



Journey Learning

Facilitating Performance Improvement

Assisting organizations and individuals on their Journey to

Performance Improvement

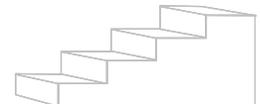
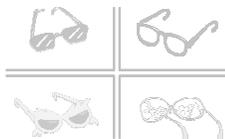
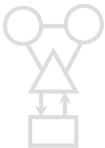
***“Continuous improvement
is an unending journey.”***

Whether in business, sports, or relationships, everyone wants to do well and achieve a level of success. At **Journey Learning**, we recognize that one’s journey to realizing the highest level of success requires continual development of knowledge and skills led by a competent guide.



**Target
Groups:**

- Sales
- Customer Service
- Middle Management



We have high-impact programs and services that deliver measurable and immediate improvement in:

- **Customer-Facing Effectiveness** – *Journey Learning* develops sales, customer service and intra-company skills around effective communication skills, including building rapport, prospecting, doing a needs analysis, presenting solutions, handling objections, gaining commitment, managing relationships, problem solving, negotiating, strategic account planning, and driving revenue and profitability growth.
- **Performance Management** – *Journey Learning* develops leadership and performance management skills around team building, motivating, providing and receiving feedback, coaching, performance counseling, assessing competencies, and career development planning.
- **Business Application** – *Journey Learning* offers specialized programs and services that address specific business disciplines such as practical financial literacy, in-depth communication style assessment, meeting & training facilitation, formal presenting, business writing, and behavioral interviewing.



Experience *Journey Learning* partners with client organizations where relationship development and strategic planning and execution are important. We have had great success improving skills, productivity, and profitability in the following business environments: industrial, manufacturing, distribution, pharmaceuticals, biotech, medical supplies, utility companies, telecommunications, software services, financial services, and design and construction firms. The diversity of our client base is a testimony to the broad applicability of our technology.

Customization A distinct advantage of *Journey Learning* programs is the ability to customize the content to your organization's unique environment. We can incorporate specific language, best practices, and company philosophies into the learning experience to achieve greater synergy with your existing corporate culture.

Delivery *Journey Learning* utilizes an experiential learning method that is highly engaging and very impactful. Discussion sessions, audio and video presentations, application exercises, and reference readings provide a variety of delivery media to meet the varied learning styles of participants. Simulated real-world experiences are a key component so participants can practice new skills and transfer learnings back to their business worlds. Team competitions and energizers help to maintain a fun environment throughout. A typical engagement activity is a traditional workshop experience lasting between one and two days. One-on-one coaching and/or consulting are also available. Options exist for us to facilitate the programs or for clients to achieve certification for in-house delivery.

Reinforcement For maximum impact and return on your investment, *Journey Learning* provides a variety of reinforcement resources to assure the program concepts and techniques are foremost in your people's minds so as to positively impact behaviors. Individual and group resources include: support literature, audio and video reviews, scripted review exercises, performance feedback tools, web-based assessment and application activities, and on-the-job "memory joggers".

Outstanding facilitators, solid content, real-world application, and easy-to-use reinforcement resources are what make Journey Learning so exceptional and guarantee lasting results.