



Remember your first amazing coach?

Now coach your customer-facing team more successfully via interactive Web video, courtesy of iReflect.

Chances are you learned the value of great coaching — and practice — during your formative years.

According to expertise authority K. Anders Ericsson, extensive “deliberate practice” is essential for mastering a skill. Now there’s a tool that enables reps to practice more often — under your guidance — through cycles of role-playing, self-assessment, and management feedback.

With iReflect, you’re able to:

- + Coach more reps, more often, more effectively
- + Demonstrate model behavior, and achieve desired change, in less time
- + Accelerate speed to market
- + Respond faster to changing market conditions
- + Build brand consistency across your organization
- + Enable reps to overcome objections

Because it’s asynchronous, iReflect frees you to boost performance by providing more individualized feedback to more trainees at the most practical times.

Use iReflect day or night, with learners in any time zone: no need to coordinate schedules.

This highly evolved program makes it exceptionally easy to build real-life training, as well as regularly coach and monitor learner progress. You quickly see who needs the most attention, enabling you to optimize your coaching and training time.

Learners simply need a PC with Internet access and a webcam to practice and self-assess. They get a clear view of what’s expected and then practice independently. When ready, they submit their personal best for feedback. In short, iReflect makes it easier for trainees to succeed.

iReflect is the cost-effective means of supplementing, enhancing, and reinforcing traditional training. Basically, you accomplish more with less. It’s perfect for coaching your sales, customer service, technical support, helpdesk, and other customer-facing professionals.



iReflect expands your reach.

Two views of virtual ease.


Learners follow these simple steps:

1. View a scenario and recommended response.
2. Practice recording their response.
3. Compare their response against the rubric.
4. When satisfied, submit their response for review.

Trainers follow these simple steps:

1. Set up your project.
2. Create or modify your scenario, recommended response, and rubric.
3. Assign approvers, administrators, and students.
4. Submit your project for approval. After approval, go live.

STEP 2 > Now practice recording your own response(s).



STEP 3 > Grade yourself on the video you're going to submit.

	Needs Improvement 1 POINTS	Advancing 2 POINTS	Proficient 3 POINTS	Exceptional 4 POINTS	
Opening	Does not introduce self, company or product.	Introduces self, company and product.	Introduces self, company and product. Explains the purpose of the call.	Like the purpose of the call to established customer needs.	4
Presenting	Does not address client with presentation. If all back with no benefits. Does stumble.	Uses open closed ask to present product and occasionally lists its benefits.	Uses open closed ask to present product. Provides benefits for all features.	Explores client's need and is not clearly on customer needs. Separate your features and benefits. Will meet customer needs.	4
Objection Handling	Moves customer away. Does not respond to customer objection.	Responds to customer concern without acknowledging their objection.	Explores underlying issues related to objection before responding. Ensures the FACT mode.	Proactively prepares for customer objections. Follows FACT model. Change back to answer concern in address.	4

Projects Media Rubrics Reports

Manage Projects Create Project

Edit Project : Selling Skills Refresher

1. INTRO 2. SCENARIOS 3. SETTINGS 4. REVIEW

SCENARIO TITLE *
Expanding Productivity Increases

DESCRIPTION * (How a brief description for this scenario)
This scenario demonstrates how to respond to a question about increases in productivity through our products.

RUBRIC * (Used for self-assessment) CREATE SELECT

Selling Skills Rubric REMOVE

QUESTION / OBJECTION * (Enter a question or an objection)
How does managing document production from the desktop increase productivity?
Expanding Productivity Increases ACTIONS

RECOMMENDED RESPONSE (How a question or an objection)
Our system streamline document workflow, and they support multitasking. Our production systems can incorporate bi-directional communications that let
Streamline Workflow now ACTIONS

Go Back Save

Get ready to become an even more amazing coach. Schedule a 15-minute iReflect demo, free and without obligation.

Call us at **908-333-0940** or simply go to: **www.ireflecttraining.com**

iReflect is the ideal way for you to:

- + Adjust messaging for changing conditions
- + Correct messaging errors
- + Introduce new products and services
- + Ensure compliance with regulations
- + Improve initial and ongoing training
- + Raise upsell and cross-sell results
- + Elevate quality of complaint handling