

SALES PLANNING
SELL EFFICIENTLY

25 5:00 Mins

SELLING VALUE

25 4:00 Mins

RETAIL LOANS

25 10:00 Mins

HEALTH INSURANCE

25 10:00 Mins

DEVELOPING A SERVICE MINDSET

25 10:00 Mins

ENHANCING SERVICE SKILLS

25 10:00 Mins

YOU AS A MANAGER

25 10:00 Mins

YOUR TEAM

25 10:00 Mins

PREPARING TO PITCH

25 5:00 Mins

ANSWERING OBJECTIONS

25 4:00 Mins

CREDIT CARDS

25 10:00 Mins

LIFE INSURANCE

25 10:00 Mins

COMPLAINT HANDLING

25 10:00 Mins

SALES FOR SERVICE EXECUTIVES

25 10:00 Mins

COACHING YOUR TEAM

25 10:00 Mins

MANAGING & INFLUENCING STAKEHOLDERS

25 10:00 Mins

UNDERSTANDING CUSTOMERS

25 4:00 Mins

NEGOTIATING & CLOSING DEALS

25 4:00 Mins

MUTUAL FUNDS

25 10:00 Mins

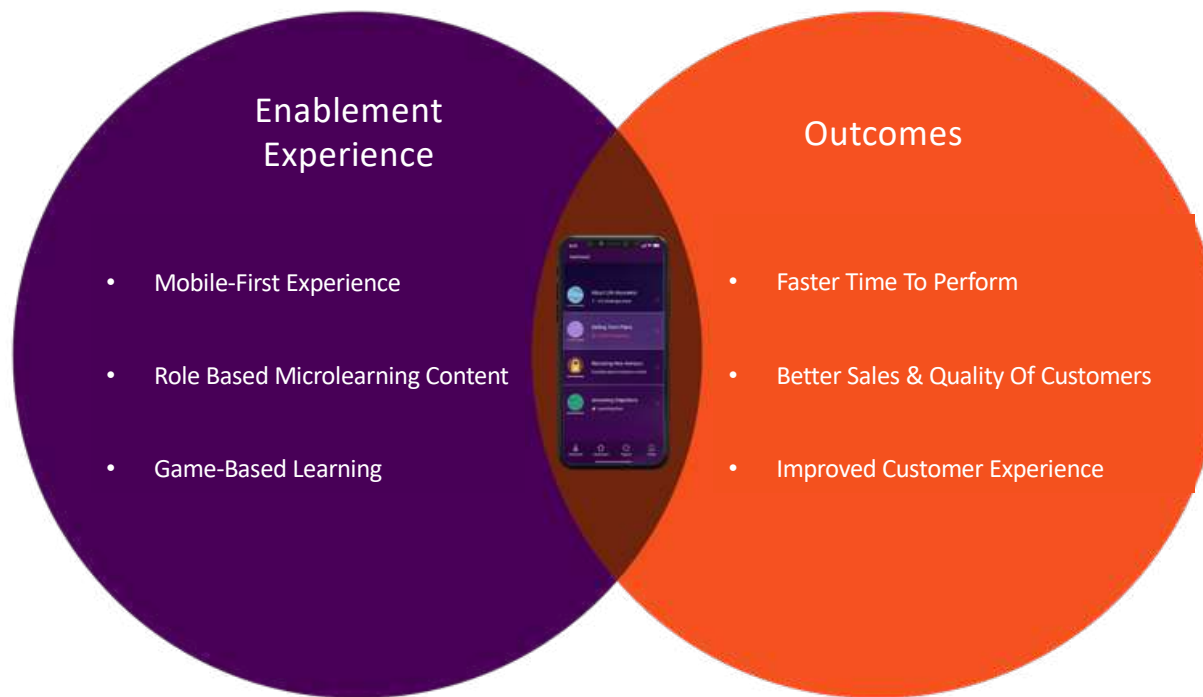
GASTROINTESTINAL THERAPIES

25 10:00 Mins

Master-O
Improve skills, effortlessly

2020 Microskills® Library

Master-O: Translating Superior Enablement To Business Results



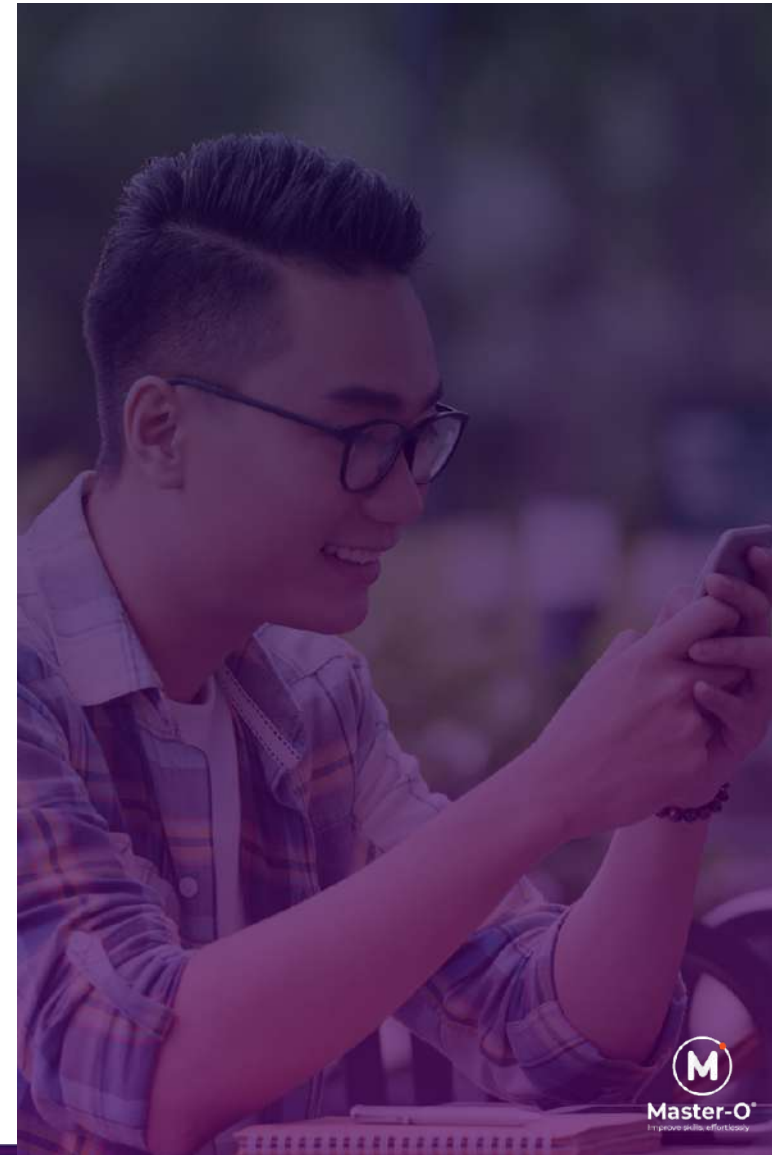
Delivering a superior sales & customer service enablement experience for your workforce

Introduction To Microskills®

Using a microlearning enablement experience maximizes learning during downtime, which are usually 2 to 5 minutes in duration and occur 10 to 15 times in a day.

By leveraging hyper-casual gaming with microlearning content, these 2 to 5-minute learning experiences create repetitive habits, leading to better retention & application of learning with many data points.

Master-O delivers this experience by combining learning content with game design in the form of **Microskills®**, to deliver learning habits & effectiveness data. Think of Microskills® as the smallest representation or element of a skill that can be learnt independently, but also has enough depth in order to establish different levels of mastery.





70 Off-The-Shelf Microskills®

Leverage Master-O's extensive content library across four main categories. Microskills are available off-the-shelf, but can also be contextualized for a given industry, company or even job role.

Microskill®	Cluster	Level
Sales planning & prioritizing	Sales	Individual contributor
Ask the right question	Sales	Individual contributor
Answering objections	Sales	Individual contributor
Set the stage for your retail sale	Sales	Individual contributor
Overcome objections & negotiate	Sales	Individual contributor
Sales probing	Sales	Individual contributor
Set the right objective	Sales	Individual contributor
Catch your customer's attention	Sales	Individual contributor
Value based selling	Sales	Individual contributor
Commit & keep developing your relationship	Sales	Individual contributor
Retail Sales: ask, listen & analyze	Sales	Individual contributor
Retail Sales: operate, demonstrate & sell	Sales	Individual contributor
Retail Sales: up, cross & plus sales	Sales	Individual contributor
Retail Sales: understanding buyer signals	Sales	Individual contributor
Retail Sales: servicing the customer at a high quality level	Sales	Individual contributor

Leadership

Microskill®	Cluster	Level
Team management	Leadership	First time manager
Understanding biases	Leadership	All leaders
Coaching	Leadership	First time manager
Goal setting	Leadership	First time manager
Transitioning into a first time manager role	Leadership	First time manager
Establishing trust	Leadership	First time manager
Understanding my role	Leadership	First time manager
Why inclusion matters	Leadership	All leaders
Performance management conversation	Leadership	First time manager
Feedback	Leadership	First time manager
Managerial effectiveness	Leadership	First time manager
Delegation	Leadership	First time manager
Problem solving	Leadership	First time manager
Understanding emotions	Leadership	First time manager
Motivation	Leadership	First time manager

Leadership

Microskill®	Cluster	Level
Collaboration	Leadership	First time manager
Handling disappointment	Leadership	First time manager
Handling anger	Leadership	First time manager
Handling low self worth	Leadership	First time manager
Handling stress	Leadership	First time manager
Handling worry/ anxiety	Leadership	First time manager
Motivating self	Leadership	First time manager
Understanding others	Leadership	First time manager
Leading change	Leadership	First time manager
Time management	Leadership	First time manager
Communication skill for first time managers	Leadership	First time manager

Virtual Collaboration

Microskill®	Cluster	Level
Selling over the phone	Virtual collaboration	All
Delighting customers using a virtual experience	Virtual collaboration	All
Conducting virtual sales presentations	Virtual collaboration	All
Virtual review for sales managers	Virtual collaboration	All
Prospecting using social media	Virtual collaboration	All
Virtually motivating front line sales	Virtual collaboration	All
Managing a virtual team	Virtual collaboration	All
Motivating team during tough time	Virtual collaboration	All
Keeping the team focused	Virtual collaboration	All
Conducting virtual reviews	Virtual collaboration	All
Crisis management	Virtual collaboration	All
Virtual working tips	Virtual collaboration	All
Managing your time	Virtual collaboration	All
Keeping yourself motivated	Virtual collaboration	All
Virtual collaboration	Virtual collaboration	All
Managing people at home	Virtual collaboration	All
Creating a positive work environment at home	Virtual collaboration	All

Customer Service

Microskill®	Cluster	Level
Customer service	Customer service	Individual contributor
Complaint is a gift	Customer service	Individual contributor
Presenting the best you	Customer service	Individual contributor
Developing a service mindset	Customer service	Individual contributor
Service skills	Customer service	Individual contributor
Assertive service	Customer service	Individual contributor
Know your customer	Customer service	Individual contributor
Using the right phrases for your customer	Customer service	Individual contributor
Essentials of communication skills	Customer service	Individual contributor
Using Microsoft Teams	General Information	All
Spreading awareness on Corona Virus	General Information	All
Food safety & contamination	General Information	All

A nighttime photograph of a city skyline with several illuminated skyscrapers. In the foreground, a multi-lane highway is visible with long-exposure light trails from cars, creating streaks of white and orange. The overall scene is dark, with the city lights providing the primary illumination.

THANK YOU
FOR YOUR TIME

© 2020 InspireOne

Making Learning Effortless