

## Feedback 2016

### 1: Why did you engage me to run training?

- To assist my sales team with their professional development in the area of presentation skills.
- The reasons I have engaged Craig for 15 years across various companies is the incredible engagement he builds with his audience and his passion for helping them achieve the highest learning outcomes possible.
- Because you have the energy to deliver training in an engaging way. You are not a boring trainer, you are a fascinating speaker, and it is fun to be in the training environment with you! The first session I was in with you, not booked by me but by Steve Brennan, was in 2004. I still remember the room layout, the music, the colour, the artefacts, the stress balls, the activities, your delivery and more importantly the CONTENT – it stuck, and it is has carried me through years and years of sales call centre management.
- You were able to personalise the training for us.
- Recommended to Somfy

### 2. Why did you re-engage me to run more training?

- The session was well received and met our needs entirely. You provided many useful tips that are still being referred to and used by the team today.
- We agreed a 2-part modular training programme, that aligned with our company culture & values
- Because your training is memorable. It's the kind of stuff that you do not forget when you walk out of the training room. I also like your commitment to getting to know your clients. You spend most of your time in the initial consult asking questions. You sit back, never tell and just ask and ask and listen. Your probing style makes people think, and the outcome of that in my experience is right on point training.
- The reason I re-engage Craig is because of his depth of experience across multiple disciplines and nothing is any trouble not to mention how reliable he is.
- The original training was highly successful as it was personalised to our needs

### 3. Why do you refer me?

- Not only do I have full confidence in your ability to deliver but you are also professional in all of your dealings and I have no hesitation in referring business your way because of this confidence in your ability and your core values.
- Solid content, experienced trainer & strong / relevant examples
- All of the above

- I know anyone I refer Craig because I know he will exceed the expectations of clients.
- Feedback from staff was that they enjoyed the training and there was a high level of engagement