

Dag 1									
Content								Sprekers	
<b>0) State of the nation</b>								Angelique	9:30 -10:00
<b>1) Business tools and understanding</b>								Salome / Kris	10:00-11:30
<i>Business acumen/commercial development - very specific to their own day jobs/business function</i>									
How to keep your focus plan alive.									
o Financial, margin and P&L									
o How to influence KPI's									
o Include your store in your plans – (Workshop in section 3)									
<b>2) Structure and efficiency</b>								Demelza en Wilrik	11:30 14:00
<i>What is the optimum structure for your day .....</i>									
Guidance on how to structure a week & time management, including administration.									
o What does a great day look like									
o Agenda set up									
o Acusoft 2.0 introduction to the new tools and practise									
<b>3) Selling skills</b>								Willem Rube	14:00 17:00
o Solution Selling - accessories, insurance and private aids									
o Customer journey and the sales steps inside									
(Willem Rube- external trainer who has previously worked with the group)									
Dag 2									
<b>0) samenvatting van dag 1</b>								Rob	9:30 - 10.00
<b>1) Quality how to manage and retain their STAR accreditation.</b>								Demelza en Wilrik	10.00 - 14.00
o Business administration requirements									
o Maintain and retain STAR accreditation									
o Managing Cx data & GDPR									
o FAMED (financial administration)									
<b>2) Leadership training</b>								Rob	14.00 - 17.00
o People management									
o Influencing others									