

# COMMERCIAL SKILLS DEVELOPMENT

**This course is designed to help win, satisfy and retain clients and increase rates of proposal acceptance. It is targeted at developing relationship building skills and understanding how to create value for clients.**

The programme runs in two one-day blocks. The first is a one-day workshop to cover the core content of the course and establish peer development partnerships with other participants.

The second one-day workshop is to review actions and learning, the implementation of action plans and the presentation of plans and proposals. In the period between workshops, participants will work within their peer groups to develop skills and action plans.

## **Who will benefit most from this training?**

The course is an essential addition to the skill sets of members with relationship, account management or sales responsibilities or, indeed, anyone who needs to present plans and recommendations to clients or senior executive teams.

The course caters to different learning styles and is an excellent personal development opportunity for experienced energy or sustainability consultants and managers.



**Energy Management  
Association of New Zealand**

## **EMANZ Training 2018**

### **Attendee Feedback**

*"The course was highly relatable, and the content can be applied to most situations for people interacting with customers internally or externally"*

*"Quality I have never experienced before in any organisation"*

*"Many thanks for your energy, insight and ability to share! – had a great time and learnt so much"*

## **ENERGY MANAGEMENT ASSOCIATION OF NEW ZEALAND**

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# COURSE CONTENT

The content of the two workshops includes coverage of:

<ul style="list-style-type: none"><li>• Relationship Selling Philosophy</li><li>• Creating Customer Value</li><li>• Gain an Interview</li><li>• Relationships of Influence</li><li>• Communication Skills</li><li>• Establish Clients Needs</li></ul>	<ul style="list-style-type: none"><li>• Prepare Proposal</li><li>• Develop Presentation Strategy</li><li>• The Presentation</li><li>• Client Management</li><li>• Emotional Intelligence</li></ul>
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For a bit more information on the Commercial Skills Development Programme please click this link to a recent webinar presented by the trainer Maurice Batey.

**[Introduction to Commercial Skills Development Programme](#)**

LOCATIONS & DATES		
<b>Auckland</b> 16 March 2018 & 16 April 2018	<b>Wellington</b> 18 May 2018 & 22 June 2018	<b>Auckland</b> 21 September 2018 & 26 October 2018

**Investment** *(excludes GST)*

**EMANZ Member**

**Non Members**

**Training Course**

*(covers both days- split into two one-day workshops)*

\$950 pp

\$1,100 pp

**For full course details and registration links click here**

**[www.emanz.org.nz/commercial-skills-development](http://www.emanz.org.nz/commercial-skills-development)**

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