



Miller Heiman Group™



Strategy Ready™

SALES AND SERVICE
CONSULTING

Powered by

Miller Heiman®, Huthwaite®, AchieveGlobal®,
Impact Learning Systems® and Channel Enablers®

BE READY TO
TURN STRATEGY
INTO RESULTS.



Your Strategy Is Unique to Your Business

Your customer strategy is unique to your business, your goals and the milestones you need to reach. When this strategy is introduced and executed deliberately and definitively, it quickly becomes a positive reality and game changer for your business. That's where we come in.

We understand the importance of tailoring strategy execution to fit your specific needs, business model and culture. Diagnosing processes, roles, technology, talent, sales, learning, research and all of the things related to effective change and optimal implementation are unique to your business. Therefore, so is our solution.

Whether you need to overcome a specific challenge, revamp your entire strategy execution or simply continue to improve what's already working, we can help.



About Our Strategy Ready Team

Each member of the Miller Heiman Group consultant team has held an executive or senior role within leading organizations and understands the challenges senior executives face on a daily basis.

Our consulting process ensures readiness of your team to change behavior, and sustain those changes long term. At the core of our approach is a proven, tested, well-documented methodology that is practiced consistently globally and yields high-quality, client-centric, rapid results.



Common Challenges We Help Clients Solve:

- Sales and Service Process Design
- Talent Management and Development Issues
- Dealing with Change
- Compensation
- Sales, Service and Marketing Alignment
- Sales and Service Team Structure and Selection
- Sales and Service Team Enablement
- Metrics and Measurements
- Technology Adoption
- Value Messaging Effectiveness

A Sample of Industries We Serve:

- Financial Services
- Professional Services
- High Tech
- Telecommunications
- Manufacturing
- Medical Devices
- Banking
- Insurance
- Retail
- Healthcare
- Energy and Utilities



BE READY TO CREATE A CUSTOMER EXPERIENCE THAT BUILDS LOYALTY.

www.millerheimangroup.com

STRATEGY EXECUTION: A COMPREHENSIVE APPROACH.

We don't approach strategy execution from a separate sales and service viewpoint. In fact, our consulting team goes beyond foundational sales and service consulting and takes a comprehensive look at the entire customer experience, including diagnostics, talent, compensation and enablement. This gives us the advantage of having the widest view and deepest insight into your customer's behavior. And that's where we start, because customers dictate success and success dictates profitability.

We begin by diagnosing four key areas across the business, and then we focus on key aspects of sales and service to gain a full understanding of how we can help you create optimal business results.

Sales and Service Consulting



BE READY SOLUTIONS

The Be Ready family of solutions provides insight and expertise across all functions of your business to ensure each employee is ready to perform in every situation. Whether your need is in sales, service, learning, talent, strategy or insight, it all works together as an end-to-end approach across your business. Start small or take a larger journey with us—the choice is up to you based on the challenges your business is facing.

Strategy Ready is the cornerstone of identifying the right application to your business and understanding the right approach to achieve optimal results. We can help you be Strategy Ready so you can rest easy knowing you've enabled processes, methodology and talent that will bring success.

Sales Ready

Developing sellers with the most comprehensive skills and methodology programs on the market

Talent Ready

Identifying and keeping talent that drives performance

Strategy Ready

Utilizing consulting expertise to drive measurable performance

Service Ready

Creating customer experiences that build loyalty

Learner Ready

Leveraging multiple solutions to design your learning experience

Insight Ready

Turning data into measurable change

Sales Ready™

- Professional Selling Skills®
- SPIN® Selling Conversations
- Conceptual Selling®
- Strategic Selling®
- Large Account Management ProcessSM (LAMP®)
- CRM Ready
- Sales Leadership

Talent Ready™

- Sales Skills Assessments
- Predictive Assessments

Strategy Ready™

- Sales Effectiveness
- Organization Design and Coverage
- Talent Management
- Compensation and Incentives
- SalesSystem™ CQ
- Sales Enablement

Service Ready™

- Building Customer Loyalty
- Mastering Conversation Essentials
- Navigating Challenging Situations
- Exploring Digital Communications
- Service Ready for Technical Support
- Coaching to be Service Ready

Learner Ready™

- Instructor Led Learning
- Digital Learning
- Integrated Learning

Insight Ready™

- Comprehensive Benchmarks
- Digital Memberships
- Advisory Services

Be
READY
SOLUTIONS™



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