer to peer coaching?
- Best practice is to walk through Eric's Selling Profile with them and discuss it with them individually to find opportunities for development, coaching and to help them perform at their best.

Charles Poulton Sales Profile

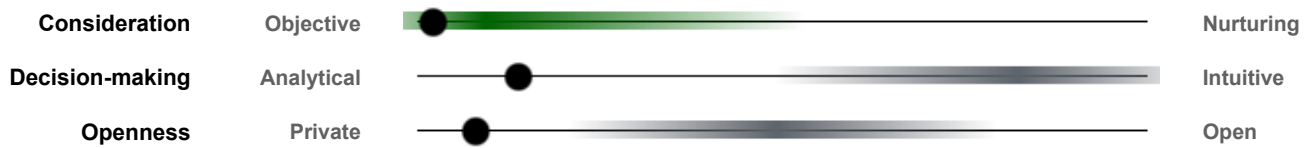
Sales Cycle: Prospecting



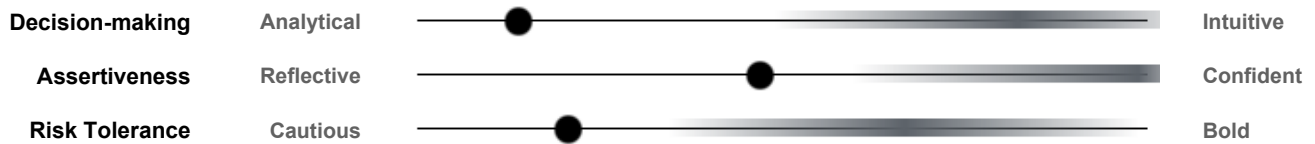
Sales Cycle: Building Rapport



Sales Cycle: Discovering Needs



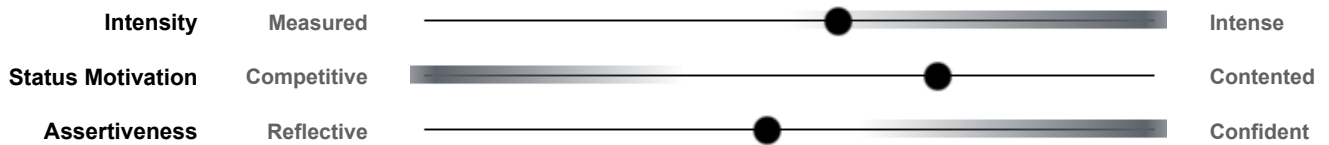
Sales Cycle: Presenting Solutions



Sales Cycle: Overcoming Objections



Sales Cycle: Negotiating/Closing the Sale



Sales Cycle: Servicing the Client



Charles Poulton Current REACH 3.69



REACH Agility

A person's natural style which is indicated by their position on the grid shown above gives a high-level overview of their approach to life and sales. Charles's style is referred to as a advisor which means they are methodical and guarded.

The shaded area represents Charles's REACH Zone or area of agility. This represents how fluidly and easily Charles's can adapt their natural style to different customer's needs.

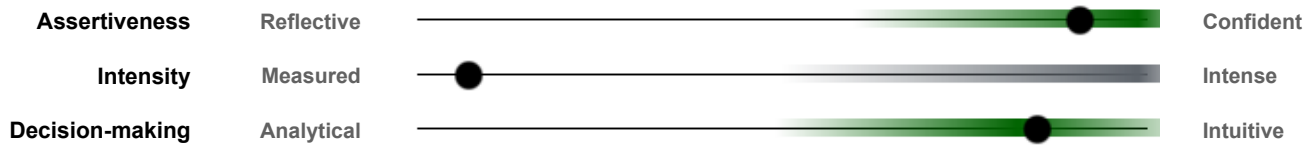
[Research around the world in all types of sales](#) has demonstrated that by increasing a person's REACH zone, we see a corresponding increase in sales effectiveness. The conversation starters below are designed to encourage strategic thinking around specialization and strengths-based management and professional development to grow REACH.

Conversation Starters:

- Charles probably enjoys Building Rapport, Servicing the Client, Discovering Needs, and is probably least comfortable in Presenting Solutions, Negotiating/Closing the Sale, Prospecting.
- Is that reflected in how Charles approaches their role?
- Thinking about Charles, is there an opportunity to discuss this with them, and see if they agree?
- Is there an opportunity to ask if they would like development in either their natural areas to take their skills to the next level, or to focus on the areas that don't feel as natural and comfortable?
- Are there any team members that may be able to specialize in certain steps of the sales cycle and get a better outcome as a team?
- Is there an opportunity for peer to peer coaching?
- Best practice is to walk through Charles's Selling Profile with them and discuss it with them individually to find opportunities for development, coaching and to help them perform at their best.

Mina Yu Sales Profile

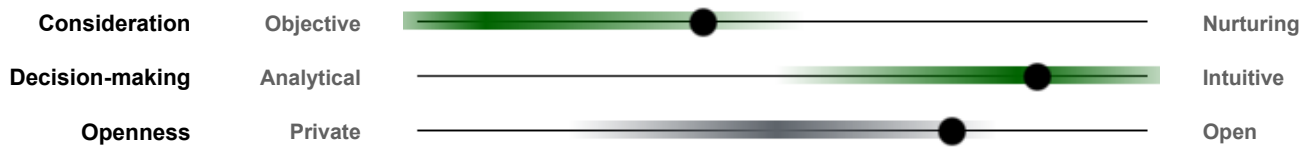
Sales Cycle: Prospecting



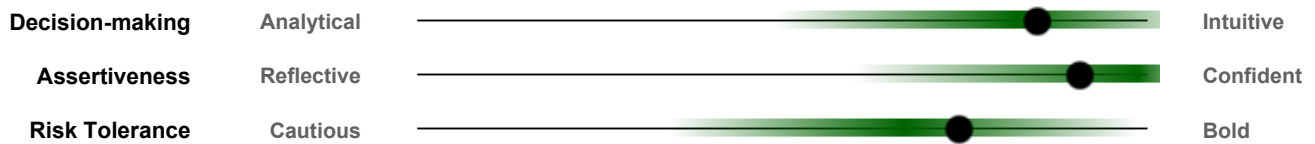
Sales Cycle: Building Rapport



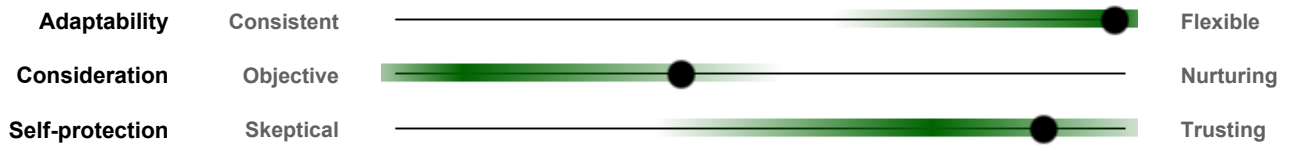
Sales Cycle: Discovering Needs



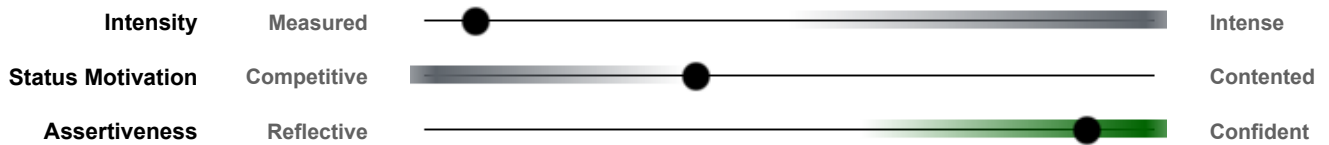
Sales Cycle: Presenting Solutions



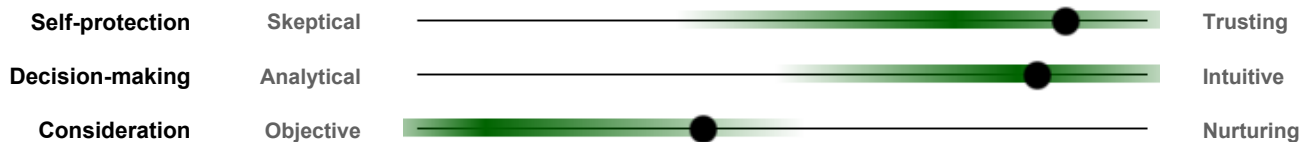
Sales Cycle: Overcoming Objections



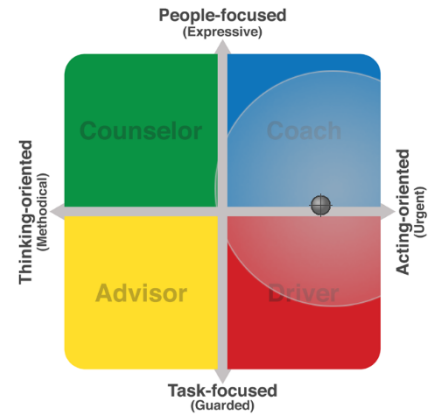
Sales Cycle: Negotiating/Closing the Sale



Sales Cycle: Servicing the Client



Mina Yu Current REACH 3.50



REACH Agility

A person's natural style which is indicated by their position on the grid shown above gives a high-level overview of their approach to life and sales. Mina's style is referred to as a coach which means they are urgent and expressive.

The shaded area represents Mina's REACH Zone or area of agility. This represents how fluidly and easily Mina's can adapt their natural style to different customer's needs.

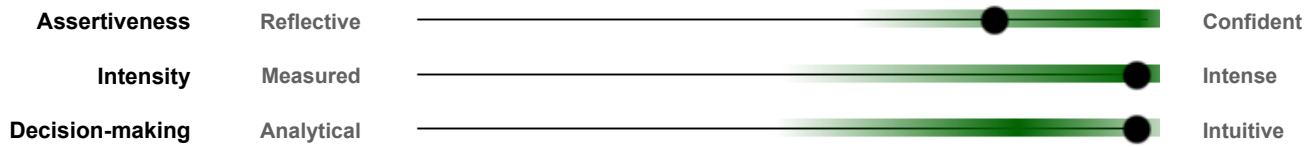
[Research around the world in all types of sales](#) has demonstrated that by increasing a person's REACH zone, we see a corresponding increase in sales effectiveness. The conversation starters below are designed to encourage strategic thinking around specialization and strengths-based management and professional development to grow REACH.

Conversation Starters:

- Mina probably enjoys Presenting Solutions, Overcoming Objections, Servicing the Client, and is probably least comfortable in Negotiating/Closing the Sale, Building Rapport, Prospecting.
- Is that reflected in how Mina approaches their role?
- Thinking about Mina, is there an opportunity to discuss this with them, and see if they agree?
- Is there an opportunity to ask if they would like development in either their natural areas to take their skills to the next level, or to focus on the areas that don't feel as natural and comfortable?
- Are there any team members that may be able to specialize in certain steps of the sales cycle and get a better outcome as a team?
- Is there an opportunity for peer to peer coaching?
- Best practice is to walk through Mina's Selling Profile with them and discuss it with them individually to find opportunities for development, coaching and to help them perform at their best.

Josh McKenzie Sales Profile

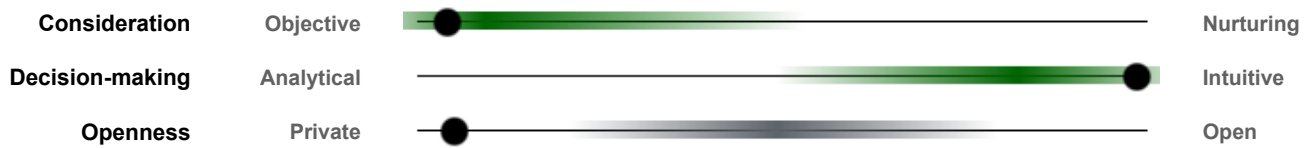
Sales Cycle: Prospecting



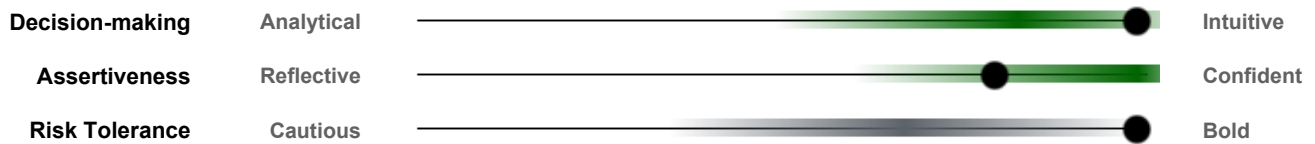
Sales Cycle: Building Rapport



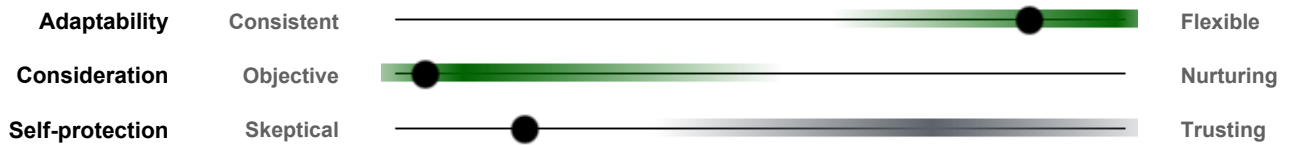
Sales Cycle: Discovering Needs



Sales Cycle: Presenting Solutions



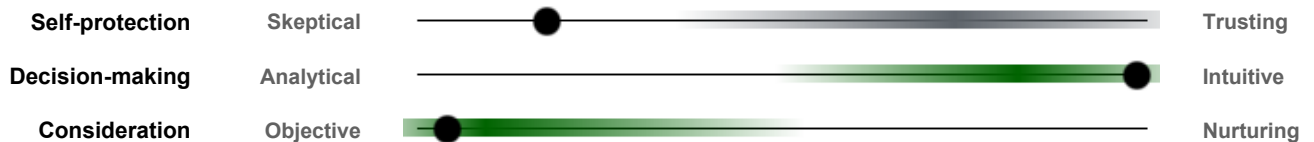
Sales Cycle: Overcoming Objections



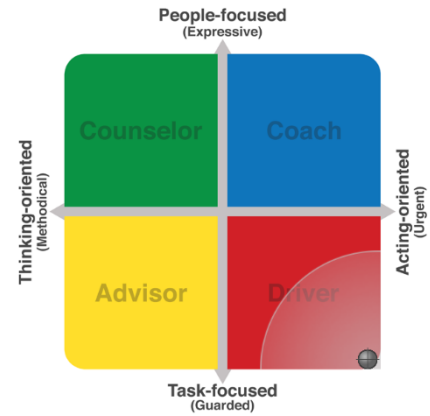
Sales Cycle: Negotiating/Closing the Sale



Sales Cycle: Servicing the Client



Josh McKenzie Current REACH 3.44



REACH Agility

A person's natural style which is indicated by their position on the grid shown above gives a high-level overview of their approach to life and sales. Josh's style is referred to as a driver which means they are urgent and guarded.

The shaded area represents Josh's REACH Zone or area of agility. This represents how fluidly and easily Josh's can adapt their natural style to different customer's needs.

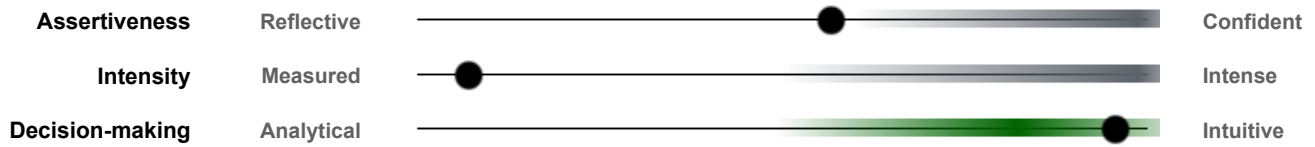
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Conversation Starters:

- Josh probably enjoys Negotiating/Closing the Sale, Prospecting, Discovering Needs, and is probably least comfortable in Building Rapport, Servicing the Client, Overcoming Objections.
- Is that reflected in how Josh approaches their role?
- Thinking about Josh, is there an opportunity to discuss this with them, and see if they agree?
- Is there an opportunity to ask if they would like development in either their natural areas to take their skills to the next level, or to focus on the areas that don't feel as natural and comfortable?
- Are there any team members that may be able to specialize in certain steps of the sales cycle and get a better outcome as a team?
- Is there an opportunity for peer to peer coaching?
- Best practice is to walk through Josh's Selling Profile with them and discuss it with them individually to find opportunities for development, coaching and to help them perform at their best.

Janelle Fromm Sales Profile

Sales Cycle: Prospecting



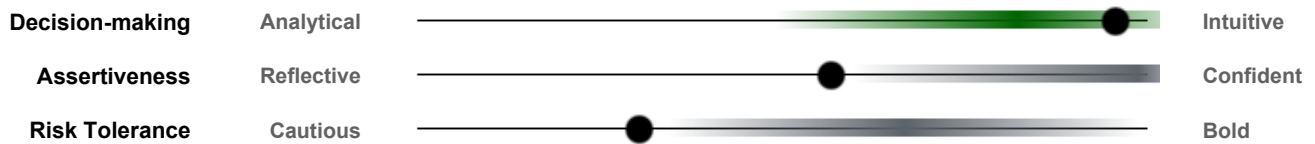
Sales Cycle: Building Rapport



Sales Cycle: Discovering Needs



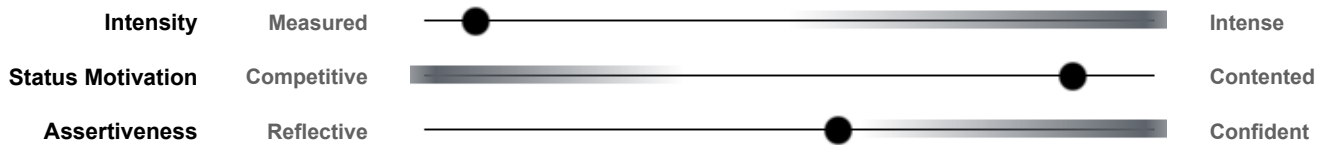
Sales Cycle: Presenting Solutions



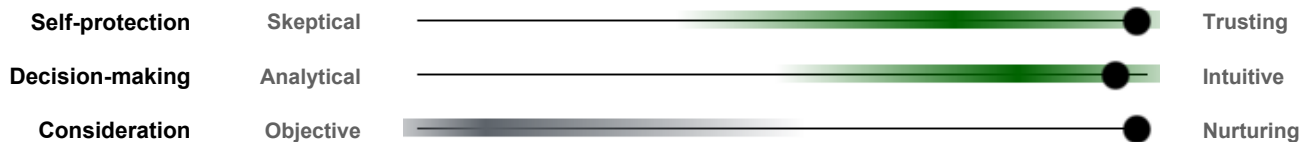
Sales Cycle: Overcoming Objections



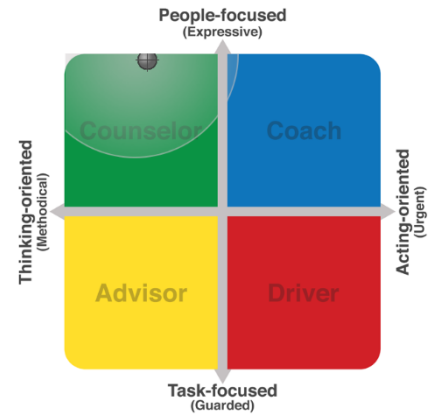
Sales Cycle: Negotiating/Closing the Sale



Sales Cycle: Servicing the Client



Janelle Fromm Current REACH 3.19



REACH Agility

A person's natural style which is indicated by their position on the grid shown above gives a high-level overview of their approach to life and sales. Janelle's style is referred to as a counselor which means they are methodical and expressive.

The shaded area represents Janelle's REACH Zone or area of agility. This represents how fluidly and easily Janelle's can adapt their natural style to different customer's needs.

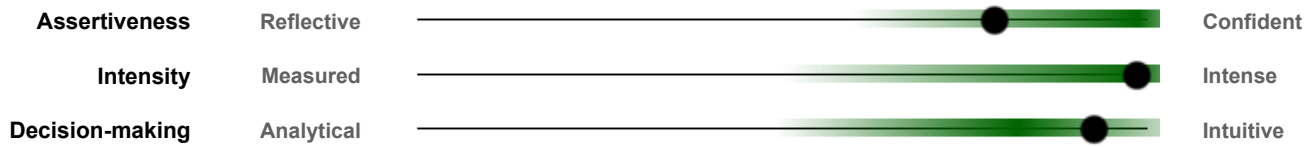
[Research around the world in all types of sales](#) has demonstrated that by increasing a person's REACH zone, we see a corresponding increase in sales effectiveness. The conversation starters below are designed to encourage strategic thinking around specialization and strengths-based management and professional development to grow REACH.

Conversation Starters:

- Janelle probably enjoys Presenting Solutions, Servicing the Client, Prospecting, and is probably least comfortable in Negotiating/Closing the Sale, Overcoming Objections, Building Rapport.
- Is that reflected in how Janelle approaches their role?
- Thinking about Janelle, is there an opportunity to discuss this with them, and see if they agree?
- Is there an opportunity to ask if they would like development in either their natural areas to take their skills to the next level, or to focus on the areas that don't feel as natural and comfortable?
- Are there any team members that may be able to specialize in certain steps of the sales cycle and get a better outcome as a team?
- Is there an opportunity for peer to peer coaching?
- Best practice is to walk through Janelle's Selling Profile with them and discuss it with them individually to find opportunities for development, coaching and to help them perform at their best.

Zhang Wei Sales Profile

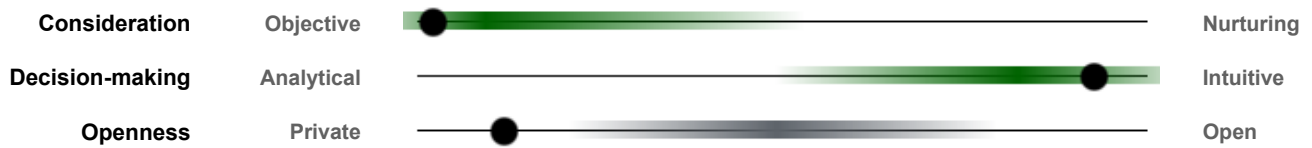
Sales Cycle: Prospecting



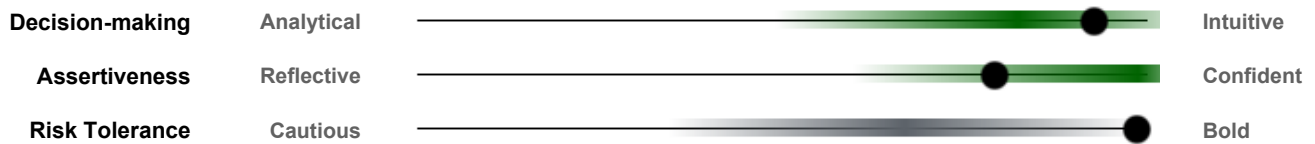
Sales Cycle: Building Rapport



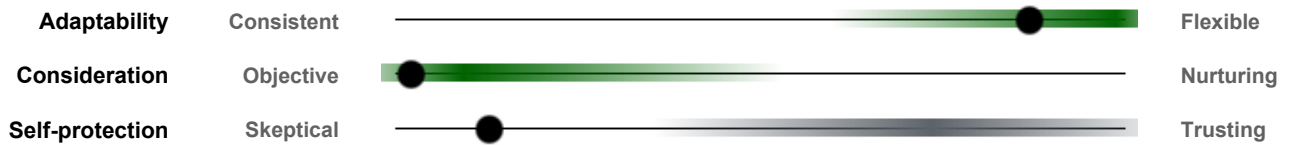
Sales Cycle: Discovering Needs



Sales Cycle: Presenting Solutions



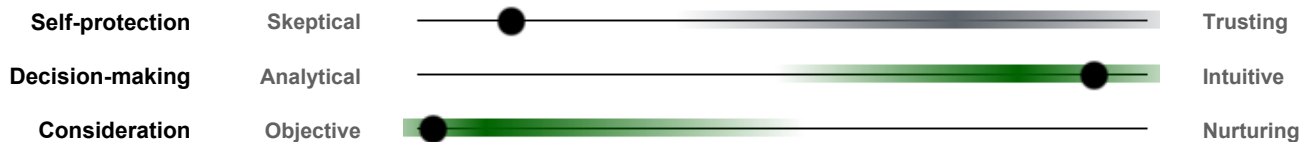
Sales Cycle: Overcoming Objections



Sales Cycle: Negotiating/Closing the Sale



Sales Cycle: Servicing the Client



Zhang Wei Current REACH 3.19



REACH Agility

A person's natural style which is indicated by their position on the grid shown above gives a high-level overview of their approach to life and sales. Zhang's style is referred to as a driver which means they are urgent and guarded.

The shaded area represents Zhang's REACH Zone or area of agility. This represents how fluidly and easily Zhang's can adapt their natural style to different customer's needs.

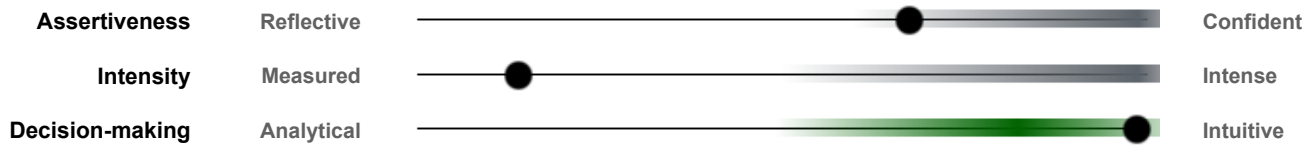
[Research around the world in all types of sales](#) has demonstrated that by increasing a person's REACH zone, we see a corresponding increase in sales effectiveness. The conversation starters below are designed to encourage strategic thinking around specialization and strengths-based management and professional development to grow REACH.

Conversation Starters:

- Zhang probably enjoys Prospecting, Negotiating/Closing the Sale, Discovering Needs, and is probably least comfortable in Building Rapport, Overcoming Objections, Servicing the Client.
- Is that reflected in how Zhang approaches their role?
- Thinking about Zhang, is there an opportunity to discuss this with them, and see if they agree?
- Is there an opportunity to ask if they would like development in either their natural areas to take their skills to the next level, or to focus on the areas that don't feel as natural and comfortable?
- Are there any team members that may be able to specialize in certain steps of the sales cycle and get a better outcome as a team?
- Is there an opportunity for peer to peer coaching?
- Best practice is to walk through Zhang's Selling Profile with them and discuss it with them individually to find opportunities for development, coaching and to help them perform at their best.

Morten Zimbelist Sales Profile

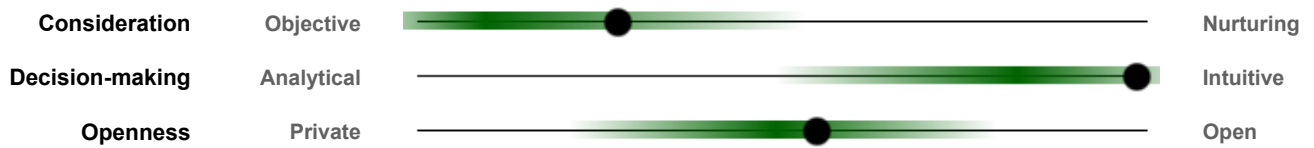
Sales Cycle: Prospecting



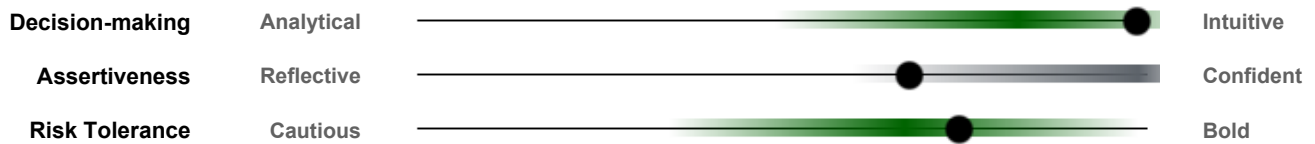
Sales Cycle: Building Rapport



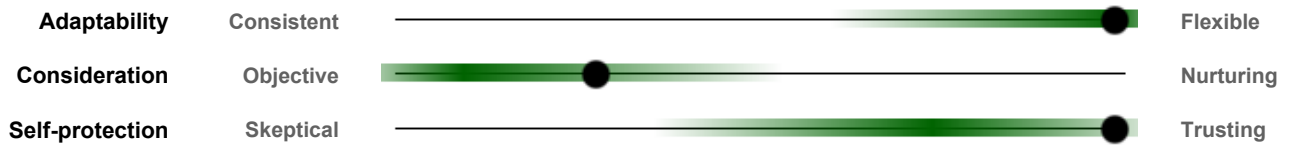
Sales Cycle: Discovering Needs



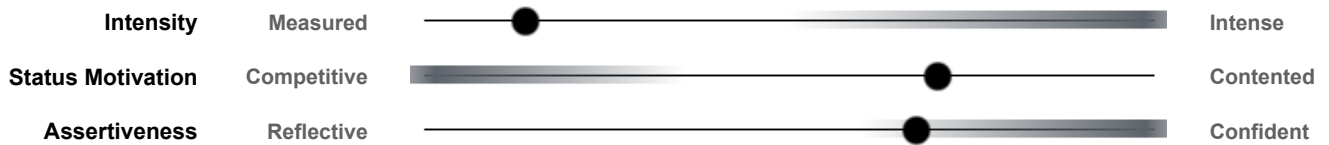
Sales Cycle: Presenting Solutions



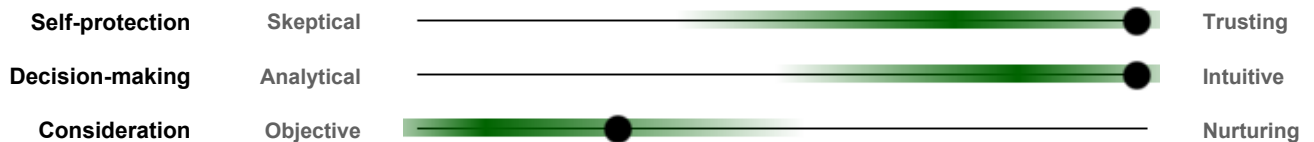
Sales Cycle: Overcoming Objections



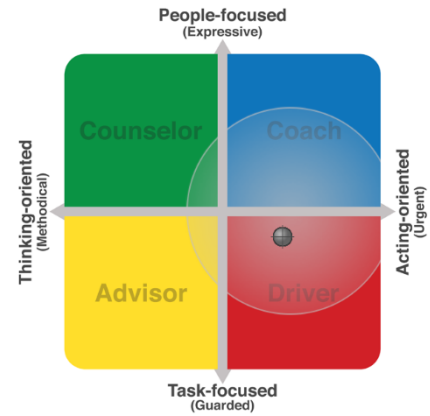
Sales Cycle: Negotiating/Closing the Sale



Sales Cycle: Servicing the Client



Morten Zimbelist Current REACH 3.25



REACH Agility

A person's natural style which is indicated by their position on the grid shown above gives a high-level overview of their approach to life and sales. Morten's style is referred to as a driver which means they are urgent and guarded.

The shaded area represents Morten's REACH Zone or area of agility. This represents how fluidly and easily Morten's can adapt their natural style to different customer's needs.

[Research around the world in all types of sales](#) has demonstrated that by increasing a person's REACH zone, we see a corresponding increase in sales effectiveness. The conversation starters below are designed to encourage strategic thinking around specialization and strengths-based management and professional development to grow REACH.

Conversation Starters:

- Morten probably enjoys Discovering Needs, Overcoming Objections, Presenting Solutions, and is probably least comfortable in Negotiating/Closing the Sale, Prospecting, Building Rapport.
- Is that reflected in how Morten approaches their role?
- Thinking about Morten, is there an opportunity to discuss this with them, and see if they agree?
- Is there an opportunity to ask if they would like development in either their natural areas to take their skills to the next level, or to focus on the areas that don't feel as natural and comfortable?
- Are there any team members that may be able to specialize in certain steps of the sales cycle and get a better outcome as a team?
- Is there an opportunity for peer to peer coaching?
- Best practice is to walk through Morten's Selling Profile with them and discuss it with them individually to find opportunities for development, coaching and to help them perform at their best.

Training Recommendations

Please note, these training recommendations are designed to grow REACH and improve agility - not just specific sales techniques. You can find more details about [REACH Quotient here](#).

Sales Training Recommendations

The Team Overall

Negotiating/Closing the Sale

- [Supervising Others Training](#)
- [Leadership Development Training](#)

Prospecting

- [Supervising Others Training](#)
- [Leadership Development Training](#)

Building Rapport

- [Communication Skills Training](#)
- [Customer Service Training](#)
- [Facilitation Skills Training](#)
- [Professional Telephone Skills](#)
- [Sales Training](#)
- [Retail Sales Training](#)
- [Emotional Intelligence \(EQ\) Training](#)
- [Body Language Training](#)
- [Advanced Facilitation Skills Training](#)
- [Consultative Sales Training](#)



Eric Poulton

Presenting Solutions

- [Supervising Others Training](#)
- [Time Management for Managing Projects and Complex Tasks](#)
- [Leadership Development Training](#)

Negotiating/Closing the Sale

- [Supervising Others Training](#)
- [Leadership Development Training](#)

Prospecting

- [Supervising Others Training](#)
- [Leadership Development Training](#)

Charles Poulton

Presenting Solutions

- [Supervising Others Training](#)
- [Time Management for Managing Projects and Complex Tasks](#)
- [Leadership Development Training](#)

Negotiating/Closing the Sale

- [Supervising Others Training](#)
- [Leadership Development Training](#)

Prospecting

- [Supervising Others Training](#)
- [Leadership Development Training](#)



Mina Yu

Negotiating/Closing the Sale

- [Supervising Others Training](#)
- [Leadership Development Training](#)

Building Rapport

- [Communication Skills Training](#)
- [Customer Service Training](#)
- [Facilitation Skills Training](#)
- [Professional Telephone Skills](#)
- [Sales Training](#)
- [Retail Sales Training](#)
- [Emotional Intelligence \(EQ\) Training](#)
- [Body Language Training](#)
- [Advanced Facilitation Skills Training](#)
- [Consultative Sales Training](#)

Prospecting

- [Supervising Others Training](#)
- [Leadership Development Training](#)

Josh McKenzie

Building Rapport

- [Communication Skills Training](#)
- [Customer Service Training](#)
- [Facilitation Skills Training](#)
- [Professional Telephone Skills](#)
- [Sales Training](#)
- [Retail Sales Training](#)
- [Emotional Intelligence \(EQ\) Training](#)
- [Body Language Training](#)
- [Advanced Facilitation Skills Training](#)
- [Consultative Sales Training](#)

Servicing the Client

- [Time Management for Managing Projects and Complex Tasks](#)

Overcoming Objections

- [Leadership Development Training](#)

Janelle Fromm

Negotiating/Closing the Sale

- [Supervising Others Training](#)
- [Leadership Development Training](#)

Overcoming Objections

- [Leadership Development Training](#)

Building Rapport

- [Communication Skills Training](#)
- [Customer Service Training](#)
- [Facilitation Skills Training](#)
- [Professional Telephone Skills](#)
- [Sales Training](#)
- [Retail Sales Training](#)
- [Emotional Intelligence \(EQ\) Training](#)
- [Body Language Training](#)
- [Advanced Facilitation Skills Training](#)
- [Consultative Sales Training](#)

Zhang Wei

Building Rapport

- [Communication Skills Training](#)
- [Customer Service Training](#)
- [Facilitation Skills Training](#)
- [Professional Telephone Skills](#)
- [Sales Training](#)
- [Retail Sales Training](#)
- [Emotional Intelligence \(EQ\) Training](#)
- [Body Language Training](#)
- [Advanced Facilitation Skills Training](#)
- [Consultative Sales Training](#)

Overcoming Objections

- [Leadership Development Training](#)

Servicing the Client

- [Time Management for Managing Projects and Complex Tasks](#)

Morten Zimbelist

Negotiating/Closing the Sale

- [Supervising Others Training](#)
- [Leadership Development Training](#)

Prospecting

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- [Leadership Development Training](#)

Building Rapport

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- [Body Language Training](#)
- [Advanced Facilitation Skills Training](#)
- [Consultative Sales Training](#)

Contact Information

For more information regarding the REACH suite of products and services available to help you develop and coach high performers, please contact your REACH Partner:



The OrgDev Institute

+61 490 036 610

j.belchamber@orgdevinstitute.co

<https://www.orgdevinstitute.co/>

Important Note

The information contained herein describes certain behavioral preferences and tendencies derived from the participants' self-reporting. While such patterns of behavior tend to be consistent over time, these can change based on circumstances beyond the scope of what has been measured by this survey. Therefore, this information does not represent a comprehensive measure of psychological traits, nor does it claim to represent a prediction of future behavior. No part of this information is intended to convey a psychological, medical, or psychiatric evaluation, and in no way is this information intended to convey an evaluation of employability. This information is intended to provide insight that is useful in coaching, team-building, and other aspects of professional development and training. No employment decision should be made based, in whole or in part, on the results contained herein, and no indication of suitability for employment should be inferred or implied based on the REACH Culture Survey.