



## Reinforce your Whole Brain Thinking Approach

*“Apply thinking habits and insights to build high-performing individual and team behaviors”*

<b>Series Overview and the Science of Motivation</b>	Individual Development	Discover the benefits of our Brainbites series and examine how to motivate yourself and others through the Whole Brain Thinking Model.
<b>Time Management and Goal Setting</b>	Individual Development	Shape your time management philosophy according to your dominant thinking preferences.
<b>Effective Sales Communication</b>	Individual Development	Learn how to apply the Whole Brain Model to communicate effectively using your own and others' natural thinking preferences.
<b>Effective Sales Meetings</b>	Individual Development	Create more effective meetings and presentations by incorporating the Whole Brain Model and the POINT model.
<b>Characteristics of a High Performing Team</b>	Team Development	Examine the differences between work groups and high performing teams. Discover the five success factors to tap into each team member's potential and create a high-performing team.
<b>Selling and Buying Behaviors (Mindsets/Bias/Conflicts and Assumptions)</b>	Team Development	Understand and change your biases and assumptions by examining them from the Whole Brain Model perspective.
<b>Situational Storytelling Approaches</b>	Team Development	What type of stories do you prefer? Learn a four quadrant, targeted approach to storytelling that is agile and will work in every selling situation.
<b>Customer Service</b>	Organizational Development	What are your biggest gripes when making a call? Learn to define customer personas, discover the key ingredient for a successful customer experience and explore a technique to handle conflict in a customer service situation.
<b>Negotiating in Sales</b>	Individual Development	Discover how assumed constraints and beliefs impact your ability to negotiate a selling opportunity. Changing your approach and thinking habits will lead to higher productivity and improved closing ratios.
<b>Thinking Styles of a Sales Professional</b>	Individual Development	Are you a sales professional? How do you know? Discover how the four thinking styles drive our selling habits and create a development play to up your game.
<b>Work Life Balance</b>	Individual Development	Transform your thinking and retrain your brain using four work life balance techniques.
<b>Ethics</b>	Individual Development	What does doing the right thing mean? Ethics is displayed in everything you do and everything you do counts. Learn to master the 3 "R": respect, results and responsibility, leveraging how accountability drives ethical results.
<b>Giving and Receiving Feedback</b>	Team Development	Use the four quadrants of the Whole Brain Model to improve the feedback you give and receive.
<b>Rapid Decision Making in Sales</b>	Individual Development	Have you ever had that feeling? You made a decision to buy something and a few hours later asked yourself, why? I wonder if our Agents have, too. Learn to leverage a rapid decision-making process, influencing and supporting your agents' decision of Humana as the vendor of choice.
<b>Understanding the Buyers' Behavior</b>	Individual Development	Explore and diagnose key elements in the sales process. The selling approach is influenced by understanding buyer behaviors. Selling the Whole Brain way allows us to tailor our position and service to win the business.