

Introduction to FPG (Frontline Performance Group)

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Our reach is deep and our sphere of influence is vast. Select this category to learn more about our brand, our clients and our VT platform.

COURSE TITLE:	FPG Overview
Course Description:	Since 1993, Frontline Performance Group has helped thousands of companies deliver on their greatest competitive edge – their people. In this course we will share insights on how we've helped our clients to create their very own best in class service based sales cultures.
Course Preview Video File:	None - 'Course Description' text only
Course Documents	

Chapter #	CHAPTER	Video File Name	Questions File Name
	1 About FPG - What We Do	About FPG-Large 2000K 540P	N/A
	2 How We Do It	How we do it-Large 2000K 540P	N/A
	3 Who We Help	Who we have worked with-Large 2000K 540P	N/A
	4 How to Use the System	How to Use The System -Large 2000K 540P	N/A

FPG Fundamentals

FPG Fundamentals

The path to a powerful frontline begins with FPG. This course highlights the constants, core tenets of our proven system of service based sales.

COURSE TITLE:	Core Tenets
Course Description:	For over 20 years, FPG has worked with clients across the globe and impacted the lives of countless sales and service professionals. In this course, we highlight our core tenets, 'the absolutes' of our organization's philosophies and principles and demonstrate how they have application and relevance with every client initiative.
Course Preview Video File:	Core tenants Intro-Large 2000K 540P
Course Documents	

Chapter #	CHAPTER	Video File Name	Questions File Name
	1 Guiding Principles	1. Guiding Principles-Large 2000K 540P	N/A
	2 The Absolutes - The Core	2. The Absolutes- Core-Large 2000K 540P	N/A
	3 The Absolutes - The Wheel	3. The Absolutes- Wheel-Large 2000K 540P	N/A
	4 Consumer Focused Pricing	4. Consumer Focused Pricing-Large 2000K 540P	N/A
	5 Objections	5. Objections-Large 2000K 540P	N/A
	6 Importance of the Sales Associate Role	6. Importance of the Sales Associate Role -Large 2000K 540P	N/A
	7 Defining Service Based Sales	7. Defining Service Based Sales-Large 2000K 540P	N/A

Maximizing Your Impact

Maximizing Your Impact

The concept of 'Maximizing Your Impact', being best positioned for success, is the foundation of service based sales. Select this category and we will guide you through FPG's philosophies, principles and industry specific practices that will align you, your company and your customers to 'maximize' on every opportunity.

COURSE TITLE:	Service Based Sales for Car Rental
Course Description:	Through this coursework, specifically designed for the car rental industry, you will gain knowledge of key sales concepts and critical dialogues that will open opportunities for you, your operation, and your customers.
Course Preview Video File:	The Foundation -Large 2000K 540P
Course Documents	

Chapter #	CHAPTER	File Name	Questions File
	1 Objectives and Benefits	1. Objectives & Benefits-H.264 5000k 720P.mov	MYI_SBS_1. Objective and Benefits.docx
	2 What's In It For Me? And How Counter Sales Help	2. What's In It for Me? And How Sales Helps the Business-H.264 5000k 720P.mov	MYI_SBS_2. Whats in It For Me.docx
	3 What's In It for the Customer?	3. What's In It for the Customer?-H.264 5000k 720P.mov	MYI_SBS_3. Whats in It For The Customer.docx
	4 Guiding Principles	4. Guiding Principles-H.264 5000k 720P.mov	MYI_SBS_4. Guiding Principles.docx
	5 The Wheel Overview	5. The Process - Wheel Overview-H.264 5000k 720P.mov	MYI_SBS_5. The Wheel Overview.docx
	6 The Core - Positive Attitude	6. The Core - Positive Attitude-H.264 5000k 720P.mov	MYI_SBS_6. The Core - Positive Attitude.docx
	7 The Core - Product Knowledge	7. The Core - Product Knowledge-H.264 5000k 720P.mov	MYI_SBS_7. The Core - Product Knowledge.docx
	8 The Core - Presentation Style (1-4)	8. The Core - Presentation Style (1-4)-H.264 5000k 720P.mov	MYI_SBS_8. The Core - Presentation Style (1-4).docx
	9 The Core - Presentation Style (5-8)	9. The Core - Presentation Style (5-8)-H.264 5000k 720P.mov	MYI_SBS_9. The Core - Presentation Style (5-8).docx
	10 The Core - Presentation Style (9-10)	10. The Core - Presentation Style (9-10)-H.264 5000k 720P.m	MYI_SBS_10. The Core - Presentation Style (9-10).docx
	11 Step 1: Greet and Build Rapport (Why/What)	11. Step 1: Greet and Build Rapport (Why/What)-H.264 5000k 720P.mov	MYI_SBS_11. Step 1-Greet and Build Rapport (Why What).docx
	12 Step 1: Greet and Build Rapport (How)	12. *Step 1: Greet and Build Rapport (How)-H.264 5000k 720P.mov	MYI_SBS_12. Step1-Greet and Build Rapport (How).docx
	13 Step 1: Greet and Build Rapport (How)-Advanced	13. Step 1: Greet and Build Rapport (How)- Advanced Techni	MYI_SBS_13. Step 1-Greet and Build Rapport (How Advanced Techniques).docx
	14 Step 2: Qualify (Why/What)	14. *Step 2: Qualify (Why What)-H.264 5000k 720P.mov	MYI_SBS_14. Step 2-Qualify (Why and What).docx
	15 Step 2: Qualify (How)	15. *Step 2: Qualify (How)-Large 2000K 540P	N/A
	15.1 Step 2: Qualify (How)	15.1 *Step 2: Qualify (How) H.264 5000k 720P.mov	N/A
	15.2 Step 2: Qualify (How)	15.2 *Step 2: Qualify (How) H.264 5000k 720P.mov	N/A
	15.3 Step 2: Qualify (How)	15.3 *Step 2: Qualify (How) H.264 5000k 720P.mov	N/A
	15.4 Step 2: Qualify (How)	15.4 *Step 2: Qualify (How) H.264 5000k 720P.mov	N/A
	15.5 Step 2: Qualify (How) correct	15.5 *Step 2: Qualify (How) correct H.264 5000k 720P.mov	N/A
	15.6 Step 2: Qualify (How) try again	15.6 *Step 2: Qualify (How) try again H.264 5000k 720P.mov	N/A
	15.7 Step 2: Qualify (How-Bonus Tip)	15.7 *Step 2: Qualify (How-Bonus Tip) H.264 5000k 720P.mo	MYI_SBS_15. Step 2-Qualify (How).docx
	16 Step 3: Present the Vehicle (Why/What - Guidelin	16. *Step 3: Present the Vehicle (Why What)-H.264 5000k 720P.mov	MYI_SBS_16. Step 3-Present the Vehicle (Why and What).docx
	17 Step 3: Present the Vehicle (What - Philosophy fo	17. Step 3 - Present the Vehicle (What-Philosophy for Maxi	N/A
	17.1 Step 3: Present the Vehicle (What - Philosophy fo	17.1 Step 3 - Present the Vehicle (What-Philosophy for Maxi	N/A
	17.2 Step 3: Present the Vehicle (What - Philosophy fo	17.2 Step 3 - Present the Vehicle (What-Philosophy for Maxi	N/A
	17.3 Step 3: Present the Vehicle (What - Philosophy fo	17.3 Step 3 - Present the Vehicle (What-Philosophy for Maxi	N/A
	17.4 Step 3: Present the Vehicle (What - Philosophy fo	17.4 Step 3 - Present the Vehicle (What-Philosophy for Maxi	N/A
	17.5 Step 3: Present the Vehicle (What - Philosophy fo	17.5 Step 3 - Present the Vehicle (What-Philosophy for Maxi	N/A
	17.6 Step 3: Present the Vehicle (What - Philosophy fo	17.6 Step 3 - Present the Vehicle (What-Philosophy for Maxi	MYI_SBS_17. Step 3-Present the Vehicle (What - Philosophy).docx

18 Step 3: Present the Vehicle (How - 3 Mechanics) 18. Step 3: Present the Vehicle (How - 3 Mechanics)-H.264 5I MYI_SBS_18. Step 3-Present the Vehicle (How – 3 Mechanics).docx
 19 Step 3: Present the Vehicle (Guest Focused Pricing) 19. Step 3: QUESTION Present the Vehicle (Guest Focused Pricing) MYI_SBS_19. Step 3-Present the Vehicle (Customer Focused Pricing).docx
 19.1 Step 3: Present the Vehicle (Guest Focused Pricing) 19.1 Step 3: ANSWER NO Present the Vehicle (Guest Focused Pricing) N/A
 19.2 Step 3: Present the Vehicle (Guest Focused Pricing) 19.2 Step 3: ANSWER YES Present the Vehicle (Guest Focused Pricing) N/A
 20 Step 3: Present the Vehicle (Advanced Strategies) 20. Step 3: Present the Vehicle (Advanced Strategies)-H.264 5I MYI_SBS_20. Step 3-Present the Vehicle (Advanced Strategies).docx
 21 Step 4: Present Protection (Why/What) 21. Step 4: Present Protection (Why What)-H.264 5000k 720 MYI_SBS_21. Step 4-Present Protection (Why What).docx
 22 Step 4: Present Protection (How) 22. Step 4: Present Protection (How)-H.264 5000k 720P.mov MYI_SBS_22. Step 4-Present Protection (How).docx
 23 Step 5: Present Other Services (Why/What) 23. Step 5: Present Other Services (Why What)-H.264 5000k MYI_SBS_23. Step 5-Present Other Services (Why What).docx
 24 Step 5: Present Other Services (How) 24. Step 5: Present Other Services (How)-H.264 5000k 720P.H MYI_SBS_24. Step 5-Present Other Services (How).docx
 25 Step 6: Close Positively (Why/What) 25. Step 6: Close Positively (Why/What)-H.264 5000k 720P.H MYI_SBS_25. Step 6-Close Positively (Why What).docx
 26 Step 6: Close Positively (How) 26. Step 6: Close Positively (How)-H.264 5000k 720P.mov MYI_SBS_26. Step 6-Close Positively (How).docx

Tips and Trends

Tips and Trends

With courses unique to both frontline associates and managers, 'Tips and Trends' provides insightful methodologies, and messages centered on Service and Sales Process Techniques as well as Frontline Management Processes.

COURSE TITLE: **Technique of the Week - Sales Associates and Managers**

Course Description: These weekly sound bites are an excellent way to develop skills and support FPG's Service and Sales Process – the foundation for peak performance on the frontline!

Course Preview Video File: **None - 'Course Description' text only**

Course Documents

Chapter #	CHAPTER	File Name	Questions File
1	Half of Your Offering	#001. Half of Your Offering -H.264 5000k 720P	N/A
2	Be Persistent	#002. Be persistent-H.264 5000k 720P	N/A
3	The Pressure Cooker	#003. The Pressure Cooker -H.264 5000k 720P	N/A
4	When an Angry Customer ...	#004. When an angry customer-H.264 5000k 720P	N/A
5	Features Vs. Benefits	#005. Features vs. Benefits -H.264 5000k 720P	N/A
6	Regular Retail	#006. Regular Retail-H.264 5000k 720P	N/A
7	Change Your Body - Change Your Mind	#007. Change your body, change your mind -H.264 5000k 720P	N/A
8	Appeal + Scarcity = Consumer Demand	#008. Appeal + Scarcity = Consumer Demand -H.264 5000k 720P	N/A
9	Did You Know?	#009. Did you know-H.264 5000k 720P	N/A
10	Some May Argue	#010. Some may argue-H.264 5000k 720P	N/A