

In Prague June 5th, 2012



Dear all,

I would like to express my satisfaction with the series of Trainings, which were provided by DEVELOR, delivered by an experienced Trainer & Coach Mr. Attila Csergo.

The following topics were trained:

- **Presentation Skills – Mini Seminars**
 1. Highlights and specifics of Mini Seminar Presentations, active involvement of the communication channels (verbal/tone/body language)
 2. Handling Objections
 3. Exercises to deliver existing presentations followed by structured feedback from the participants / observers
- **Coaching – Train The Trainer**
 1. Principles and basics of coaching, main topics and The Mission of a Coach, different coaching styles to develop people. Advantages and disadvantages of these approaches.
 2. The ideal coaching process + recommendations.
 3. The most frequent mistakes, warnings and barriers in the coaching process.
 4. Providing feedback, while concentrating on positive wording with a growth potential, the OSCAR model.
 5. Leading a dialog via open ended questions, including several exercises on this technique.

The Trainer handled extremely well the basics and main issues, specific for the Health Care segment.

The immediate result was, that Attila was i) able to specify the areas for further growth of the Sales Team effectiveness in their everyday activities, and ii) train our internal the trainer, who further concentrated on extra growth areas from a long term perspective.

Best regards,

Marek Nezkusil

National Health Care Manager CR & SR

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