



KEYNOTE

Active Listening

The Meta-Skill Needed for Sales Performance



This sales-focused keynote distills down the actionable insights Heather learned building sales teams, managing large accounts, leading customer experience, and increasing revenue for mid-to-large size companies. Your team will be better equipped to improve customer satisfaction and hit their sales quotas through the power of active listening.

Improve Sales with the Art of Active Listening

This program is perfect for sales teams:

- ✓ Seeking to understand prospects and customers better and improve sales outcomes
- ✓ Working to improve the culture at work to ensure everyone feels heard, valued, and appreciated
- ✓ Supporting others at work to become more engaged, motivated, and productive



The audience will leave with:

- ✓ The one success characteristic they need to reach their goals and create win-win scenarios at work
- ✓ An inspired understanding of how to practice active listening with those who look to them for guidance
- ✓ A listening process that will unlock valuable insights and deliver desired outcomes

HALF OR FULL DAY WORKSHOPS WITH BUILT-IN COACHING ARE AVAILABLE AFTER THE KEYNOTE TO SOLIDIFY LEARNING AND ENSURE IMPLEMENTATION AFTER THE EVENT.

Heather was one of the keynote speakers at our annual sales kickoff. She focused on creating a *loyal and engaged* workforce.



Prior to the session, Heather took the time to meet with my team and I to learn about our specific challenge. She also took the time to meet with several of our first line leader to hear from them first hand to customize her keynote. Her message was on point! She did an amazing job engaging our audience and responding to all their questions. I highly recommend Heather!

Stacy Caswell-Boatright | Senior Director of Sales Enablement Center of Excellence at VMware