



# PEOPLE & PERFORMANCE CONSULTING

## Overview

### WHY P&P CONSULTING?

People & Performance Consulting helps companies improving people & performance. We close the gap that companies experience in developing both the organization and its people, towards the performance improvement.

We define us "implementation consultants", since we accompany organizations and people in moving from Vision to Action, from Plans to excellent Execution.

We focus on Commercial Excellence: Sales Effectiveness, Marketing integration and Effective Management.

The benefits that our client experience include:

- Organization aligned to Strategy
- Processes, Methods and specialised Tools developed and activated on people
- Required Competencies identified and planned for development
- Change activated and effectively managed

### OUR APPROACH

We apply a "holistic and pragmatic Consulting approach", as result of the long-run experience by our consultants, who are strong expert in organization & people development in the Commercial Excellence field. For 15+ years they have been Consultants, business Managers, Human Capital developers.

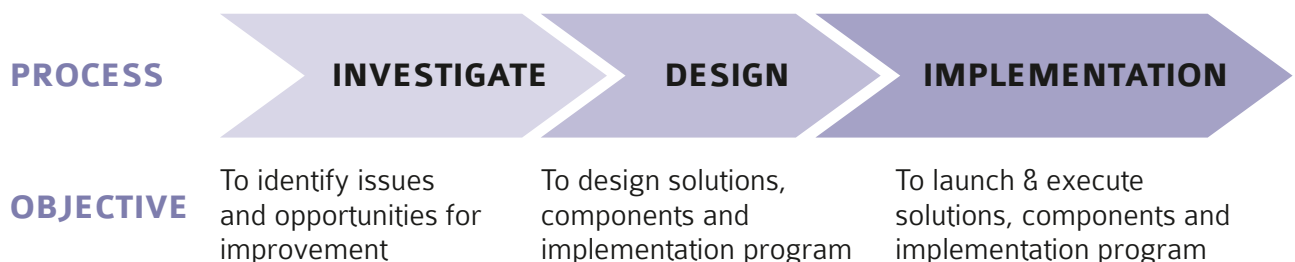
We leverages the integration with P&P Training and Coaching: in the field of People and Culture development we co-design plans on competency and behavior change.

Our distinctive approach enable to implement the Strategy into Action, along with the effective Change management

We integrate consulting activities in:

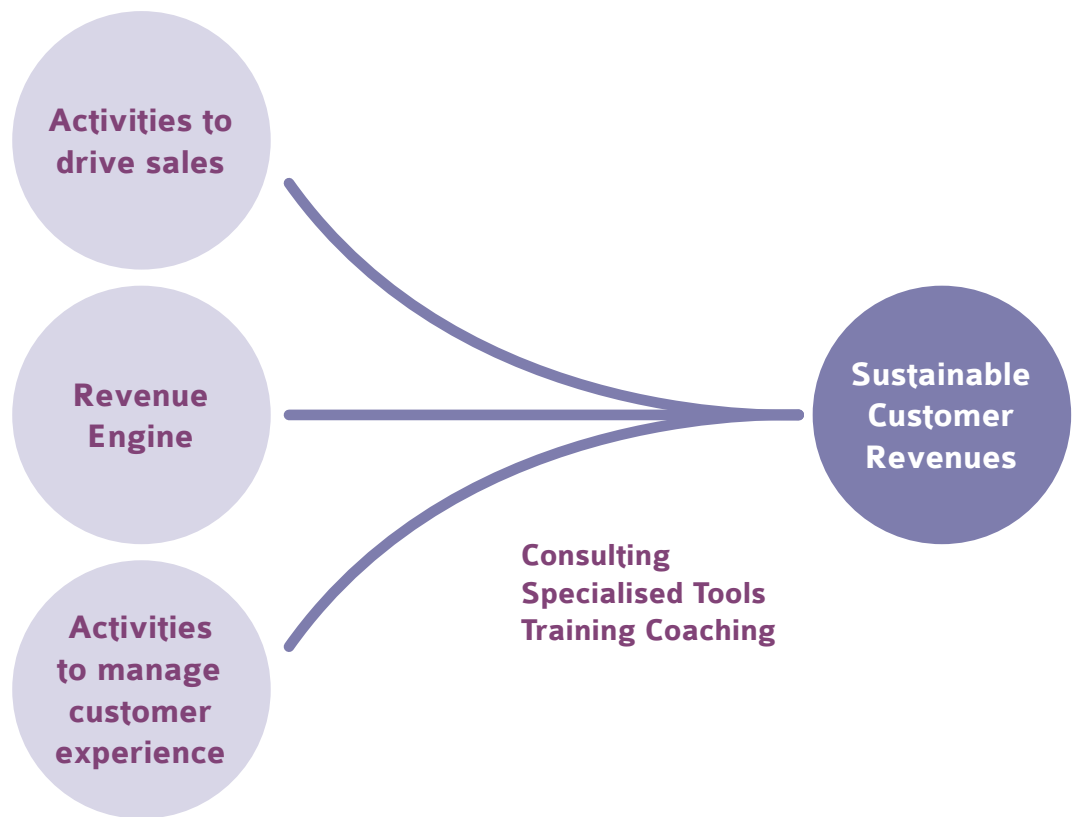
- strategy activation
- process, methods and specialised tools development
- people responsibilities and competencies alignment
- action plans implementation

### OUR PROCESS IS MADE OF THREE STEPS:



## COMMERCIAL EXCELLENCE - OFFERING

We have consolidated our expertise, methods and tools in the field of Commercial Excellence, with the objective of creating Sustainable Customer Revenues. The following are the components of the offering, which are customised in our “investigate-design-implement” approach:



### Activities to Drive Sales

- Sales Strategy – Action Plans (?)
- Sales Structure
- Sales Training
- Sales Coaching
- Change Management

### Revenue Engine

- Sales Process & SFE tools
- Customer Journey & Experience
- Marketing & Sales Integration
- Sales Force Incentive schema

### Activities to manage customer experience

- Customer Segmentation
- Account & Territory management
- Key Account Management
- Commercial Planning
- CRM strategy
- Complaints handling
- Customer satisfaction handling

