



## Account Management & Business Development

المدة: 5 يوم

اللغة: ar

كود الكورس: MG2 - 187

## هدف الكورس

:Upon completion of this course, participants will be able to

- Master advanced key account management principles.
- Develop strategic account plans to drive business growth.
- Enhance client relationship management and retention strategies.
- Implement effective business development techniques.
- Leverage data and analytics for informed decision-making.

## الجمهور

:This course is intended for

- Key account managers and executives.
- Business development professionals.
- Sales managers and team leaders.
- Marketing professionals involved in account management.
- Anyone seeking to improve their key account management skills.

## منهجية التدريب

This course uses a variety of adult learning styles to aid full understanding and  
:comprehension. Including

- Interactive lectures and discussions.
- Real-world case studies and examples.
- Group projects and collaborative exercises.
- Practical hands-on training with account management tools.

This comprehensive course will equip participants with the advanced skills and knowledge required for effective key account management and business development. The course emphasises strategic and operational aspects and covers client relationship management, strategic account planning, and business development techniques. Through interactive sessions and practical case studies, participants will learn to enhance client retention, develop strategic partnerships, and drive business growth.

## محتوى الكورس والمخطط الزمني

### Section 1: Introduction to Key Account Management

- Overview of key account management
- Roles and responsibilities of a key account manager
  - The strategic importance of key accounts

### Section 2: Strategic Account Planning

- Developing strategic account plans
- Setting objectives and key performance indicators (KPIs)
  - Analysing and segmenting key accounts

### Section 3: Client Relationship Management

- Building and maintaining strong client relationships
  - Techniques for client retention and loyalty
- Handling client feedback and resolving issues

### Section 4: Business Development Techniques

- Identifying and pursuing new business opportunities
  - Cross-selling and up-selling strategies
- Leveraging partnerships for business growth

### **Section 5: Data-Driven Decision Making**

- Using data and analytics in account management
- Tools for tracking and measuring account performance
  - Implementing data-driven strategies

### **Section 6: Negotiation and Closing Deals**

- Effective negotiation techniques
- Preparing and presenting proposals
- Closing deals and contract management

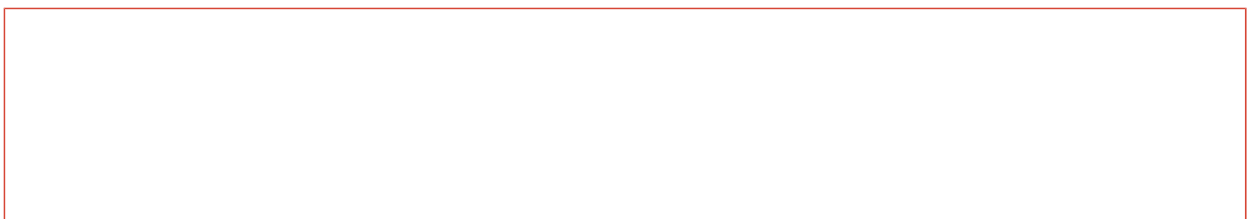
### **تفاصيل الشهادة**

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

### **مقالات ذات صلة**





# TOP BUSINESS PROCESS MANAGEMENT CERTIFICATIONS FOR 2024



## Top Business Process Management Certifications for 2024

Learning Business Process Management (BPM) enhances organizational efficiency and effectiveness. The top certifications for 2024 include CBPP, CBPL, Six Sigma Green Belt, CLSSBB, CBPA, BPM-P, BPM and Improvement, eTOM, CBPMC, and In-Depth Business Management Professional Training. These courses cover strategic skills, communication, and .portfolio management