

Gsponer.

Consulting sessions per Video – personal and professional



In an age of increasing mobility and technologically advanced working environments, the needs of customers are also changing. This change is not only about products and services, but also about how, when and where customers are advised.

Greeting the customers at the reception, small talk on the way to the meeting room and a clearly perceptible atmosphere between clients and advisor – this is how today's Relationship Manager knows his daily work.

But how does today's client advisor implement tomorrow's consulting ambitions in a targeted manner?

Let us tackle this issue together.

Video Consulting

In almost all industries, personal consultations are now considered the central linchpin for a long-term, sustainable relationship. The challenge for customer advisors is to shift the customer meeting as a "point of sale" into the digital world.

The aim of online customer conversations is to identify customer needs, develop suitable solutions and conclude sales transactions – and all this with the same quality as in the familiar analogue world.

Particular attention should be paid to the following factors:

- Shaping the discussion agenda
- Preparation of the documents for live presentation
- Conducting a conversion
- Presentation of product and services fact sheets (Facts & Figures)
- Visualization of solution approaches
- Technical system fitness of the consultant
- Max use of digital features by incorporate with applicable regulations

How Gsponer supports you

To help companies achieve their sales goals in an increasingly digital world, Gsponer takes the "remote consulting skills" of Relationship Managers to the next level and ensures the implementations of companies' multi-channel- strategies.

- Interactive Basic training for online advisory (dealing with technology, presentation and communication techniques)
- Choice of individual and group training on site or online
- Livecoaching of consultants/advisors
- Certification «Remote Consultant»

Expertise

Gsponer Management Consulting AG is an independent consulting boutique based in Basel. As transformation experts, we combine tools and methods with effective application and thus help organizations to achieve successful change.

The Gsponer Plus

All our experts are proven trainers and coaches with many years of sales experience and in-depth training in the areas of communication and sales management.



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The Transformation Company

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