



Yes Careers

Reinventing the Future
of the Caribbean Workforce



TRAINING SUITE



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TRAINING SUITE



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I.

YES CAREERS PROFESSIONAL DEVELOPMENT

Yes Careers Professional Development programme includes a suite of courses aimed at developing Sales, Service, Communicative, Personal/Interpersonal and Leadership Competencies.

Our courses are available all year round and are easily customisable to address your organisation's unique challenges or opportunities.

Executive Coaching is included in the line-up of Professional Development options, with alternative Coaching methodologies, tailored to the size and scope of the engagement.



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YES CAREERS SALES TRAINING

i. RETAIL IS DETAIL

This workshop explores the drivers of retail business success, from emerging trends to creating customer experiences that set you apart from the crowd. Learn how retail has evolved, how to attract more customers and the details of retail metrics.

Target Audience

- ❖ Retail managers, business owners, sales managers.

Course Objectives

- ❖ Understand how retail trends affect your company and how it will impact your career in the future.
- ❖ Utilize the 'Sales Manager's Toolkit' of tips and tricks to manage the all-important numbers game.
- ❖ Increase customer traffic, loyalty and retention.
- ❖ Improve performance; sales and staff.
- ❖ Develop a result-focused approach to team sales meetings.
- ❖ Understand how top global retailers are 'kicking the shrinkage habit' and increasing profits – and how you can too.
- ❖ Staging the 'WOW' Customer Experience.

To learn more about how to turn your speciality into profits [Email Us Today.](#)

Yes Careers

Address: 11-15 Princess Margaret Street, San Fernando, Trinidad and Tobago, WI

Email: info@yescareerstt.com

Website: www.yescareerstt.com



A YES CAREERS SALES TRAINING

ii. RETAIL SELLING SKILLS

This workshop is focused on putting the customer first in every selling transaction. Each participant will have a clear process for selling to follow that would lead to increases in volume sales and the levels of customer loyalty enjoyed by the stores and your brands.

Target Audience

- ❖ CSR's, Retail Floor Staff.

Course Objectives

- ❖ Recognise customer intent when they enter the showroom/retail space and develop appropriate approaches based on customers' behaviour.
- ❖ Develop the skill of using questions to uncover needs with regard to choice of product/service and fulfil unexpressed desires.
- ❖ Perform expert demonstrations of the benefits and features of the product/service.
- ❖ Deal effectively with objections by pre-planning and anticipation.
- ❖ Employ strategies for closing the sale with finesse.
- ❖ Provide excellent after-sales service and prevent buyer's remorse.

To learn more about how to get every interaction with a customer count
[Email Us Today.](#)



A YES CAREERS SALES TRAINING

iii. EFFECTIVE SELLING SKILLS

This 2-day workshop that will enable the sales associates to use relevant and proven techniques for improving their encounters with customers, improving the experience and increasing sales revenue.

Target Audience

- ❖ Transactional/relationship sales reps, B2C, small to medium sales.

Course Objectives

- ❖ Generating leads (blended approach: networking, social media, Phone etc).
- ❖ Qualifying and uncovering customer needs.
- ❖ Avoiding mistakes and pitfalls.
- ❖ Selling to different behavioural styles.
- ❖ Confirm customer requirements uncovered during conversation by summarizing and restating their needs and interests.
- ❖ Communicate benefits and features.
- ❖ Creating greater emotional connection and positively influencing customers.
- ❖ Anticipating and handling objections may make.
- ❖ Using strategic closing techniques to seal the deal.

To learn more about how to get the most out of every sale

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YES CAREERS SALES TRAINING

iv. SALES IQ GLOBAL CREATE PIPELINE PROGRAM

Drive winning sales success and exceed your sales target

Sales pipelines are the key to success in any business. If you're not generating enough leads, then it's going to be difficult for you to close deals and make money (Sales IQ Global). This program teaches people how they can generate more leads and increase their revenue. Participants can learn and execute what it takes to generate pipeline.

Target Audience

- ❖ Complex selling account exec's, professional sales reps, B2B.

Course Outcomes

- ❖ Create consistent pipeline coverage with self-generated leads and opportunities.
- ❖ Increase win rates with proactive, elevated engagement to the c-suite and your target buyer personas.
- ❖ Improve sales efficiency and effectiveness with stronger return on sales investments.
- ❖ Elevate engagement with decision makers and shorten the sales cycle.
- ❖ Reduce cost per customer acquisition.
- ❖ Improve results from marketing spend.

The How

Sales IQ is the world's leading sales enablement platform with proven methodologies and tools, best practice adult e-learning, and a global network of partners who provide coaching and consulting to effect positive change.

The Create Pipeline Growth Program, is delivered using a unique model designed to transform sales results and help you be the best you can be.

How it's Delivered

- ❖ Online learning
- ❖ Webinars and podcasts
- ❖ Tools and templates
- ❖ Weekly coaching

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B YES CAREERS CUSTOMER SERVICE TRAINING

i. CUSTOMER SERVICE - THE WOW EXPERIENCE

The workshop is designed to deliver customer-service training based on real-world, everyday problems. The aim is to create a language and level of service delivery that is consistent and exemplifies excellence; demonstrated in the way they perform their everyday duties and reflect greater, customer-centric service practices.

Target Audience

- ❖ All staff

Course Objectives

- ❖ Demonstrate a customer-centric service approach in daily interactions with customers.
- ❖ Understand the difference between perceptions and reality of their customer service delivery.
- ❖ Identify customer needs and tailor their communication in a way that promotes rapport and emotional connections.
- ❖ Positively influence customers to return to again and again.
- ❖ Apply techniques to deal with difficult customers and emotionally challenging situations.
- ❖ Make a commitment to provide exemplary customer service.
- ❖ Create unique, WOW customer experiences.

To learn more about cultivating a mindset for service [Email Us Today.](#)



C

YES CAREERS SUPERVISORY TRAINING

i. ABC'S OF SUPERVISING OTHERS

This two-day course is designed to help participants overcome many of the supervisory problems that they will encounter as a workplace leader. Dealing with the problems that a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.

Target Audience

- ❖ New and potential supervisors

Course Objectives

- ❖ Clarify the roles and responsibilities of the new job.
- ❖ Adjust to the new role with confidence and an assurance that they can handle the position.
- ❖ Develop skills in listening, asking questions, resolving conflict, and giving feedback to employees.
- ❖ Develop a technique for making sure they give employees instructions that are clear and understood.
- ❖ Identify some techniques to deal with employee challenges, such as hostility, complaints, and laziness.
- ❖ Understand the importance of developing good relationships with employees and peers, so as to be seen as fair and consistent.

To learn more about becoming a more effective supervisor [Email Us Today.](#)

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D YES CAREERS MERCHANDISING TRAINING

i. Becoming an Effective Merchandiser

This workshop will help merchandisers develop an understanding of the impact of visual/sensual merchandising on customers, its power to influence them to buy and keep coming back to their store. It will help your team achieve improved sales, customer service and make the career of a merchandising professional more rewarding!

Target Audience

- ❖ New and experienced merchandisers.

Course Objectives

- ❖ Develop compelling visual displays.
- ❖ Work effectively in an environment where planograms are used.
- ❖ Demonstrate a greater appreciation of their role in the company.
- ❖ Deliver WOW experiences to external and internal customers.
- ❖ Become an effective contributing member of their team.
- ❖ Develop a positive outlook of their own brand and become ambassadors for their brands.

To learn more about merchandising and the supporting role it plays in sales

[Email Us Today.](#)

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