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“Although I was initially sceptical about the value of spending time with you, I soon realised that your analytical approach & keen observations would benefit my effectiveness, & that of my team. You have reoriented our attitudes towards a more focused proactive, results orientated style. I said at our recent sales conference that you alerted me to many good-practice techniques I had forgotten &, in addition, I think we have all learnt from your coaching techniques. I must also thank you for your encouragement and support throughout our campaign. I highly value the work and genuine enthusiasm you provided. Many thanks for your help. I have enjoyed working with you.”

Keith Pratt, Regional Manager

The company specialises in the design, manufacture, supply and servicing of Safety Products and Systems including Emergency Lighting Systems, Fire Detection and Fire Alarm systems as well as Nurse Call Systems throughout the UK.

The Challenge:

With a number of frontline sales issues to overcome, at the forefront was the poor performance of one of the teams. Lack of skill, effectiveness and overall ability to perform. This was the summation of the senior management when reviewing their performance. After allowing a considerable

period of time to run and adding new team members as a method of increasing the sales figures; the challenge became how to turn around the situation or was termination the ultimate answer.

The Solution:

Having made an independent assessment, the solution was clear and in contradiction to that of senior management. The team was an experienced and highly capable set of individuals. Poor performance was due to two key reasons. In the first instance practical help, guidance and direction was needed. Secondly, and most critical, was to boost morale and confidence. By taking time to listen and understand the individual's issues it was then possible to put their role and demands of their role into perspective helping to regain their focus and boost confidence in skill and ability to deliver.

The Results:

Dramatic improvement in results and moreover a new found confidence and belief in themselves as individuals. More focused and motivated.

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Challenge

- Poor performance
- Demoralised team
- Lack of direction and focus
- Opposing view to management
- Time critical

Solution

- Practical direction (activity and actions)
- Re – focus
- Build confidence and morale
- Time and understanding
- Belief in the team and individuals

Results

- 30% increase in sales
- Stronger and greater self –belief
- More focused and motivated team



For more information on how I can help you and your organisation please contact me:

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