NKO | Training

CORPORATE LEARNING PARTNERSHIPS

Corporate training & development

A one-year strategy and implementation program built around your people.

50	3	12
Employees	Learning groups	Months



Assess. Align. Develop.

ILLUSTRATIVE PROGRAM | TAILORED TO YOUR BUSINESS

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NKO Training

A connected, five-stage journey

From individual insight to workplace development.

DISCOVER & ALIGN

01

Employee interviews

02

Employee learning groups

DELIVER & IMPROVE

03

Bespoke quarterly training

04

Quarterly progress review

After Q4

05

Year-end evaluation

REVIEW INSIGHTS SHAPE THE NEXT QUARTER

NKO Training

The right diagnosis comes before the training

Individual insight, employee pain points and business priorities inform the learning strategy.

Employee interviews

Pain points, workplace barriers and development priorities.

Skills-gap analysis

Turn employee feedback into prioritized development needs.

STRATEGIC DIAGNOSTIC

From individual needs to business priorities

- Interview-based development profiles
- Department and cohort skills gaps
- Prioritized recommendations

Employee insight. One evidence base for an organization-wide development plan.

NKO Training

Different roles. Relevant learning pathways.

Group employees by responsibility and learning needs across all departments.

01

Individual Contributors

- Communication and teamwork
- Problem-solving and ownership
- Service and professional conduct

BUILD INDIVIDUAL EFFECTIVENESS

02

Supervisors & Managers

- Delegation and coaching
- Performance and feedback
- Workload and accountability

STRENGTHEN TEAM PERFORMANCE

03

Senior Leaders & Executives

- Strategy and decision-making
- Leading change and influence
- Governance and ethical judgment

SHAPE ORGANIZATIONAL DIRECTION

COMMON FOUNDATIONS — Your market · Brand identity · Professional conduct

Groups span all departments; role-specific topics, including sales, are selected only where relevant after interviews.

NKO Training

Four quarters. One continuous learning journey.

12 live delivery days | 1 full day per group per quarter | 3 learning groups

Q1

In-person foundations

Annual course objectives
Industry and market fundamentals relevant to your business
Your brand identity

✓ **Quarter-end review**

Q2

Skill development

Build the next set of professional skills for each learning group.

✓ **Quarter-end review**

Q3

Workplace application

Strengthen implementation and address gaps that remain.

✓ **Quarter-end review**

Q4

Consolidation

Reinforce progress and revisit areas needing further support.

✓ **Quarter-end review**

Complimentary online learning

4 selected CPD-accredited courses for every employee

12-month access

Q1 sessions as outlined; Q2-Q4 modules and delivery formats follow the interview findings.

NKO Training

Your annual professional skills curriculum.*

At the Q1 kickoff, we introduce the objectives and selected subtopics to be developed throughout the year.

SELECTED COURSE AREA	LEARNING OBJECTIVE	SELECTED TOPICS & SUBTOPICS
Professional Sales Skills	Qualify leads, understand needs and communicate solution value.	Target customers; lead qualification and prioritization; discovery and needs assessment; customer pain points; value and ROI; negotiation fundamentals; managing opportunities and using sales data.
Closing Sales	Handle buyer concerns and secure informed client commitment.	Rapport and trust; strategic questioning and SPIN selling; price, timing, authority and need-based objections; emotional control; closing techniques; timing the ask; follow-up and preventing buyer's remorse.
Customer Care & Telephone Etiquette	Manage enquiries and follow-up with clear, professional communication.	Professional language and tone; active listening; clarifying needs; call openings, transfers and holds; closing calls professionally; customer documentation, after-call procedures and effective follow-up.
Excellence in Customer Service	Resolve complaints and build loyalty through consistent client service.	Customer expectations and types; empathy; customer journey and service touchpoints; structured complaint resolution; difficult customers; service recovery; customer feedback and measuring service quality.
Management Training	Coach accountable teams and improve day-to-day business performance.	Goal setting and performance expectations; delegation and accountability; constructive feedback; coaching conversations; workload management; workflow improvement and performance KPIs.
Executive Leadership Development	Improve strategic judgment and lead teams through change.	Strategic decision-making; risk and uncertainty; motivation and engagement; stakeholder communication; difficult conversations; resistance to change; balancing people, performance and strategy.
International Compliance, Governance & Ethics	Apply ethical judgment and identify conduct risks in everyday roles.	Code of conduct and core values; ethical decision-making; conflicts of interest and information; third-party due diligence; gifts, entertainment and hospitality; speaking up and whistleblowing.

Q1 Introduce & align | **Q2** Develop skills | **Q3** Apply in the workplace | **Q4** Consolidate & improve

Selected topics, not seven full courses. Tailored by group within the existing 12-day plan; sequencing is refined after interviews.
* Objectives and the learning journey are subject to change based on quarterly performance and client feedback. Priority topics, such as Closing Sales, may be brought forward to an earlier quarter.

NKO Training

Your four-quarter learning journey.*

Selected NKO course topics, introduced at kickoff and developed progressively for each employee group.

Q1 — Foundations & alignment

Annual course objectives
Learning outcomes and the year's development priorities.

Industry and market fundamentals
Market context and customer needs relevant to your business.

Your brand identity
Vision, positioning and client-facing behaviors.

Q2 — Sales, service & management

Professional Sales Skills
Lead qualification; needs analysis; value and ROI.

Customer Care & Telephone Etiquette
Active listening; call handling; documentation and follow-up.

Management Training
Goal setting; delegation; constructive feedback.

Q3 — Conversion, recovery & coaching

Closing Sales
Objections; buying signals; securing client commitment.

Excellence in Customer Service
Empathy; complaint resolution; service recovery.

Management Training
Coaching; accountability; workflow improvement.

Q4 — Performance & leadership

Professional Sales Skills
Managing opportunities; sales data; customer advocacy.

Excellence in Customer Service
Customer feedback; loyalty; service quality.

Executive Leadership Development
Strategic decisions; stakeholder communication; leading change.

ACROSS Q1-Q4: INTERNATIONAL COMPLIANCE, GOVERNANCE & ETHICS

Ethical decisions | Conflicts of interest | Third-party due diligence | Gifts & hospitality | Speaking up

Proposed sequence of selected topics, not full courses. One day per group per quarter; emphasis follows interviews and quarterly reviews.
* Objectives and the learning journey are subject to change based on quarterly performance and client feedback. Priority topics, such as Closing Sales, may be brought forward to an earlier quarter.

NKO Training

Start the year with shared foundations.

Annual course objectives, industry and market fundamentals, and your brand identity.

01 / Annual objectives

Introduction to the year's course objectives and learning outcomes.

02 / Industry & market fundamentals

Market context and customer needs relevant to your industry and business.



03 / Your brand identity

Vision, positioning and key messages; consistent client-facing behaviors.

OUTPUT Aligned annual objectives, market understanding and consistent brand delivery

Training only matters when it is applied.

A feedback loop led by NKO Training, informed by your HR and L&D team.



Evidence to review

- Participation and completion
- Module assessment results
- Workplace application examples
- HR, L&D and manager feedback

Quarterly progress report

Progress / Remaining gaps / Next-quarter actions

An evidence-led decision on the year ahead.

A joint review of all four quarters against the original development needs.

Consolidate the evidence

Q1 Q2 Q3 Q4

Original development needs
Quarterly reports and feedback
Workplace implementation progress

Annual review

✓ Agreed needs addressed

Conclude the program and sustain skills internally.

→ Further development needed

Agree targeted support or another annual program.

OUTPUT Annual evaluation and an agreed recommendation

A shared commitment to implementation.

Clear ownership keeps the program connected to everyday work.

NKO Training

- Interview employees on development needs
- Deliver brand alignment within Q1 sessions
- Design and deliver quarterly learning
- Lead quarterly and annual reviews

Your organization

- Confirm employees and business priorities
- Provide brand guidance and role context
- Coordinate attendance and workplace support
- Provide HR, L&D and manager feedback

TO BEGIN

01 **Confirm employee scope** → 02 **Agree interview approach** → 03 **Set the delivery calendar**