

Performance-Based Training®

The Pinnacle Method™

The Pinnacle Method is a unique and innovative learning system that leverages our acclaimed Performance-Based Communication Skills® to empower you to clearly and concisely deliver your message with purpose. Through a series of customized, interactive simulations and a detailed focus on delivery, our video intensive training will instantly help you become a more confident, credible and compelling communicator.

Inside Sales and Support Performance

In this interactive, exercise-driven workshop, participants will learn to mesh professional vocal delivery with proper business telephone etiquette in order to better the overall customer experience. From generating interest in new opportunities to effectively supporting customer issues, participants will learn to leverage their vocal delivery to influence their audience.

After taking this workshop, participants will be able to:

- Keep customers continuously engaged
- Sharpen active listening skills
- Influence the customer with vocal delivery
- Effectively handle tough questions and objections
- Improve overall customer confidence and satisfaction
- Ensure their message is clearly communicated
- Generate interest in their company's offerings

Additional Performance-Based Workshops available

Contact us for details on customized curriculum in these categories and others:

- Performance-Based Communication and Presentation Skills®
- Executive Communication Skills
- Communication Skills for Virtual Environments
- Communication Skills for Customer Service Excellence
- Specialty Communication Skills Training

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