

Professional Development Training



Master the art of business presentations, increase sales, deliver premier customer service and lead your employees to success with iSpeak professional development training programs.

Presenting4Success

The ability to present is vital to achieving advancement for yourself and your ideas.

Presenting4Success will enhance your presentation skills abilities by teaching you how to make confident and dynamic business presentations by applying the techniques and strategies of speaking professionals. Participants will learn a process for presenting and will leave class with DVD video recordings of their classroom presentations.

Selling4Success

Selling4Success is based on a proven sales process model which focuses on key communication skills. A successful salesperson today requires a new set of skills that goes beyond demonstrating a product, listing the key benefits or even developing good personal relationships.

True selling involves uncovering a prospect's needs, understanding the customer's criteria for making a decision and then using their professional selling skills to fulfill that need.

Servicing4Success

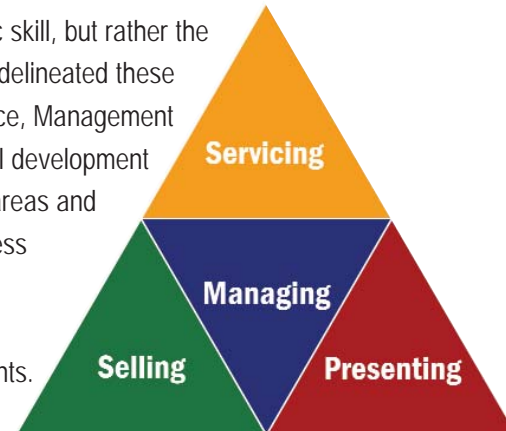
Customer service determines whether or not your customers will stay with you. Serving our customers in a manner that exceeds their expectations is the key to creating passionate advocates for your brand. Servicing4Success teaches the importance of communication skills, effective listening, how to defuse challenging customers, and how to respond to tough questions using a process for servicing customers.

Managing4Success

Strong management is the cornerstone of any high performing organization.

Effective leaders must direct a team of people, set goals, and persuade others to follow. Managing4Success teaches attendees how to provide effective feedback, coach for positive results, communicate with employees, and align the goals of individual contributors with the needs of the organization.

Success in business cannot be attributed to one specific skill, but rather the proper integration of several required skills. iSpeak has delineated these skills into four primary elements: Sales, Customer Service, Management and Presentation Skills. iSpeak's interactive professional development training workshops help improve performance in these areas and can empower an individual to be effective in their business environment. We believe that we offer the best value in business education for the level of service, quality of education, the total investment and the impact on students.



Facilitators

iSpeak only employs seasoned professionals and experienced educators for the classroom. In addition, all facilitators must possess exceptional speaking skills. On average, our facilitators have 16 years of business experience. All instructors are iSpeak Certified Professional Instructors (iCPI).

Awards

For three years in a row, 2007, 2008, and 2009, iSpeak has been selected as a Finalist for the Stevie Awards in the Category of Best Sales Trainer. In 2009, iSpeak won 'Best Sales Trainer' at the American Business Awards. In 2009 and 2010, iSpeak was honored with the Best 'Professional Development Training' category by the U.S. Commerce Association. In 2010 iSpeak was named to the 'Aggie 100' a collection of the fastest growing Texas A&M owned businesses in the world.

Curriculum Development

iSpeak believes that generic course content and workshop examples will not produce the same lasting effects as content customized to your industry and company. iSpeak develops all of its own training materials, which allows customized courses based on the unique needs of your organization.

Tools and Job Aids

Students learn how to utilize tools to achieve success in the classroom. These job aids, available on the iSpeak Web Portal, can be implemented immediately by the students upon their return to work.

People are Talking

"I simply wish I'd met iSpeak sooner in my career; it is incredible how much they can improve your presentation skills in just a day." - Hernan Lopez, FOX Television



"iSpeak provided useful training on presenting, selling and servicing our customers. These tools are critical to the success of our sales support team and to Dell as a business." - Tammy Clopton, Dell Inc.

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