



## Recent client feedback for the Clientmind Consultative Selling Workshop

Excellent trainer – provides relevant and easy to understand context around the subject

**A terrifically well presented and useful course that challenges a lot of perceptions that I had about sales. Very worthwhile, practical and above all enjoyable.**

I feel more confident in how to approach sales both in respect of planning and content.  
Great course.

**Understanding what makes a good consultant and how to apply those abilities to helping customers appreciate the value of employing you as a consultant. Because this will enable me to be more effective at winning/maintaining customers.**

Ian is simply an excellent instructor. His ability to teach without following notes by rote, using his wide experience, was particularly effective.

**The trainer was excellent in both the way in which he presented the material in an engaging manner and in the flow of material. The structure with short breaks was very good. Great value for money!**

The tools, ideas and techniques – it's given me the push to try harder and make this happen back at work. Most helpful safe environment for role-play backed up by very good discussions.

**I don't usually award courses this highly EVER! Definitely a very good trainer to build confidence in absolutely everyone in the room – really did cater for all. Would be confident to attend another course by this trainer.**

Forcing me to consider my relationship with my customers in the light of a range of new techniques will allow me to improve my daily interactions with the customer team.

**The tools and practical demonstrations were very good. Ian is passionate about this, has personal experience in the subject and so is inspiring. Excellent, very enjoyable and worth two days.**

Established the relationship but difference between selling and consultancy. Provided a framework for listening, reflecting and questioning to root out our customers' real issues.

**Refreshed listening and questioning skills. Learned new aspects such as leading client to appreciate cost of inaction.**

Realisation that this course helped me understand where my expertise fits into the consultancy sector. Although not totally relevant to my work, I now understand better the process other consultants use.

**Understanding faults I didn't know I had. Becoming more self aware and learning the ability to elicit information from all types of people. I wish I had done the 2 day course!**

This is the first formal consulting skills course I've been on, and whilst I was initially sceptical, the whole course proved to be worthwhile – specifically the exercises, and I look forward to the follow up, more in-depth course. The tutor's ability to move from fixed elements of the material to other elements as the group needed made a significant difference to the course.

**I would definitely recommend this course. Energising, thought provoking, and it gives a deeper understanding of oneself.**

The workshop covers the 'how to' which is what I wanted. I now see I have control over how I behave either positively or negatively and this will determine my results.

**It's an in-depth analysis of the art of selling. Very confronting sometimes and valuable, especially around how to negotiate objections and close a deal effectively.**

I have more confidence and more sales techniques and strategy. Very motivating, clear and straight to the point.

**It's all about belief and a change of behaviour – focusing on the right areas to improve performance.**

In fact it was one of the few courses where the learning focus was maintained throughout. The 5 minute breaks on the hour helped our concentration and the exercises revealed my strengths and weaknesses. First time ever I don't complete this feedback questionnaire as a joke!

**Thank you for sharing your talent with us. The last 2 days has been a great experience – excellent content! The part on client retention was very valuable.**

It was a great workshop and I learned a lot of techniques I can use – especially negotiation, questioning and listening.

**I learned about the psychology of the buyer and the power of good questioning. This is my problem with customers on a daily basis – so thanks! I will take up the challenge of practising the 15 performance factors on a daily basis. My focus will be improving consistency.**

Rich, inspiring, highly recommendable. We should do this more often.

**I feel motivated to improve my consistency. I will recommend your training to friends and colleagues. Great job!!**

Invigorated and energised. I would describe this training as very relevant to anyone who sells ideas for a living.

**Elated. Very well balanced and appropriate across the whole sales and non-sales organisation. E.H. HR manager**

I feel refreshed. I need to listen more and stop to think what I am doing when I'm with a client. **R.W. regional sales manager**

**I feel energised, enthusiastic and an overall warm feeling towards applying the things I've learned to work and life. Thank you! A.N facilities manager**

Thank you. An excellent structure on which to base my day-to-day behaviours, and some really tangible take-aways. **F.R. business manager**

**Ian managed to inspire and motivate me with a great presentation style which was relaxed and not judgemental – very good! J.T. customer service**

Depth of coverage was very good and I will take away lots of small strategies which will add up to a genuine improvement. I would describe this course as relevant to ALL roles within the organisation. **S.B. data analyst**

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