

Sales & Customer Success Training

These programs are designed to build commercial capability across sales and service teams, strengthening client relationships, improving conversion and retention outcomes, and ensuring every team member understands their role in revenue and customer value.



Sales Training

PROGRAM OVERVIEW

Two-day development program building capability in relationship management, sales analysis, objection handling and upselling.

STEPS INVOLVED

1. Align and contextualise content to client account management structures and processes
2. Facilitate core training sessions
3. Deliver Post-Workshop Report with recommendations and capability observations

DURATION

2 full days, ideally delivered consecutively

Account Training

PROGRAM OVERVIEW Three one-day sessions focused on developing skills in account planning, problem-solving and long-term client relationship management.

STEPS INVOLVED

1. Customise content to reflect account management models and expectations
2. Facilitate training with practical frameworks and scenarios
3. Deliver Post-Workshop Report outlining strengths, gaps and next steps

DURATION

3 full days, recommended to be delivered over 3 months

Management

Customer Experience

PROGRAM OVERVIEW

Two-day workshop building customer-centric capability through journey mapping, service standards, conflict resolution and experience design.

STEPS INVOLVED

1. Contextualise content to organisational customer journey and service approach
2. Facilitate sessions using tools, case studies and practical application
3. Deliver Post-Workshop Report with insights and improvement recommendations

DURATION

2 full days, ideally delivered consecutively

Ready to take the next step?

Let's talk about how our Sales & Customer Success Training can support your organisation and its people. Contact us to arrange an initial conversation and explore the right approach for your context:

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