

Online Skills & Knowledge Assessments

If you are unsure about the development needs of your organization, these assessment tools can help. Our assessments compare the felt need of the learner to the tested need per topic. Assessments are delivered via the internet, which allows results to be immediately tabulated and returned. Comparisons to thousands of other learners within our database, as well as learners within your organization, are included within the assessment results. To view a sample report please visit www.makinganimpact.com. The learner's results are conveniently organized by topic. Customized assessments are available. Please contact us for details.

Training Solutions that Impact Performance

Essential Sales Skills/Inside and Outside Sales Versions/Banking Versions

This assessment measures sales and service skills and knowledge in the following areas:

- Identifying and Adjusting to Customer Behavioral Styles
- Identifying and Adjusting to Communication Styles
- Interpersonal Communication for Sales People
- Consultative Selling Skills
- Overcoming Stalls and Objections
- Prospecting and Account Development
- Developing Trust and Relationships
- Win-Win Negotiation Skills
- Gaining Commitments/Closing
- Customer Service & Satisfaction

Interpersonal Skills for Managers

This assessment measures communication skills and knowledge in the following areas:

- Oral Communication - Communication Styles
- Oral Communication – Interpersonal Communication
- Building Trust and Relationships
- Effective Presentation Skills
- Facilitating Effective Meetings
- Customer Service Skills and Measurement
- Negotiating Conflict Resolution
- Written Communication

Coaching and Supervisory Skills

This assessment measures communication, coaching and supervisory skills in the following areas:

- Setting and Maintaining Performance Expectations
- Empowerment and Delegation
- Coaching and Performance Feedback
- Managing and Motivating Employee Behavioral Styles
- Staff Development – Designing and Delivering Training
- Conducting Performance Appraisals
- Hiring Techniques
- Leadership
- Motivation and Rewards

Sales Management & Coaching

This assessment measures communication, sales management and coaching skills in the following areas:

- Coaching by Sales Style
- Sales Coaching and Performance Feedback
- Influence and Communication
- Setting Sales Goals and Territory Expectations
- Facilitating Effective Sales Meetings
- Sales Coaching & Performance Feedback
- Customer Satisfaction & Service Management
- Sales Management
- Empowerment & Delegation to Develop Strengths
- Managing Change
- Team Collaboration and Relationship Management
- Customer Satisfaction and Service Management

Traits Valuation for Managers

This tool provides an evaluation of behaviors based on peer and self review in the following areas:

- Self-Development Inclination
- Stays Current on Relevant Info
- Management Accounting Orientation
- Resource Management Orientation
- Empowerment Tendencies
- Motivation Inclination
- Proposes Ideas Persuasively
- Tends to Build Trust
- Rewards Oriented
- Affirms Diversity
- Involves Others
- Displays Confidence
- Accountable to Employees
- Continuous Improvement
- Implementation
- Follow Through Commitment
- Challenge Acceptance
- Insightfulness
- Visionary Characteristics
- Strategic Change Orientation
- Operational Change Orientation
- Multi-Focused Task Management
- Marketing Awareness
- Computer Usage Orientation

Ask us about customizable options for this tool!

Strategic Management Skills

This assessment measures skills and knowledge in the following areas:

- Decision Making and Problem Solving
- Change Management
- Time Management
- Sales Management
- Stress Management
- Management Approaches
- Marketing Skills

