

# SALES TRAINING & ADOPTION SUPPORT

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**LIMITLESS**  
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# HIRING, ONBOARDING & RAMP



## HIRING

**Learn from top reps:** what profile, skills, or prior experiences lead to success?  
**Work with hiring managers & HR** to reduce hiring burden from managers



## ONBOARDING & RAMP

**Role-specific onboarding** for SDRs, AEs, CSMs, SEs, and Managers  
Standardized ramp timelines with **clear milestones and metrics**  
Designed for new hires to **do the job and be resourceful from day one**  
Focused on rapid readiness and confidence building  
**Reduces onboarding pressure** on the hiring manager



## KPI'S

**Ramp Time to Quota** – Time to full quota attainment  
**Time to First Deal** – Speed to initial closed-won  
**Time to Productivity** – Time to meaningful pipeline or revenue contribution  
**Employee NPS** – Captured in 90-day increments to track onboarding experience

# CROSS- FUNCTIONAL ALIGNMENT

## CROSS-FUNCTIONAL PARTNERSHIPS

- Marketing – Messaging, positioning, competitive intelligence, launches, persona insights, campaign integration, content usage
- Product – Roadmap alignment, demo content, use-case enablement
- RevOps – Dashboards, forecasting tools, CRM hygiene
- Sales Leadership – Field-level priorities, deal coaching, manager enablement, QBR's, territory planning, forecast calls
- Legal – SLA definitions, compliance alignment
- Customer Success – Onboarding handoffs, expansion playbooks, renewals, customer health-scores
- HR / L&D – Leadership development, onboarding strategy
- Finance – Quota clarity, comp plan communication
- IT / Tools – Platform access, training, tool integrations

## SUCCESS KPI'S

- Launch Readiness Scores – Rep certification via quizzes, pitches, manager sign-off
- Feedback Loop Completion Time – Speed of turning field requests into usable content
- Revenue Attribution – Pipeline/revenue tied to enablement programs (e.g., battlecards, sales plays)

# ENABLEMENT SUPPORT FOR SALES LEADERSHIP

## LEADER DEVELOPMENT & COACHING

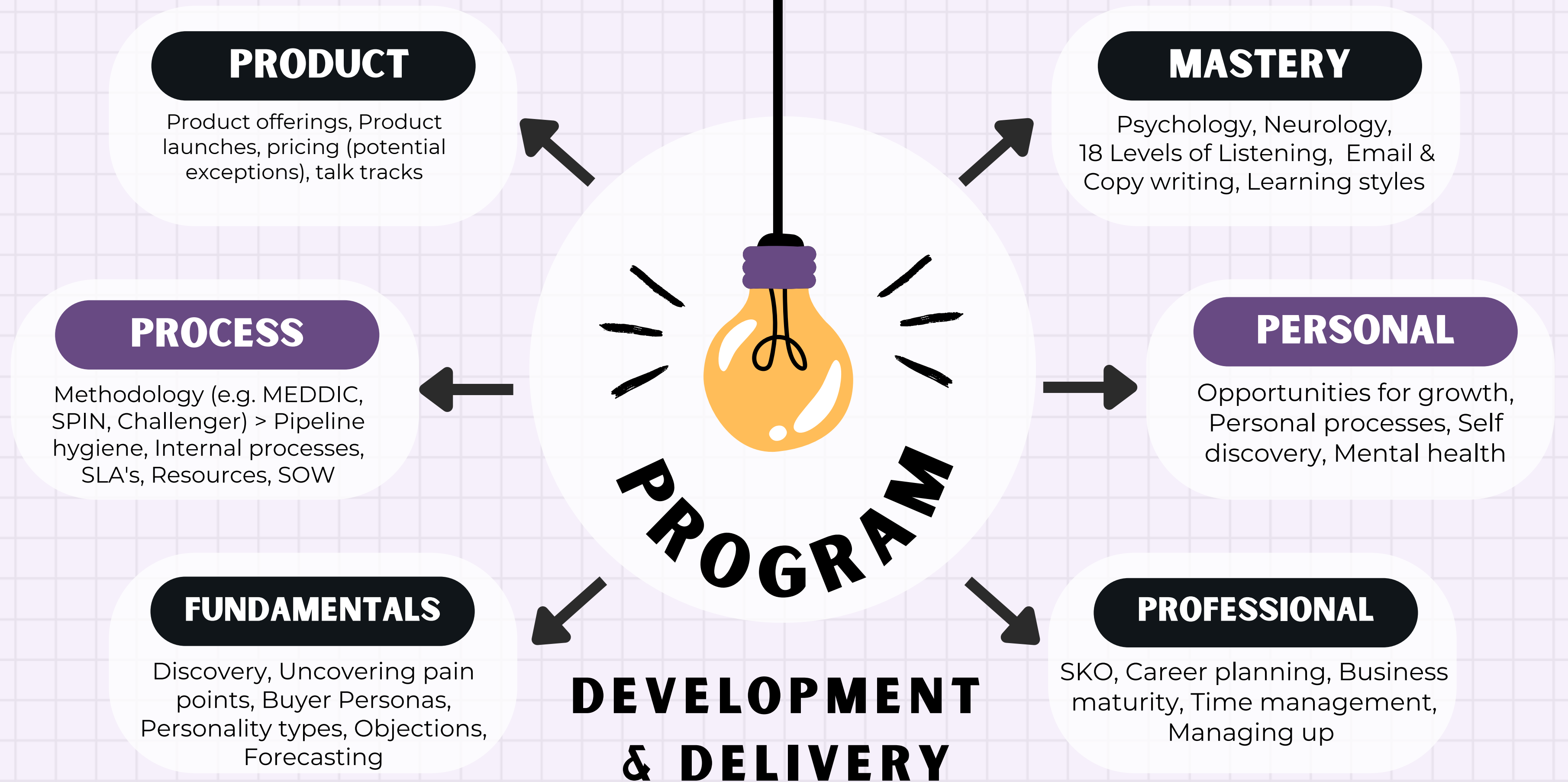
- Introduce energy management training and executive-level coaching to sharpen focus, resilience, and leadership performance
- Certify on coaching frameworks (e.g., GROW, COIN)
- Provide custom coaching plans based on rep performance, so managers don't have to build from scratch
- Support reinforcement via team rituals (e.g., objection judo, call debriefs)
- Remove friction: automate coaching documentation, track enablement tasks for them

## STRATEGIC SUPPORT

- Partner with leadership on performance gap analysis and CRM insights
- Manager toolkits (pipeline reviews, deal inspection, 1:1s, playbooks, battlecards, etc.)
- Align enablement programs with revenue metrics (quota, win rate, ramp time)
- Provide executive-ready reporting and A/B test results to show business impact
- Turn product, marketing, and RevOps changes into ready-to-go leader toolkits
- Offload strategic admin: feedback loops, initiative coordination, change management rollout

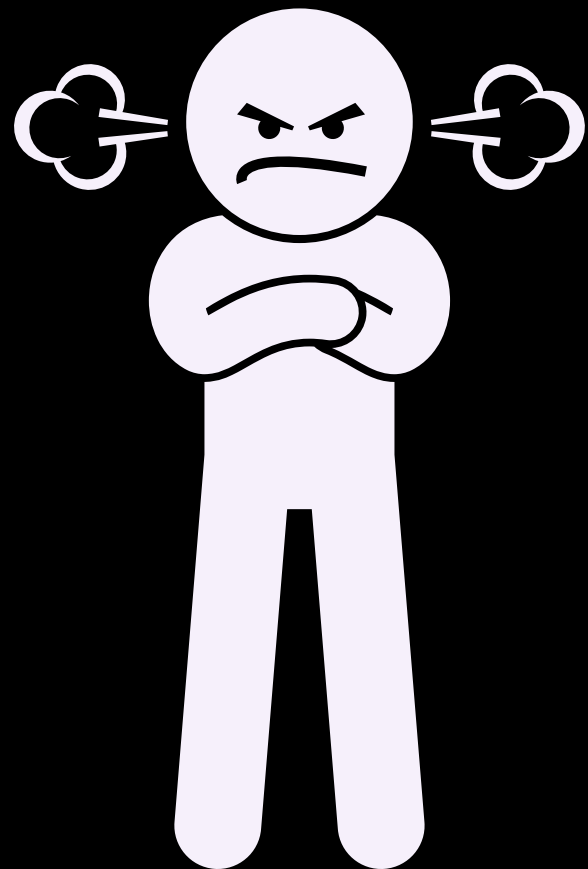
## OPERATIONAL EXECUTION FOR SALES

- Standardize enablement into forecast calls, QBRs, standups
- Provide ready-made resources (sales plays, call libraries, messaging briefs)
- Embed bite-sized skill development into routine meetings
- Reduce admin burden: handle onboarding logistics, training assignments, LMS updates
- Track manager participation in coaching and skill development without manual follow-up



**TRAINING EXAMPLE #1:**

**CONFLICT RESOLUTION BEST  
PRACTICES**



# COMMON CAUSES OF WORKPLACE CONFLICT

- **Poor Communication** – Misunderstandings, lack of clarity, or missing information
- **Differences in Work Styles** – Conflicting approaches to tasks, deadlines, or collaboration
- **Competing Priorities** – Disagreements on resource allocation, goals, or project focus
- **Personality Clashes** – Differing temperaments, values, or conflict-handling styles
- **Unclear Roles & Responsibilities** – Confusion over job duties, authority, or decision-making power
- **Stress & High Pressure** – Tight deadlines, heavy workloads, or unrealistic expectations

# KEY CONFLICT RESOLUTION STRATEGIES

- Stay Calm & Manage Emotions
  - Process emotions before tackling the issue
  - If there is no time take a pause before reacting
  - Approach conflicts with a problem-solving mindset
- Listen Actively & Show Empathy
  - Allow others to express their perspective without interruption
  - Validate emotions and seek to understand before responding
- Define the Root Cause & Communicate Clearly
  - Identify the real issue behind the conflict
  - Use “I” statements to express concerns without blame

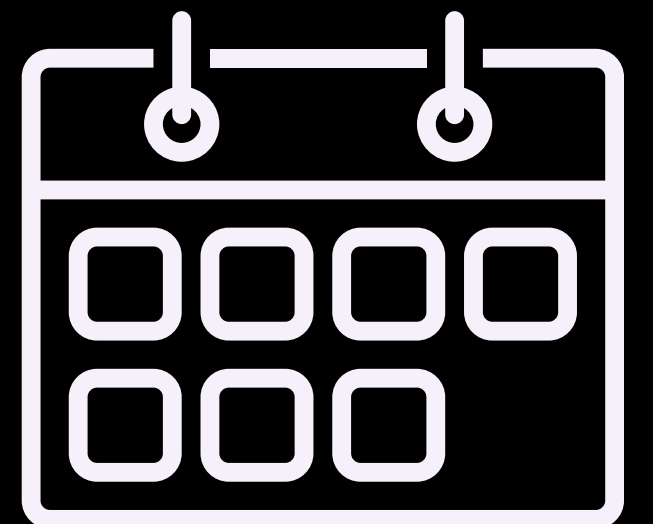


# PRACTICAL STEPS TO RESOLUTION & FOLLOW-UP

- Seek Common Ground & Explore Solutions
  - Solve for all parties involved
  - Be open to compromise and alternative solutions
- Establish Clear Next Steps
  - Summarize the agreed-upon resolution
  - Define responsibilities, deadlines, and accountability measures
- Follow Up & Maintain a Positive Work Environment
  - Check in to ensure long-term success and prevent recurring issues
  - Encourage open communication and a culture of respect

**TRAINING EXAMPLE #2:**

**OPTIMIZING YOUR WEEK  
FOR STRESS & ENERGY  
MANAGEMENT**



# CATCHING UP FROM LAST WEEK

- What were your biggest stressors last week?
- What helped relieve stress?
- Identifying patterns in stress and relief to optimize this week



# UNDERSTANDING STRESS & ENERGY CYCLES

- The body follows natural cycles of energy and fatigue
- Ultradian Rhythms: 90-minute work cycles followed by breaks
- Morning is best for deep focus; afternoon for creative tasks

# INCREASING THE WINDOW OF TOLERANCE

## REGULATION

### NERVOUS SYSTEM & EMOTIONAL BALANCE

- Breathwork (e.g., box breathing), movement, mindfulness, and grounding techniques

## RESILIENCE

### BUILDING CAPACITY FOR STRESS & ADAPTABILITY

- 6 Foundational Pillars: Breath, water, food, sunshine, movement, sleep
- Exposure therapy, cognitive reframing

## RECOVERY

### RESTORATION & REPAIR AFTER STRESS

- Rest, sleep, breaks, self care
- Working in 90-min blocks

# SCHEDULING THE “PERFECT” WEEK

- Morning Routine: How to prime your nervous system for success
- Creating Systems to address Stressors:
  - Unexpected Stressors: Planning for life’s “pop-up’s”
- Deep Work vs. Shallow Work: Allocate peak energy periods for focused work
  - Example: Meetings or Emails are scheduled during lower energy times
- Breaks & Recovery: Short breaks improve long-term productivity

# TECH STACK & TOOLS

## **LEARNING & CONTENT DELIVERY**

- Learning & LMS Tools (**Lessonly, WorkRamp**), Enablement Content Management (**Highspot, Seismic**), Knowledge Repositories (**Notion, Confluence**), Interactive Learning / Presentation Tools (**Pitch, Beautiful.ai, Demostack, Canva**)

## **COMMUNICATION, COACHING & COLLABORATION**

- Conversation Intelligence (**Gong, Fireflies.ai**) Roleplay & Coaching (**Yoodli.ai, Mindtickle, Lessonly Assessments**)
- Communication & Project Tools (**Slack, Teams, Zoom, Loom, Asana, Trello, ClickUp, Monday**)

## **PRODUCTIVITY, INSIGHTS & GTM EXECUTION**

- Sales Engagement & Automation (**Outreach, Salesloft, Apollo, Regie.ai**) CRM & Revenue Intelligence (**Salesforce, HubSpot, Zoho CRM**), Data & Buyer Intelligence (**ZoomInfo, Apollo**) Compensation & Gamification (**CaptivateIQ, Spiff, QuotaPath**)
- AI/LLM Integration (**ChatGPT, CustomGPT's, Glean, Grain, Lavender, Gong Engage**)

# RECOGNITION

- **Align comp & quota** to drive the **right behaviors**—realistic, challenging, and impact-focused
- **Mix formal** (President's Club, bonuses) **and informal** (leader shoutouts, peer kudos) **recognition**
- **Spotlight top performers** at SKOs, QBRs, and team calls—celebrate effort, process, and outcomes
- **Develop future leaders:** peer-led trainings, onboarding contributions, mentorship roles
- **Capture top performer habits** from time management to deal strategy—and turn into playbooks, tools, and training for the entire team
- **Use consistent feedback loops** via surveys, manager 1:1s, and career path tracking—to ensure recognition (and enablement) efforts drive engagement and growth