

the story of fast training

all about fast training

fast training was founded in the year 2000 to provide development and training solutions to clients in the financial services sector. fast training is a division of the **fast group** of companies, based in Luxembourg. As an international business, serving clients in many countries, **fast training** offers its services in English, French, German and Luxembourgish. Other languages can be agreed in advance with you.

the best training - fast training

fast training courses are accredited by **Royal Holloway University of London**, one of the largest and most well-reputed academic business schools in Europe. This means that you can rely on getting the highest quality content, delivered in the best way for you, by highly qualified and experienced trainers. The **fast training** Quality Assurance procedure further assures a dedication to quality that is an essential part of the way **fast training** does business.

fast training, effective training

all training courses provided by **fast** create a quantifiable return on investment (ROI). Delegates are encouraged to engage in follow-up to the session with their Managers or an HR department. This mean that you will see the positive impact the training or coaching has had on the individual, in terms of increased efficiency and effectiveness, and of course, increased profitability.

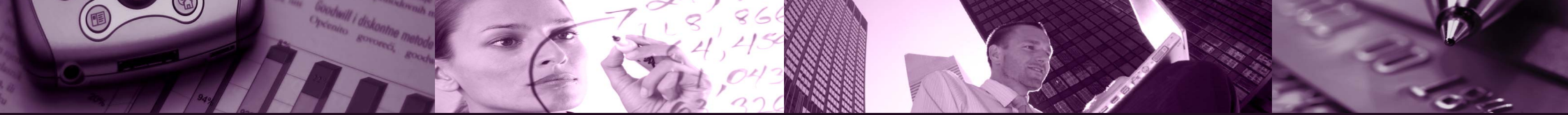


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private banker training





training for account managers in private banks

stand out from the crowd... when you work in a Private Bank providing advice and services to wealthy and sometimes demanding clients, you need a very specific set of skills to make the most of the client relationship. This innovative yet proven training and coaching programme will do exactly that. It will enable you to refine the skills necessary to make sure you and your Bank stand out from the crowd.

effective training gets results

this **exceptional fast** training programme has been developed with account managers working in Private Banks. This ensures that the training and coaching focus on the issues that are most important to you. Furthermore, the specific content of the training and coaching is defined in advance with you, meaning that the learning has immediate and recognisable relevance to those taking part. As Private Banks move away from a pure sales-led strategy, to one of more long-term relationship management and development, this course will help you develop powerful, meaningful and profitable relationships with clients new and old.

relationships are key

whether you are an **“Account Manager”**, **“Sales Manager”** or a **“Relationship Manager”**, excellent relationship building skills are essential to success. This course is designed to develop those skills in a way that maximises the potential of the individual and promotes the philosophy and goals of the bank

how the training works...

this **exceptional** training and coaching programme is delivered in **three parts**;

I a one-day group training session for up to 10 participants involving two **fast training** facilitator-trainers. The content is defined in advance with you and can use real documentation and scenarios from the delegates' working environment. The focus is on relationship-building, communication and negotiation. Interactive exercises, workshop-style discussions and unique roleplays, created in advance in discussion with you, ensure a lively and powerful learning experience.

II implementation of a self-development action plan. Usually targeted in three general areas, the action plan is put together by the individual, then activated and monitored by line managers and your HR department.

III a follow-up individual coaching session, usually 1½ hours in length using two fast training coaches. The session involves the video-recording of carefully designed and structured roleplays that are reviewed with the Coaches. This intense session maximises the impact of the training session and ensures the effectiveness of the action plan.

training and coaching for real life

the group training session is high-energy and makes delegates create a link between the learning experience and their working environment.

coaching is an extremely powerful tool, made all-the-more effective by the presence of two **fast training** coaches and the use of video-recording. And the action plan gives you the opportunity to monitor the development of your delegates on an ongoing basis.

three levels of impact

the programme has a three-level effect on your profitability;

- 1 the training session focuses the delegates' attention on those aspects of their performance that you want to improve.
- 2 the three-point action plan ensures the application of the learning from the training session into the delegate's working life.
- 3 the high-impact individual coaching session pushes the delegate to challenge their boundaries and push themselves to greater achievement.

increase your profitability

if you would like to arrange a meeting with one of our team, just to talk to someone about this course and what it can do for you, feel free to call us on **00352 22 55 99 1**, or visit the fast training website (www.fasttraining.eu), or our new micro site for Private Banking www.privatebankertraining.com

