

Letter of Recommendation aaa-Learning

To Whom It May Concern

We confidently recommend aaa-Learning as providers of training programs designed to enhance individual selling and negotiation skills and team effectiveness.

Our cooperation with aaa-Learning started in November 2009, with a sales training initiative for our entire corporate sales team from treasury department.

Due to the positive outcome of this program, the initiative further developed into a tailor-made curriculum, 'Winning Customer Communication', focused on enhancing presentation skills as well as maximizing negotiation efforts.

The training included theoretical background together with practical activities building on the participants' day-to-day work. Each participant benefitted from intensive feedback on his/her performance in role play and case study scenarios. This, together with interim and post-course materials, resulted in a steep learning curve from module to module and a deeper anchoring of the learning in behaviour.

Both trainers, Stefanie Flecke and Barbara Young-Maags, demonstrated subject expertise as well as strong teaching ability, enhancing the overall value of the training experience (both from an individual and corporate perspective).

Based on the successful collaboration on the above mentioned program, we believe that aaa-learning holds the necessary resources to offer high quality trainings, suitable to any company that aims to develop their employees at professional standards.

Patricia Andrei
Head of Training & Development
ING Bank Romania

