



**POWER OF
PARTNERSHIP**

SOFT SKILLS • HARD RESULTS



If you're like most tech companies, your services and support people have more “moments of truth” with your clients than your sales force ever will. Which means they also have more opportunity to become *true* trusted advisors to your clients. So what's holding them back?

The critical partnership skills required for long-term client retention and sales expansion are not innate. Complex skills must be learned, practiced, and mastered for success to be achieved.

Give your professional services and customer support people the essential skills that world-class companies are now leveraging to turn all client conversations—even conflict resolutions—into revenue-generating opportunities.

DEPLOY THE POWER OF PARTNERSHIP.

“When I needed to transform my technical consultants into world-class business consultants, I turned to S3 Solutions and the Power of Partnership. We were immediately able to leverage the power of our consultants and their newfound skills by partnering with our sales force to sell larger and more profitable service deals. This resulted in an increase in consultant chargeability of 25% and an increase in services backlog of 50%. ”

—Keith Carlson, VP of Customer Value, Kintana

BUILD YOUR BOTTOM LINE.

“Trust—or the lack of it—is at the root of success or failure in relationships and in the bottom-line results of business...”

—Steven Covey,
Principle-Centered Leadership

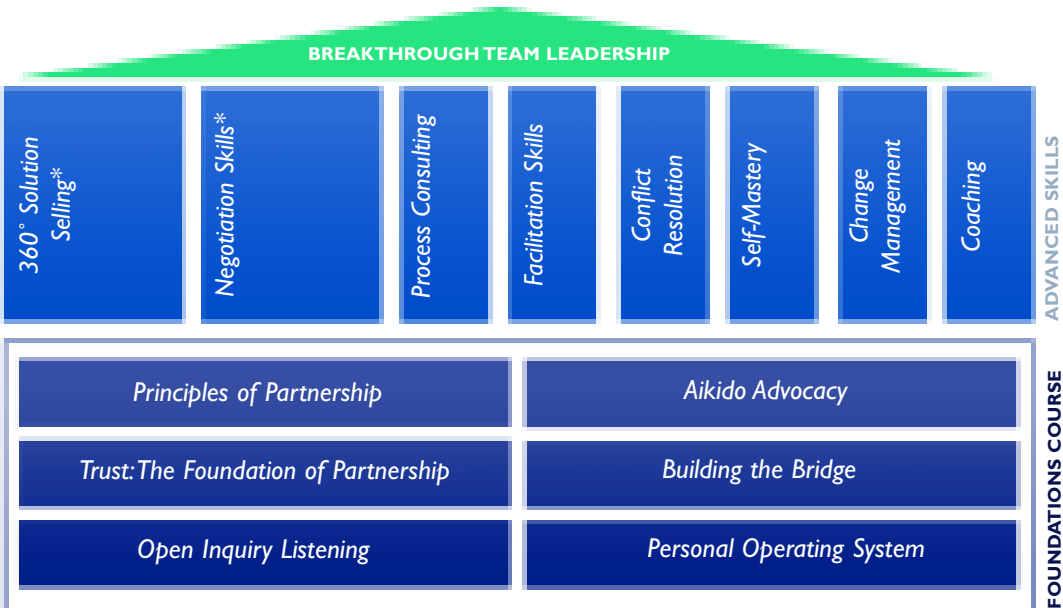
STRENGTHEN YOUR PROFESSIONAL SERVICES AND CUSTOMER SUPPORT TEAMS

- How talented are your people at the art of turning client conflicts into opportunities for expanded business?
- How skilled are your Professional Services consultants at blending with your client’s objections and redirecting them to find the funding they need for expanded services?
- Would you like to help your Customer Support team learn to build upward spirals of trust with your customers that improve customer satisfaction?

Power of Partnership is a modular suite of integrated training and coaching offerings that empowers your client-facing people to master the soft skills required for successful client relationships. This comprehensive development program provides unique, practical tools for partnering with customers through employing the powerful dialogue practices of inquiry, advocacy, and bridge-building to reach win-win solutions.

Your team will be highly engaged in the lively, interactive training led by our master facilitators. Through simulations, modeling, role-plays, and customized scenarios, they’ll learn and practice high-impact skills using real world cases for optimal retention. And the learning doesn’t stop there. Through our follow-up performance coaching packages, these skills will be internalized more completely as they are applied on the job.

POWER OF PARTNERSHIP PROGRAM



COURSE FRAMEWORK

PROGRAM LENGTH

Foundations Course: 16 hours of core skills
Advanced Skills: 4-hour building blocks (electives)
*360° Solution Selling and Negotiation Skills are 8-hour electives
Breakthrough Team Leadership: 16-24 hours on leadership mastery for team leaders and managers

STRUCTURE: Instructor-led, highly interactive classroom delivery

CLASS SIZE: 10-15 students per instructor; groups can be as large as desired through leveraging multiple instructors

LOCATION: Courses can be delivered on-site or off-site anywhere in the world

COACHING OPTIONS: Individual coaching, group coaching, or mentor coaching packages available to enhance learning

PRICE RANGE: Foundations Course: \$280-\$375 per seat per day. Advanced Skills: \$345-\$395 per seat per day

THE POWER OF PARTNERSHIP FOUNDATIONS COURSE

DEVELOPMENT AREA	COMPETENCY DEVELOPED
The Principles of Partnership	Understanding selective perception Separating fact from interpretation Understanding client resistance Power and partnership: How to match client commitment
Trust: The Foundation of Partnership	Identifying trust strategies and strategic responses Creating upward spirals of trust Creating explicit agreements Becoming a “powerful partner”
Open Inquiry Listening	Consciously creating rapport with clients Mastering open-ended questions Practicing value-added reflection Drilling down beneath the surface Identifying levels of need Identifying the client’s real needs
Aikido Advocacy	Meeting clients where they are (blending) Defining your value proposition Bringing your value proposition to life Redirecting resistance Managing scope creep
Building the Bridge	Identifying your client’s core commitments Establishing common ground Providing solutions to your client’s real needs Creating ownership through options Creating explicit solution agreements
Personal Operating System	Understanding your own language Understanding the client’s language Speaking the client’s language

TRUST IS THE KEY.

“Trust is the key that can unlock a priceless dialogue with your clients.”
 – James E. Copeland, Jr.,
 CEO Deloitte & Touche

DIFFERENTIATORS

- Modular Design**
Easy to customize; flexible delivery schedule
- 75% Experiential / Practical Training**
Not just conceptual. Real world skill mastery with immediate field application
- Global Delivery Network**
Live classroom delivery anywhere in the world through our Partner Delivery Network
- Building Block Approach**
Portable skill development throughout the services career lifecycle

- Integrates Across Sales, Services and Support**
Same core methodology leverages and unites all customer-facing groups
- Systems Approach to Training**
Pre-and post-assessment, application coaching, and performance system alignment = results that last
- Integrates Delivery & Selling Skills**
One-stop shopping for soft-skills development

PROVEN RESULTS.

“The paradox of trust is that by intelligently relinquishing power, one gains it back many times over.”
– Geoffrey Moore

PROFESSIONAL SERVICES

Our PS clients report huge successes achieved by leveraging skills taught in the Power of Partnership.

- When faced with frustrated clients who discover their goals may not be reached by the current scope of the project, their people now practice “Aikido Advocacy” to create multiple options and sometimes even up-sell new services. One client cited how one of their PS consultants saved \$40k and secured an additional \$110k in future revenue by deploying these skills.
- Another PS consultant leveraged our “Open Inquiry” approach when navigating the project scope to secure an additional \$160k from a very difficult customer
- Through deploying the art of blending with the client’s objections and redirecting the client’s focus outside his limited frame of reference to secure critical funding, another consultant sold an additional \$200k of services to a telecom client.

CUSTOMER SUPPORT

Our clients report that their CS teams have used this training to bridge the gap between what the customer presents as the issue and what the real issues are.

- Instead of battling for control of the call, they’ve learned to blend with the customer and redirect them to the real solutions for their technical problems.
- By asking the right questions, establishing common ground, and creating explicit agreements, they’ve learned to quickly define the real problem and identify solutions for which both parties can take full ownership.
- Our CS clients have achieved higher levels of customer satisfaction, and have expanded the trust of their valued customers.
- Additionally they report experiencing a higher level of job satisfaction because employees feel their company invested in building their career and life skills.

For more detailed case studies please see our website.

SATISFIED CLIENTS

“POP has been a tremendous benefit to our customer support team. Teams have reported learning and internalizing more from this course than any other soft skills program we offer. In fact, it has become the ‘language of support’ used in describing interactions with customers.”

—Matthew Stauble, Director of Customer Support, North America, Mercury

“When HP’s consulting organization rolled out a strategy that depended on leveraging organizational knowledge to add value to our top customers, we received passive resistance from our 3000 technical consultants as we asked them to embrace new collaborative behaviors. **Through Steve’s program we were able to rapidly engage the consultants in a deep understanding of the value of the proposed changes.** In addition to the measurable and significant improvements we received in our consulting engagements, we experienced enthusiastic adoption of the change effort.”

—Marilyn Martiny, Knowledge Services Manager [formerly],
HP Consulting Worldwide

CONTACT US NOW!

Schedule your FREE partnership consultation today!

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ph: 415.381.3819

web: s3solutionsinc.com

REQUEST YOUR

FREE

ASSESSMENT TODAY!

Go to s3solutionsinc.com
to request your **FREE**
benchmark assessment.
Find out how your people
compare to their peers
across the industry.



**If you want your team to achieve these results,
Power of Partnership is for you:**

- Create more customer value
- Up-sell and cross-sell more services
- Reach all of your delivery goals
- Increase chargeability
- Leverage customer relationships
- Turn conflicts into sales opportunities
- Enhance productivity and motivation
- Elevate customer satisfaction levels

“Steve’s partnership training was a major catalyst in establishing a trust-based environment which improved communication, alignment and teamwork--all integral to our organizational genesis!”

–Steve Saba, CDC Director, Accenture

BROUGHT TO YOU BY S3 SOLUTIONS

S3 Solutions is the premier provider of integrated soft skills training and development across customer-facing organizations within tech companies. Leveraging the synergy between Services, Support and Sales, S3 empowers clients to build powerful partnerships and increase customer value through all customer interactions.

Steve Vislisel, founder and CEO of S3 Solutions, has designed and delivered high-impact development programs for leading tech organizations over the last 15 years.

Partial Client List:

- Accenture
- Hewlett Packard
- Mercury
- Cadence Design
- Intuit
- Microsoft
- Apple
- Marketsoft
- Price Waterhouse Coopers
- Ernst and Young
- Deloitte & Touche
- Kintana



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