

Performance Planning Session

Assess the most critical sales, service and management priorities across lines of business to ensure accountability and consistency



INSTRUCTOR-LED
SESSION

1

DAY

OVERVIEW

Consistent customer experiences can drive sales growth, customer retention and profitability. This session enables your decision-making team to understand the criteria for improving your sales and service focused culture. The results-focused session is preceded by interviews with the senior management team and a broad spectrum of retail team members, as well as an electronic survey, which helps to support consistency in culture and performance across your organization.

WHO SHOULD ATTEND

Anyone who is part of the retail management team will benefit from this session. Additionally, it is beneficial to include a cross-section of retail management levels from across the organization.

RESULTS AND BUSINESS BENEFITS

Upon completion, participants will be able to:

- Strengthen best practice priorities for sales, service and management activities
- Create opportunities to deliver superior customer experiences
- Increase focus on key business initiatives and targeted goals
- Develop more focused individuals who are aligned with the organization's vision and objectives

LEARNING TOPICS

1

Performance
Drivers and
Analysis

2

Focusing on the
Customer
Experience

3

Creating Speed
to Performance

4

Communicating
the Need for
Change



INSTRUCTOR-LED WORKSHOPS BY OMEGA PERFORMANCE

Since 1976, Omega Performance Instructor-Led Workshops have consistently set the global standard for high-impact credit training. Today, we continue to provide highly engaging workshops, many of which are designed to complement our suite of self-paced online courses. These immersive workshops involve independent work as well as collaborative team activities that simulate real-world interactions with colleagues as loan case challenges are identified and solved.

Moody's
ANALYTICS

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