



# Outperform

Developing Business Potential

## Our Services at a Glance

Whether you want to develop your people, create spectacular service or win more business, we can meet all your needs with our flexible range of products and services.

What it is?	What do I get?	What will it give me?
<p><b>Full marketing review and recommendations</b></p>	<p>We assess all your customer facing marketing material from flyers and emails to your website and social media content (and everything in between)</p>	<p>To make your offering as attractive as possible to potential and existing buyers and encourage them to buy</p> <p>To show how you are better than the competition</p> <p>To show you are experts</p> <p>To ensure your <b>Virtual Shop Window*</b> is portraying the message you want it to</p> <p>To drive business to you</p>
<p><b>Your own in-house induction programme based on your Wish List**</b></p>	<p>Your sales and service people need to know what is expected of them and how they will be measured.</p> <p>We create the training and measurement tools to help your people and therefore your business to succeed.</p>	<p>Investing in your people is essential because your people are essential to building your business.</p> <p>Your people will help you find, keep and delight customers.</p> <p>Training and reviewing leads to better people which means a better experience for the customer, resulting in enhanced reputation and sales</p>

<p><b>Self learning training programmes</b></p>	<p>We design your training based on your <b>Wish List**</b>. We provide a range of products for self learning with evaluation tools built in (so you know the content has been understood)</p> <p>We also provide back up support as and when needed. You can train as many or few people, when and where you like.</p>	<p>Gives you the flexibility of training your people without impact to operational demands</p> <p>You can train people in your preferred way and when you need to</p> <p>New employees have a structured induction that they learn from and refer to. They quickly and easily understand your service and sales aims.</p> <p>Your existing employees are not responsible for training new starters and your operation is not impacted.</p>
<p><b>Employee assistance programme</b></p>	<p>We run employee assistance coaching for companies that want to support their employees in achieving their business and personal goals.</p>	<p>This confidential service targets specific performance issues, and provides early visible results.</p>
<p><b>Open Courses</b></p> <p>A range of open courses across the UK that can be attended by any company of any size</p> <p>Send and attend as many or as little as you'd like</p>	<p>Use as an alternative to in-house induction training</p> <p><b>FREE</b> 1 month back-up support – We are on hand for advice and guidance until your new skills are embedded</p> <p><b>FREE</b> Management support tools – Designed for managers to measure the success of the learning and support staff whilst they embed the skills</p> <p><b>Please visit:</b> <a href="http://www.outperformservices.co.uk">www.outperformservices.co.uk</a> for a list of our courses, Masterclasses and Sales and Marketing workshops</p>	<p>Use as an induction</p> <p>Training for as many or as few and as and when you need it</p> <p>Link together to create a programme</p> <p>Complete flexibility</p>

<b>In-house training for TEAMS</b>	<p>Chose from our list of courses to be delivered in-house or at a venue of your choice</p> <p>Have a course specifically designed for you</p> <p><b>FREE</b> 1 month back-up support – We are on hand for advice and guidance until your new skills are embedded</p> <p><b>FREE</b> Management support tools – Designed for managers to measure the success of the learning and support staff whilst they embed the skills</p>	<p>Facilitated meetings and action planning sessions</p> <p>Training that meets your exact needs incorporating your systems and processes</p> <p>Success measures to show the training has worked</p> <p>Complete control</p>
<b>Coaching</b>	<p>Supported and focused way to get from where you are to where you want to be in all aspects of your life</p>	<p>One to one focus on achieving goals and improving performance</p> <p>Flexibility – Have as many or as few sessions as you need</p> <p>Full support in between sessions to ensure success</p>

**\*Virtual Shop Window** – Not everyone has an actual shop window to display their offering.

Your marketing material, website, social media presence and emails are all your virtual shop window showing potential customers what’s inside and why they need it

**\*\*Wish List** – You give us a list of all the elements you want included in the training and we do the rest.

Solve all your problems and meet all your needs in one training solution designed just for you

### Choose your delivery option

- We deliver for you
- We train your trainer to deliver
- You manage the training in-house

To find out more please call us on [01745 824883](tel:01745824883), email [enquiries@outperformservices.co.uk](mailto:enquiries@outperformservices.co.uk) or text [CALL ME to 07826553044](tel:07826553044)

**There has never been a better time to develop your people and build your business**