



# Training Nuggets

*Bite-Size*



**January 30, 2026**



## JUST FOR GRINS:

I was trying to figure out why my basketball kept getting bigger and bigger, and then it hit me!



## SELLING SMARTER:

When starting a new sales job, find a sales mentor (someone in the same industry) as soon as you can. This should be a person with experience greater than yours and preferably with different viewpoints and perspectives. Sales mentors are great when times are tough and when it's time to celebrate your wins. Sales is a team sport, even when you wear your own number.



## SERVICE SPOTLIGHT:

Words Matter: Never tell a customer "I don't know" or "You'll have to..."

"I don't know" – You may not have the answer at your fingertips but show an attempt to offer help. Try – "I'm not sure, but I can find out for you..."

"You'll have to" – Don't give people orders and tell them what they have to do. Try this – Replace "have to" with "need to" and the message is much softer.



## OWN YOUR SCHEDULE:

Multitasking feels productive, yet it rarely is...

Very few things can be done well at the same time. This is especially true of anything you would consider "important". Important activities require energy, focus, and intention. If needed, remove distractions and block time on your schedule to focus on one activity. Turning off your email notifications can help too - "To do two things at once is to do neither".



THE SPEAKING ADVANTAGE

## FEATURED WORKSHOP - THE SPEAKING ADVANTAGE (1-Day)

Public speaking isn't just for the stage, it's for the boardroom, breakroom, and every other room where your voice matters. Learn to lead meetings with confidence, present ideas that stick, or just speak up without stumbling.

Time to turn public speaking into a skill you're proud of...not scared of.

