



Remap Coaching



**Helping To Increase Sales
Effectiveness In The Field**



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Field Observation And Coaching

Many of our clients are keen to take advantage of some of the additional sales development services offered by the Remap Coaching Team, in order to further assist the development of sales people 'on Territory'.

Some of the normal reasons for deploying Remap Sales Coaches into the field are to:

- support specific sales initiatives or product launches where increased coaching coverage / frequency is required
- cover short term Sales Management vacancies
- support Sales Managers with large teams or geographic issues
- support Sales Managers who have their own SCR issues or who are inexperienced in field / sales coaching

Remap's team offer clients the chance to directly influence the sales skills, behaviours and emotional robustness of field force operatives by providing a unique form of field observation and coaching.

All of Remap's field coaches have extensive personal experience in direct sales, sales management, regulatory and competency management and sales training. They also have, of course, an invaluable understanding as to how Sales Call Reluctance impacts on sales effectiveness, and what individuals can do to help them overcome these issues.

This enables them to provide sales people with unique support as they can observe and measure both the person's skill set, and also the hidden emotions that lay behind them and which shape their sales behaviour. Please be aware that any knowledge deficiencies identified at an individual or team level are fed back to the client company in order for these to be addressed internally.

Remap are comfortable working with in house sales models / processes (which have already been embedded into a sales force), or can provide either generic sales models or bespoke sales processes if required. We can also align any development work undertaken, to in house competency frameworks where they exist.

The normal areas where Remap can influence performance and improve results include:

- Goal setting
- Business Planning and Territory / Portfolio Management
- Pre Call Planning
- Appointment Making
- Agenda Setting
- Questioning skills and need Identification
- Presenting Features and Benefits
- Gaining commitment and closing
- Personal recommendation and referrals
- Reappointing and account progression

Fees: See below for our Standard Terms of Business

Standard Terms Of Business

- 1 **Fees** Consultancy Day Rate of £750 per day. This includes all design and development work undertaken. Subsistence allowance (if required) of no more than £50 per day per person may be charged and, if necessary, these costs will be presented on the next appropriate invoice.
Invoices will be presented as follows *unless otherwise agreed with the client*:
 - 100 % of profiling fees on completion of the questionnaires
 - 50% of Workshop and support fees on confirmation
 - Remaining 50% of Workshop and support fees plus expenses on completion of Workshop.Payment is due 30 days after invoice date.
2. **Materials and Copyright:** Consultancy fees normally include delegates' course materials, e.g. handouts, except in the case of certain large group, or conference, projects. They do not include meals, travel, accommodation, other course materials, equipment, or any other expenses incurred, unless expressly mentioned. The copyright of all products, computer programs and written materials supplied by Remap Ltd belongs to Remap Ltd and these items remain the intellectual property of Remap Ltd.
- 3 **Cancellation:** If the client wishes to notify cancellation or postponement of a service after verbal or written acceptance the following charges will apply:
 - Notification six months or more before agreed start date - 50% of consultancy plus expenses already incurred.
 - Notification more than three months, but less than six months before agreed start date - 75% of consultancy plus expenses already incurred.
 - Notification three months or less before agreed start date - 100% of consultancy plus expenses already incurred.
 - **N.B.** In the case of cancellation or postponement of certain programmes substantial monies may be due *any time after confirmation* due to non-refundable expenses already incurred.
- 4 **Confidentiality:** The terms and conditions laid out in this document are unique to the agreement made between Remap and the client company. Under no circumstances should these details be made known to any other individual, Business, Company or Organisation, in any Industry. In the event that these details are made known to other sources, then Remap will be compensated by the following calculation: Standard open course delegate rate prevailing at the time, multiplied by 50.
- 5 **Meetings:** As per our Consultancy Day rate above.
- 6 **Car mileage** is charged at £0.55 per mile
- 7 **Train costs** will be paid by the client at the standard rate
- 8 **Air costs.** Paid for by client
- 9 **Venues.** All hotels bookings and payments will be the responsibility of the client.
- 10 **Insurance:** Remap Ltd outdoor development programmes are designed and run with safety as a prime consideration, and Remap Ltd carries specific public liability cover for these events. Nevertheless, we strongly recommend that our clients review the insurance for their employees in line with their own corporate policies.