



Return on Training Investment Program

THE OPPORTUNITY

Businesses today are looking to boost performance by:

- ✓ Increasing Sales
- ✓ Differentiating from Competitors
- ✓ Being More Creative/Innovative
- ✓ Delivering Better Customer Service
- ✓ Retaining Existing Customers

IMPROVING YOUR BUSINESS

Which of the following areas of focus would improve your business?

	Our customer's first impressions of our business		More effective time management/habits
	How customer complaints are currently resolved		Better territory management
	Understanding the lifetime value of customers		Better prospecting techniques
	Our reliability and response time		More employee engagement
	Skills of our employees (soft and technical)		Can our business demonstrate and deliver greater value to our customers?
	Overall communication skills of employees		Produce better sales results
	Handling conflict more effectively		Better relationship management
	Improving processes to enhance sales and service		Understanding communication and conflict styles

WHAT WE DO

Since 2006, X5 Management has been supporting Alberta-based customers across different industries by improving Sales and Service through comprehensive:

- ✓ **Business Consulting Services**
- ✓ **Training & Development Services**

BUSINESS CONSULTING

X5 DISCOVERY PROCESS

When we start to work with your business we conduct a complimentary Discovery Process to learn what is working and what areas can be improved in your business, specific to sales & service.

Are your people and processes aligned to maximize your sales and service in your business?

We roll up our sleeves and work beside your team to discover possible challenges and see how you can better leverage your team strengths. X5 identifies what skills of your team could be enhanced to help your business improve sales and service.

TAILORED TRAINING & DEVELOPMENT SUPPORT

X5 training provides value to your business by:

- Selecting specific course topics that are tailored to your business.
 - Giving professionally published training material that your team can review and reference for months and years to come.
 - Helping build strong and cohesive teams through interactive training experiences.
 - Serving as a round table discussion to help uncover your current business challenges and possible solutions presented during each session.
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X5 SALES & SERVICE COURSES

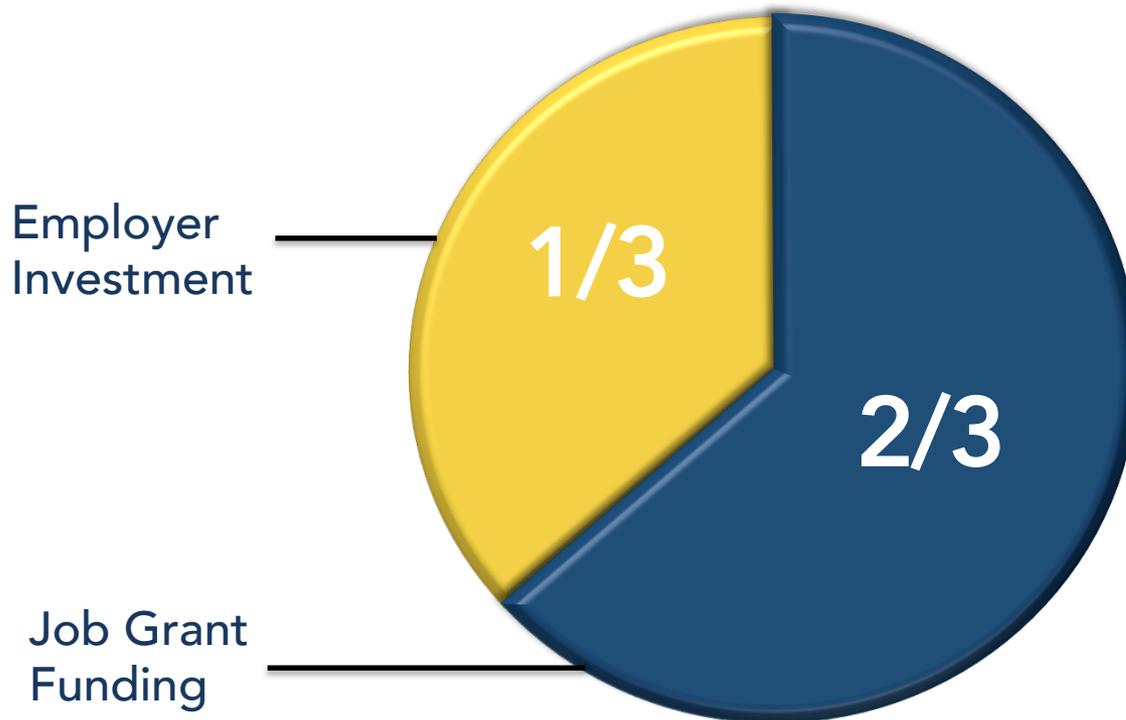
Choose your top 5 preferred topics:

- Developing Customers for Life
- Presenting Solutions, Overcoming Objections and Closing
- Prospecting and Territory Management
- Understanding the Sales Cycle
- Goal Setting (Help employees and employers get what they want)
- Influence: How to use it and not abuse it
- Building better habits at work, rest and play
- Engagement: How to get your team in the zone, every day!
- Emotional Intelligence in Sales and Service
- Defining Remarkable Service: What Customers Really Want
- Dealing with Conflict: Collaborate with your External and Internal Customers
- Effective Communication in Sales and Service, regardless of your position
- Assertiveness Styles
- Balancing Priorities/Time Management
- Creative Problem Solving
- Challenging Negative Attitudes
- How to work effectively with Customers and Colleagues
- Meeting Management: How to 'lead' and how to 'participate' in effective meetings
- Opening the Sales Call

*Professionally Published/Written Material. These programs are distributed/facilitated under the terms and conditions of the HRDQ End User License Agreement with X5 Management. For 10 years, X5 has been delivering training programs to a wide range of customers in many industries and has relied on the amazing products that have been provided and produced by HRDQ and their team of experts. For more than 30 years, HRDQ has been a trusted developer and publisher of experiential learning resources. Their experts have improved the performances of individuals, teams, and organizations through innovative research-based training materials that hone essential soft-skills.

RETURN ON TRAINING INVESTMENT

Save **2/3** of your training costs through the Canada-Alberta Job Grant



*Ask X5 for full details for this program and how it can benefit your business.

X5 MANAGEMENT PROCESS

1

Determine if your business wants better sales and service performance through an easy, 10 minute phone call.

2

One hour face-to-face discovery meeting with key members of your team to:

- Capture all areas that you wish to improve in your business.
- Determine what concerns or challenges that you may face in the next 1-3 years.
- What opportunities can your business capitalize on to improve your current level of sales and service?
- Determine if X5 can support you and your team.

3

Offer suggested recommendations and agree to next steps.

X5 MANAGEMENT PROCESS

4 Apply for Canada-Alberta Job Grant funding to minimize your investment in our services. X5 assists you with the Canada-Alberta Job Grant application process. Our services would commence approximately 45 days after grant funding application is submitted.

5 After the grant is submitted, X5 provides a 2 day Complimentary Discovery Process with select team members to understand your business better. This allows X5 to demonstrate and deliver value to your business before any cheque is cut.

6 Start with scheduled and agreed upon program that best suits your business after grant approval.

*X5 Management services begin after grant funding is secured so there is no cost or obligation to your business prior to grant approval.

PROVEN SUCCESS

"In the time X5 Management has spent with our organization, I have witnessed a positive transformation in our team. We have experienced a noticeable increase in our sales performance."

*-Lynn Williams, COO and Owner
RBW Group of Companies*

"We have made a significant investment in our people and process improvements utilizing the services of X5 Management, with the objective of improving overall Customer Service."

*-Eddy Stahl, President
Stahl Peterbilt Inc.*

QUESTIONS TO CONSIDER

Ask yourself the following questions:

- Do we need to improve sales and service in our business?
- Should we take advantage of grant funding in the current economy?
- Is now the time to do it?
- Can X5 help our business?

CFO asks CEO: "What happens if we invest in developing our people and they leave us?"

CEO: "What happens if we don't, and they stay?"

X5 TRAINING PROGRAM

6 Month Program

- 2 day Complimentary Discovery Process
- ½ day onsite training per month
- Access to 5 Training and Development courses for up to 20 employees
- All printed materials and binders
- Minimum 24 hours of training

INVESTMENT:

\$29,700 (+GST), paid over 6 months (\$4,950/month)

Total investment after Gov't grant funding: \$9,900 (+GST)

*Investment for each additional employee above 20 employees is \$1,000 (+GST).
Need to divide your sessions into two ½ day sessions during our 6 month program?
Ask us how we can tailor our services to accommodate your needs.

GET STARTED TODAY



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A thick black line graph showing an upward trend with three peaks and two valleys.

X5
MANAGEMENT
IMPROVING SALES & SERVICE

