

Amaro Araujo Leadership Skills Coaching Program

What do you get from my Sales Program, in a nutshell:

1. The complete program is comprised by three modules. Each module addresses a specific topic/area and contains between five and seven chapters. Those chapters are step stones with clear explanations and support material and the module is the milestone of the program.
2. Business cases, study cases, Practice tests – all with separate recommended answers - to help you practice the learnings at your own pace.
3. Templates, forms and best practice examples that you can download and adapt
4. Free lifetime access to my online courses/video lessons that are the same material here presented, but lively throughout explained.
5. A set of Frequently Asked Questions/answers, raised by other clients, that eventually can help you tackle your own questions
6. A pen drive with all the modules and support documents. All the Sales Program material in one small device, so you can access it anyplace, anytime, anywhere.

The Modules

Module 1

Title: Leadership and Management development skills (8 Chapters)

Description: Inspire and motivate individuals and teams to grow and perform at optimal levels.

Main Learnings:

- Identify the difference between a leader and a Manager
- Be prepared to motivate people to achieve goals in easy and challenging times
- Have an overview of essential leadership tools and styles
- Reflect on your leadership role, attitude, and behavior
- Choose the right actions to improve your leadership quality – including communication.
- Master objections, resistance, and other difficult situations – confidently and convincingly.
- Use proper and structured feedback sessions to keep your team at the top level.

Module 2:

Title: Intercultural communication (8 Chapters)

Description: Get the best experience interacting with people from other culture or background

Main Learnings:

- Understand how our cultural background impacts our worldview and interaction with others
- Know who you are and why you act like you do
- Know how others might act different to stand for same values
- Know the power of observation and non-verbal skills
- Understand the culture influence on how people communicate and come across
- Learn how to face difficult discussion
- Understand how and why we see different looking at the same situation
- learn techniques and processes to communicate effectively on a multicultural environment

Module 3:

Title: Conflict Resolution training (10 Chapters)

Description: How to anticipate, understand and handle a conflict on a positive manner.

Main Learnings:

- Difference between problem, disagreement, and conflict
- Aspects of a conflict (Danger/risk vs. opportunity/possibility to improve)
- Causes of a conflict, Signals of a conflict
- Perceptions and how we process info leads to conflicts
- Behavioral styles and their impact on conflicts
- Steps to clarify a conflict
- Conflict styles and outcomes
- Communication is key to conflict resolution
- Best practices on conflict resolution