Signature Cue-Tips™

POWERED BY COUNT 5®

Making Training Stick

Did you know that you will forget over 80% of everything you learned in a training class within 30 days? Regardless of how powerful and motivating a training class has been, and despite your best intentions to change your behavior, **without reinforcement**, training begins to fade away the very next day!

Introducing Signature Cue-Tips™ – training reinforcement at your fingertips!

Each week after training, you will receive a notification on your PC or tablet (or smartphone) that your Cue-Tip has arrived. You won't get an email – you already get too many of those – we notify you of your Cue-Tip with a unique delivery system that won't get lost in all of the noise of your email inbox.

Your Cue-Tips consist of small, bite size training reinforcement components. Sometimes these arrive in the form of a question, some times in the form of a training tip. Each tip is designed to reinforce the learning that took place during the training session, and to ensure the training sticks! The tips only take a few minutes to consume – and they are improving job performance every time.

Why Signature Cue-Tips?

- TIME IS MONEY: Cue-Tips let you read brief reinforcement items in your spare time without pulling you away from your job, making you more effective without impacting your productive time.

- PRACTICE MAKES PERFECT: Top performing athletes always make time to practice. Signature Cue-Tips provide you with the reinforcement required to help make important

information "top of mind" so you remember to use it when in front of customers.

- ONLINE TRACKING MEASURES RESULTS: The online reporting allows you to see who is participating and how well they understand the content they have learned.

How do Signature Cue-Tips reinforce training?

- PARTICIPATE: Our expectation is that you will consume these Cue-Tips as they are being delivered to your desktop or tablet. The application will push a reminder to you when you have content to review and a typical tip won't take more than 5-10 minutes out of your day.

- LEARN: Often we will use quiz-like questions as part of the reinforcement process. If you get a question wrong, pay attention to the feedback provided so you learn. We will typically reschedule delivery of questions you missed, giving you a 2nd or 3rd chance to get the question right on a later date, so definitely pay attention to the feedback.

- You should worry less about getting questions wrong and you should worry more about learning. Signature Cue-Tips are all about helping you remember all of the important things to improve your success on the job. Keep in mind if you do get a question wrong, we will redeliver it to you on a later date - so if you are just "going through the motions" you will create more work for yourself – make sure you read the feedback.

Signature ®
WORLDWIDE
business and training solutions

Sample Signature Cue-Tip

Signature WORLDWIDE
business and training solutions

q.

1 of 1 [id: 66]

Which of the following are benefits of telephone prospecting? (Choose all that apply)

- ☐ Builds Rapport
- ☐ Time for Careful Preparation
- ☐ Efficient
- ☐ Fast & Convenient
- ☐ Cost & Time Effective

➡ Answer

After they respond...

Which of the following are benefits of telephone prospecting? (Choose all that apply)

- ✔ ☑ Builds Rapport
- ☑ Time for Careful Preparation
- ✔ ☐ Efficient
- ☐ Fast & Convenient
- ☐ Cost & Time Effective

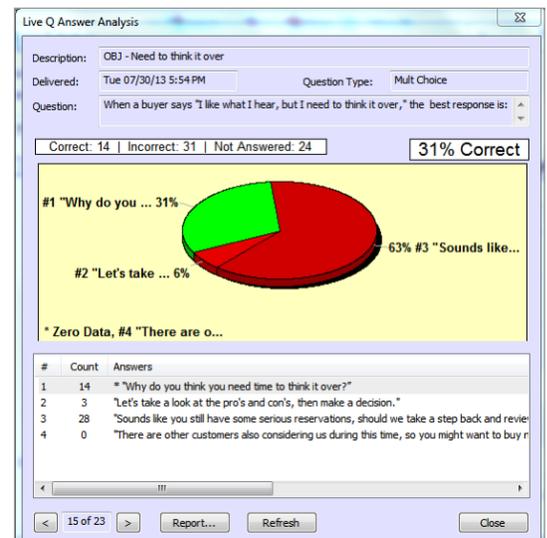**Partially correct: the check marks above indicate the correct answers.**

Telephone prospecting is efficient because you are able to hear the customer's tone and get a temperature check on how well the call is going. It also allows you to build rapport and confidence with the prospect because they are directly speaking with you rather than reading an email.

➡ NEXT

Sample Reporting

Signature Cue-Tips tracks participation as well as correct responses. You can sort the questions by category to see where you might have a problem area for follow up training or coaching. You will also get company-wide reports by category that showcase how many respondents answered correctly on the first try or second.

⊟ Summary

#	ID	Subject	Total Viewed	Total Correct	Total Incorrect	% Correct 1st Chance	% Correct 2nd+ Chance
⊞ 1	27	APP - Gatekeeper attitude	57	-	-	-	-
⊞ 2	22	Commitment - Quid pro qup closing technique	57	35	22	61 %	61 %
⊞ 3	38	APP - Call objective	57	-	-	-	-
⊞ 4	28	Presenting - Benefit statement	57	51	6	89 %	89 %
⊞ 5	23	COM - Quid Pro Quo	57	-	-	-	-
⊞ 6	37	Approaching - Call objective	57	8	49	14 %	14 %
⊞ 7	36	REC - Buying Motives	57	-	-	-	-
⊞ 8	18	Approaching - First thing you should say	57	56	1	98 %	98 %
⊞ 9	21	PRE - Remote Customer	54	-	-	-	-
⊞ 10	33	Receiving - Active listening	54	32	22	59 %	59 %
⊞ 11	19	APP - First Thing	54	-	-	-	-
⊞ 12	31	Commitment - Verification questions	54	23	31	43 %	43 %
⊞ 13	30	Receiving - Questions	46	17	29	37 %	37 %
⊞ 14	32	COM - Verification questions	46	-	-	-	-

Live Q Answer Analysis

Description:	OBJ - Need to think it over
Delivered:	Tue 07/30/13 5:54 PM Question Type: Mult Choice
Question:	When a buyer says "I like what I hear, but I need to think it over," the best response is:

Correct: 14 | Incorrect: 31 | Not Answered: 24

31% Correct

#1 "Why do you ... 31%

63% #3 "Sounds like...

#2 "Let's take ... 6%

* Zero Data, #4 "There are o...

#	Count	Answers
1	14	* "Why do you think you need time to think it over?"
2	3	"Let's take a look at the pro's and con's, then make a decision."
3	28	"Sounds like you still have some serious reservations, should we take a step back and revie
4	0	"There are other customers also considering us during this time, so you might want to buy r

< 15 of 23 > Report... Refresh Close

Hurdle Report

The hurdle report shows all users. Their 1st chance score, 2nd+ chance score, Participation Rate, when they last accessed the system. The Items column includes tips and review questions. For the individual line items, the green is correct (always green for tips) and the red is incorrect.

Subject of Q:	CCS Review
Delivered:	7/30/2013 5:54 PM
Due:	

Passing Score: 80

Sent: 57 Received: 57 Finished: 0 Passed: 0 Failed: 0

	1st Chance Score	2nd+ Chance Score	Improve-ment	Participation Rate	Last Accessed	Items 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21
<All Users>	78	78	0 %	95 %		61% 89% 14% 98% 58% 41% 30% 30% 82% 69% 0%
	80	-	-	100 %	8/30/2013	
	65	-	-	100 %	8/30/2013	
	80	-	-	100 %	8/30/2013	
	95	-	-	100 %	8/30/2013	
	80	-	-	100 %	8/30/2013	