



# Postgraduate Diploma Training High Performance Sales Teams

- » Modality: online
- » Duration: 6 months
- » Certificate: TECH Technological University
- » Schedule: at your own pace
- » Exams: online
- » Target Group: Graduates and professionals with experience in economical-financial fields

Website: www.techtitute.com/us/school-of-business/postgraduate-diploma/postgraduate-diploma-training-high-performance-sales-teams

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## 01 **Welcome**

Today, it is essential to have a specialized sales team to develop more effective sales strategies and to be able to attract customers to our market in an increasingly competitive world. With this degree, the student will develop the necessary skills to manage the commercial activity of the organization and lead sales teams, allowing them to access more and better management positions in the training field. During the training, some of the most essential lessons in management skills, talent management, sales organization and sales oriented coaching will be taught.









### tech 08 | Why Study at TECH?

#### At TECH Technological University



#### **Innovation**

The university offers an online learning model that combines the latest educational technology with the most rigorous teaching methods. A unique method with the highest international recognition that will provide students with the keys to develop in a rapidly-evolving world, where innovation must be every entrepreneur's focus.

"Microsoft Europe Success Story", for integrating the innovative, interactive multi-video system.



#### The Highest Standards

Admissions criteria at TECH are not economic. Students don't need to make a large investment to study at this university. However, in order to obtain a qualification from TECH, the student's intelligence and ability will be tested to their limits. The institution's academic standards are exceptionally high...

95%

of TECH students successfully complete their studies



#### Networking

Professionals from countries all over the world attend TECH, allowing students to establish a large network of contacts that may prove useful to them in the future.

100,000+

200+

executives trained each year

different nationalities



#### **Empowerment**

Students will grow hand in hand with the best companies and highly regarded and influential professionals. TECH has developed strategic partnerships and a valuable network of contacts with major economic players in 7 continents.

500+

collaborative agreements with leading companies



#### **Talent**

This program is a unique initiative to allow students to showcase their talent in the business world. An opportunity that will allow them to voice their concerns and share their business vision.

After completing this program, TECH helps students show the world their talent.



#### **Multicultural Context**

While studying at TECH, students will enjoy a unique experience. Study in a multicultural context. In a program with a global vision, through which students can learn about the operating methods in different parts of the world, and gather the latest information that best adapts to their business idea.

TECH students represent more than 200 different nationalities.



#### Learn with the best

In the classroom, TECH's teaching staff discuss how they have achieved success in their companies, working in a real, lively, and dynamic context. Teachers who are fully committed to offering a quality specialization that will allow students to advance in their career and stand out in the business world.

Teachers representing 20 different nationalities.



At TECH, you will have access to the most rigorous and up-to-date case studies in the academic community"

#### Why Study at TECH? | 09 tech

TECH strives for excellence and, to this end, boasts a series of characteristics that make this university unique:



#### **Analysis**

TECH explores the student's critical side, their ability to question things, their problem-solving skills, as well as their interpersonal skills.



#### **Academic Excellence**

TECH offers students the best online learning methodology. The university combines the Relearning method (a postgraduate learning methodology with the highest international rating) with the Case Study. A complex balance between tradition and state-of-the-art, within the context of the most demanding academic itinerary.



#### **Economy of Scale**

TECH is the world's largest online university. It currently boasts a portfolio of more than 10,000 university postgraduate programs. And in today's new economy, **volume + technology = a ground-breaking price**. This way, TECH ensures that studying is not as expensive for students as it would be at another university.





### tech 12 | Why Our Program?

This program will provide students with a multitude of professional and personal advantages, particularly the following:



#### A significant career boost

By studying at TECH, students will be able to take control of their future and develop their full potential. By completing this program, students will acquire the skills required to make a positive change in their career in a short period of time.

70% of participants achieve positive career development in less than 2 years.



## Develop a strategic and global vision of companies

TECH offers an in-depth overview of general management to understand how each decision affects each of the company's different functional areas.

Our global vision of companies will improve your strategic vision.



#### Consolidate the student's senior management skills

Studying at TECH means opening the doors to a wide range of professional opportunities for students to position themselves as senior executives, with a broad vision of the international environment.

You will work on more than 100 real senior management cases.



#### Take on new responsibilities

The program will cover the latest trends, advances and strategies, so that students can carry out their professional work in a changing environment.

45% of graduates are promoted internally.



#### Access to a powerful network of contacts

TECH connects its students to maximize opportunities. Students with the same concerns and desire to grow. Therefore, partnerships, customers or suppliers can be shared.

You will find a network of contacts that will be instrumental for professional development.



#### Thoroughly develop business projects

Students will acquire a deep strategic vision that will help them develop their own project, taking into account the different areas in companies.

20% of our students develop their own business idea.



#### Improve soft skills and management skills

TECH helps students apply and develop the knowledge they have acquired, while improving their interpersonal skills in order to become leaders who make a difference.

Improve your communication and leadership skills and enhance your career.



#### Be part of an exclusive community

Students will be part of a community of elite executives, large companies, renowned institutions, and qualified professors from the most prestigious universities in the world: the TECH Technological University community.

We give you the opportunity to train with a team of world renowned teachers.





### tech 16 | Objectives

Your objectives are those of TECH.

TECH works together with you to help you achieve them.

The Postgraduate Diploma in Training High Performance Sales Teams trains students to:



Develop, lead and execute more effective, customerfocused sales strategies that offer personalized value propositions.



Develop strategies to lead organizations and sales teams in times of change.



Establish the most appropriate programs to select, train, incentivize, control, and develop the sales force.







recruitment, management and motivation of teams.



Develop the essential skills to manage the organizations commercial activity strategically.



Understand the whole process of the company's logistics and operations chain.





#### tech 20 | Structure and Content

#### **Syllabus**

The Postgraduate Diploma in Training High Performance Sales Teams at TECH Technological University is an intensive program that prepares students for the challenge of leading sales teams, with the appropriate training of professionals in charge of them and mentoring them throughout their professional career.

Throughout 450 hours of training, the student will analyze a multitude of practical cases through individual and team work. It is, therefore, an authentic immersion in real sales teams management situations.

This Postgraduate Diploma deals in depth with the techniques and intricacies of sales and marketing, with special emphasis on the relevance of sales organization and talent management in the process of managing large sales teams.

A plan with which students can aspire to significantly improve not only their professional results, but also their own work and personal situation, gaining access to positions of greater responsibility and economic rewards.

This Postgraduate Diploma takes place over 6 months and is divided into four modules:

Module 1	Management Skills
Module 2	Talent Management. Change Management
Module 3	Commercial and Sales Team Organization
Module 4	Selection, Training and <i>Coaching</i> in Sales Networks



#### Where, When and How is it Taught?

TECH offers you the possibility of taking this program completely online. Throughout the 6 months of training, you will be able to access all the contents of this program at any time, allowing you to self-manage your study time.

A unique, key, and decisive educational experience to boost your professional development and make the definitive leap.

#### tech 22 | Structure and Content

#### Module 1. Managerial Skills 1.1. Public Speaking and Spokesperson 1.2. Communication and Leadership. 1.3. Personal Branding 1.4. Negotiation and Conflict Resolution **Training** Leadership and Leadership Styles 1.3.1. Strategies to Develop Personal Branding 1.4.1. Effective Negotiation Techniques 1.4.2. Interpersonal Conflicts 1.2.2. Motivation 1.3.2. Personal *Branding* Laws 1.1.1. Interpersonal Communication 1.2.3. Skills and Abilities of the Leader 2.0 1.3.3. Tools for Creating Personal Brands 1.4.3. Intercultural Negotiation 1.1.2. Communication Skills and Influence 1.1.3. Communication Barriers 1.6. Emotional Intelligence and 1.5. Emotional Intelligence 1.7. Assertiveness, Empathy, and Active 1.8. Self-Esteem and Emotional Listenina Communication Language 1.5.1. Introduction 1.6.1. Emotional Intelligence 1.7.1. Assertiveness 1.8.1. Self-esteem 1.8.2. Emotional Language 1.6.2. Communication 1.7.2. Empathy 1.7.3. Active Listening 1.9. Time Management Planning, Organisation and Control 1.9.2. The Methodology of Time Management 1.9.3. Action Plans 1.9.4. Tools for Efficient Time Management Module 2. Talent Management. Change Management 2.2. Innovation in Talent and People 2.3. Strategic Engagement 2.4. Talent Management and 2.1. Managing Human Capital 2.1.1. Intellectual Capital. The Intangible Asset of Management Management Commitment Knowledge 2.2.1. Strategic Talent Management Models 2.3.1. Engagement Management in the New 2.4.1. Keys for Positive Management 2.1.2. Talent Acquisition 2.2.2. Talent Identification. Training and 2.4.2. Talent Map of the Organization Generations 2.1.3. Search for People for the Organization Development 2.3.2. Return on Capital Stock 2.4.3. Cost and Added Value 2.1.4. Preventing the Loss of Human Resources 2.2.3. Loyalty and Retention 2.3.3. Emotional Salary 2.2.4. Proactivity and Innovation 2.5. Human Resources Management 2.7. Developing High Performance 2.8. Workgroup Management **Organizational Changes** by Competencies Teams The Transformation Process 2.8.1. Group Synergy 2.6.2. Anticipation and Action 2.8.2. The Group's Life Cycle 2.5.1. Analysis of the Potential 2.7.1. Personal Factors and Motivation for 2.8.3. Groups and Motivation 2.6.3. Organizational Learning 2.5.2. Remuneration Policy Successful Work 2.8.4. Groups and Innovation 2.6.4. Resistance to Change 2.5.3. Career/Succession Planning 2.7.2. Integrating a High Performance Team 2.7.3. People and Business Change and **Development Projects** 2.7.4. Financial Keys for HR: Business and People

4.4.2. Assertiveness, Empathy, and Active Listening

2.9.2. Group Leadership 2.10.2. Reputation in Social Networks and Personal 2.9.3. Group Rules Branding 2.9.4. Group Cohesion 2.10.3. Recruitment and Human Resources 2.0 Module 3. Commercial and Sales Team Organization 3.1. Commercial Organization 3.2. Sales Network Organization 3.3. Internal Market Analysis 3.4. Sales Strategy 3.1.1. Introduction to Commercial Organization Department Organization Chart 3.3.1. Service Chain Definition 3.4.1. Sales Methods Typical Commercial Structures 3.2.2. Designing Sales Networks 3.3.2. Quality of Service Analysis 3.4.2. Acquisition Strategies 3.1.3. Delegations Organization 3.2.3. Multichannel Reality 3.3.3. Product Benchmark 3.4.3. Service Strategies 3.1.4. Developing Commercial Organizational 3.3.4. Key Business Success Factors Models 3.6. Controlling Commercial Activity 3.5. Go-To-Market Strategy 3.7. After-Sales Service Organization 3.8. Commercial Audit 3.6.1. Main Ratios and Control Methods 3.5.1. Channel Management 3.7.1. After-Sales Actions 3.8.1. Possible Lines of Intervention 3.5.2. Competitive Advantage 3.6.2. Supervision Tools 3.7.2. Relationships with the Customer 3.8.2. Express Commercial Audit 3.5.3. Sales Force 3.6.3. Balanced Scorecard Methodology 3.7.3. Self-Analysis and Improvement 3.8.3. Strategic Team Assessment 3.8.4. Marketing Policy Assessment Module 4. Selection, Training and Coaching in Sales Networks 4.1. Selecting Sales Teams 4.2. Training High-Level Salespeople 4.3. Training Management 4.4. Personal Coaching and Emotional Intelligence 4.1.1. Recruitment Actions 4.2.1. Training Plan 4.3.1. Learning Theories 4.2.2. Salesperson Characteristics and Duties 4.3.2. Talent Detection and Retention 4.1.2. Salesperson Profiles 4.4.1. Emotional Intelligence Applied to Sales 4.1.3. Interview 4.2.3. Training and Managing High-Performing 4.3.3. Gamification and Talent Management Techniques

4.3.4. Training and Professional Obsolescence

4.7. Compensation and Non-Economic

4.7.1. Quality of Life in the Workplace Programs

4.7.2. Expansion and Enrichment of the Job

4.7.3. Flexible Schedules and Job Sharing

Benefits

2.10. Managing People in the Digital Age

2.10.1. Impact of IT on Intellectual Capital

Teams

4.6. Compensation of Sales Networks

4.6.2. Incentive and Compensation Systems

Compensation Systems

4.6.3. Distribution of Salary Concepts

2.9. Group Dynamics2.9.1. The Roles of People in Groups

4.1.4. Welcome Plan

4.5. Motivation

4.5.3. Needs Theory

4.5.2. Expectations Theory

The Nature of Motivation

4.5.4. Motivation and Financial Compensation



This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning**.

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.







## TECH Business School uses the Case Study to contextualize all content

Our program offers a revolutionary approach to developing skills and knowledge. Our goal is to strengthen skills in a changing, competitive, and highly demanding environment.





This program prepares you to face business challenges in uncertain environments and achieve business success.



Our program prepares you to face new challenges in uncertain environments and achieve success in your career.

#### A learning method that is different and innovative

This TECH program is an intensive educational program, created from scratch to present executives with challenges and business decisions at the highest level, whether at the national or international level. This methodology promotes personal and professional growth, representing a significant step towards success. The case method, a technique that lays the foundation for this content, ensures that the most current economic, social and business reality is taken into account.



You will learn, through collaborative activities and real cases, how to solve complex situations in real business environments"

The case method has been the most widely used learning system among the world's leading business schools for as long as they have existed. The case method was developed in 1912 so that law students would not only learn the law based on theoretical content. It consisted of presenting students with real-life, complex situations for them to make informed decisions and value judgments on how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

What should a professional do in a given situation? This is the question we face in the case method, an action-oriented learning method. Throughout the program, the studies will be presented with multiple real cases. They must integrate all their knowledge, research, argue and defend their ideas and decisions.



#### **Relearning Methodology**

TECH effectively combines the Case Study methodology with a 100% online learning system based on repetition, which combines different teaching elements in each lesson.

We enhance the Case Study with the best 100% online teaching method: Relearning.

Our online system will allow you to organize your time and learning pace, adapting it to your schedule. You will be able to access the contents from any device with an internet connection.

At TECH you will learn using a cutting-edge methodology designed to train the executives of the future. This method, at the forefront of international teaching, is called Relearning.

Our online business school is the only one in the world licensed to incorporate this successful method. In 2019, we managed to improve our students' overall satisfaction levels (teaching quality, quality of materials, course structure, objectives...) based on the best online university indicators.



#### Methodology | 29 **tech**

In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically. With this methodology we have trained more than 650,000 university graduates with unprecedented success in fields as diverse as biochemistry, genetics, surgery, international law, management skills, sports science, philosophy, law, engineering, journalism, history, markets, and financial instruments. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.

From the latest scientific evidence in the field of neuroscience, not only do we know how to organize information, ideas, images and memories, but we know that the place and context where we have learned something is fundamental for us to be able to remember it and store it in the hippocampus, to retain it in our long-term memory.

In this way, and in what is called neurocognitive context-dependent e-learning, the different elements in our program are connected to the context where the individual carries out their professional activity.

This program offers the best educational material, prepared with professionals in mind:



#### **Study Material**

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



#### Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



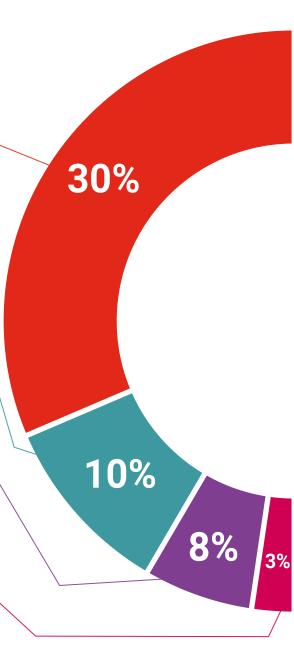
#### **Management Skills Exercises**

They will carry out activities to develop specific executive competencies in each thematic area. Practices and dynamics to acquire and develop the skills and abilities that a high-level manager needs to develop in the context of the globalization we live in.



#### **Additional Reading**

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.





Students will complete a selection of the best case studies chosen specifically for this program. Cases that are presented, analyzed, and supervised by the best senior management specialists in the world.

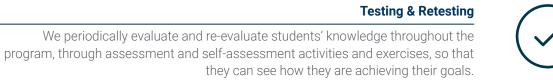


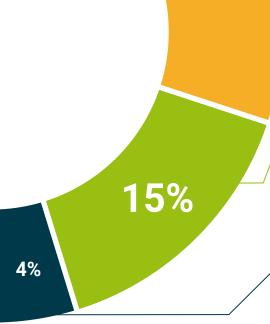
#### **Interactive Summaries**

The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.



This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".

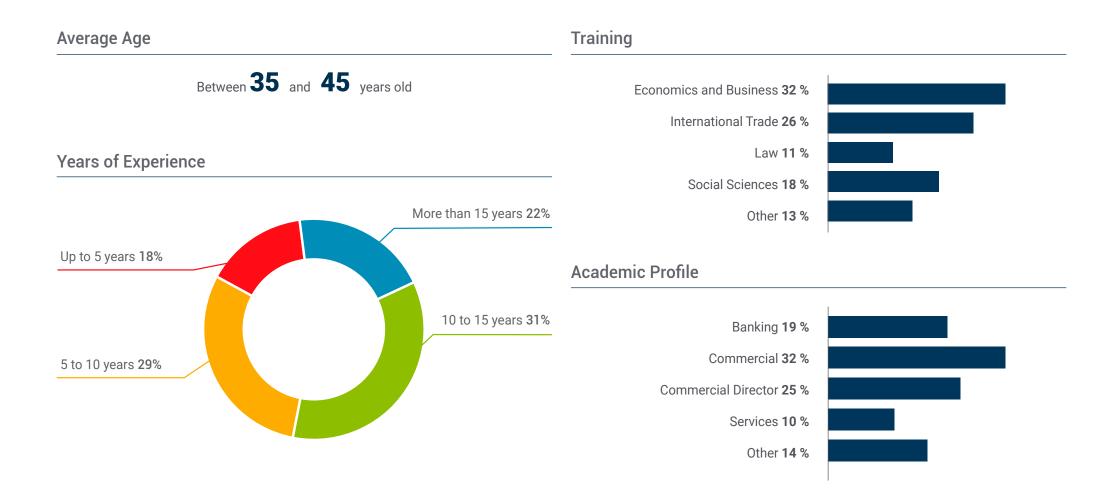




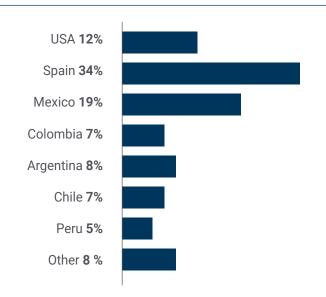
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#### **Geographical Distribution**





### **Sonia Ortiz**

**Commercial Director** 

"Being part of this educational community, through completing this Postgraduate Diploma in Training High Performance Sales Teams, has helped me grow personally and professionally. The syllabus is the most complete I could find and, thanks to this training, I am advancing every day in my profession"





#### **International Guest Director**

Dr. Aric Rindfleisch is a leading international authority in the field of Marketing and innovation. In addition, his dedication to research in key areas such as 3D printing, new product development and consumer values is noteworthy.

He has held senior roles such as President of Marketing and Executive Director at Illinois MakerLab, the world's first Business School 3D Printing Lab. Here, he has focused on providing professors and students with the knowledge and resources needed to be at the forefront of the emerging Maker Movement, teaching users how to design, manufacture and market physical objects.

His professional career has been marked by exceptional dedication and extensive experience in a variety of areas. For example, he has worked in Account Management at J. Walter Thompson Japan, an experience that has given him a deep understanding of the business world and market dynamics. He has also practiced in Hospital Administration at Connecticut Valley Hospital, where he has acquired very useful skills in management and leadership.

But his contribution extends beyond research, as he has played important roles in publishing, serving on the editorial board and as editor of renowned journals related to Marketing, consumer psychology and supply chain management. His excellence in teaching has also been recognized with several awards, including being named to The Princeton Review's list of "Top 300 Professors" in America.

Undoubtedly, Dr. Rindfleisch has left an indelible mark on the global community. In fact, he has published numerous articles in internationally renowned academic journals, addressing relevant and current topics in the field of Marketing.



# Dr. Rindfleisch, Aric

- President of Marketing and Chief Executive Officer at Illinois MakerLab, Urbana-Champaign, United States
- Assistant Advertising Account Manager at J. Walter Thompson Japan
- Hospital Administration Assistant at Connecticut Valley Hospital, Connecticut, U.S.A.
- Ph.D., University of Wisconsin-Madison, U.S.A
- M.B.A. from Cornell University
- Bachelor of Science degree from Connecticut State University
- Associate Editor:
  - Journal of Supply Chain Management
  - Journal of Product Innovation Management
- Editorial Board Member at:
  - Journal of the Academy of Marketing Science
  - Journal of Consumer Psychology
  - Journal of Public Policy and Marketing
  - Marketing Letters
  - Academy of Marketing Sciences Marketing Science Review



Thanks to TECH, you will be able to learn with the best professionals in the world"





# Are you ready to take the leap? Excellent professional development awaits you

The Postgraduate Diploma in Training High Performance Sales Teams at TECH Technological University prepares its students in a professional manner to be the best sales teams trainers possible. Its objective, therefore, is to achieve better salary and professional conditions for all its students through employment success.

This TECH program covers the latest developments in the sector so that you can acquire the specialization you need in a short period of time.

Study with us and achieve the academic and professional excellence you desire.

### When the change occurs



### Type of change

Internal Promotion 37%
Change of Company 35%
Entrepreneurship 28%

## Salary increase

This program represents a salary increase of more than **25%** for our students.

Salary before €77,000 A salary increase of

25.22%

Salary after **€96,419** 





# tech 46 | Benefits for Your Company

Developing and retaining talent in companies is the best long term investment.



## **Intellectual Capital and Talent Growth**

The executive will introduce the company to new concepts, strategies, and perspectives that can bring about significant changes in the organization.



# Retaining high potential executives to avoid talent drain

This program strengthens the link between the company and the executive and opens new avenues for professional growth within the company.



## **Building agents of change**

The manager will be able to make decisions in times of uncertainty and crisis, helping the organization overcome obstacles.



## Increased international expansion possibilities

Thanks to this program, the Organisation will come into contact with the main markets in the world economy.







# **Project Development**

The manager can work on a real project or develop new projects.



## Increased competitiveness

This program will equip students with the skills to take on new challenges and drive the organization.





## tech 50 | Certificate

This **Postgraduate Diploma in Training High Performance Sales Teams** contains the most complete and up to date program on the market.

After the student has passed the assessments, they will receive their corresponding **Postgraduate Diploma**, issued by **TECH Technological University** via tracked delivery\*.

The diploma issued by **TECH Technological University** will reflect the qualification obtained in the **Postgraduate Diploma**, and meets the requirements commonly demanded by labor exchanges, competitive examinations, and professional career evaluation committees.

Title: Postgraduate Diploma in Training High Performance Sales Teams
Official N° of hours: 450 h.



<sup>\*</sup>Apostille Convention. In the event that the student wishes to have their paper diploma issued with an apostille, TECH EDUCATION will make the necessary arrangements to obtain it, at an additional cost.



# Postgraduate Diploma Training High Performance Sales Teams

- » Modality: online
- » Duration: 6 months
- » Certificate: TECH Technological University
- » Schedule: at your own pace
- » Exams: online

