Product Update Release Notes

Release Date: February 6, 2017

This major product update includes extensive additions and enhancements designed to give you the most flexibility and broadest coverage in delivering skills training.

If you host eLearning modules internally, and/or utilize T3 certified facilitators to deliver workshops, you're encouraged to transition and begin using these new versions at your earliest convenience.

Leader-Led Workshops

CREATE VALUE: Power Messaging

- ******* Release of new Power Messaging version 6.0 *******
    - Includes a new participant workbook, new slideware and a new Leader Guide reflecting updated content, a new questioning module, an extra delivery round on Day 1, reordered timing and spacing for building situational fluency, and more.
    - Transitioning to PM6.0, even if in-progress training teams on PM 5.0, should be manageable without major disruption.
    - Webinars will be scheduled in February to step through the full set of v5 to v6 updates from a facilitation perspective.
    - PM 6.0 will be released in languages in addition to English in the second half of 2017.

- Release of **1-day Flipped Classroom and two, 2-hour Virtual Classroom delivery options**.
    - These two new delivery options are designed to preserve leader-led account application opportunities for audiences restricted by time out-of-field or travel limitations.
    - Participants must complete the full Create Value online curriculum as a prerequisite for attending either option.

- Release of an updated family of **Virtual Coach for Power Messaging** skills reinforcement Guides replacing the current family of Paks.

Leader-Led Workshops (continued)

<u>ELEVATE VALUE: Executive Conversations</u>

- Release of an **updated workbook** that adds new executive decision-making content to Buyer's Perspective and Current Situation/Business Change, adds reference to Insight Research in DIQ, and various other minor updates.

- Release of an **updated Leader Guide** to support workbook updates, Virtual Classroom deliveries, and a new Private Equity Groups section in Appendix.

- Release of an updated family of **Virtual Coach for Executive Conversations** skills reinforcement Guides replacing the current family of Paks.

<u>CAPTURE VALUE: Capture Value and Situation Sales Negotiation</u>

- Release of **updated Capture Value workbook** reflecting new branding but no other content changes.
- Release of **updated Capture Value Leader Guide** reflecting addition of a series of video tutorials showing how to draw key concepts.
- Release of an updated family of **Virtual Coach for Capture Value** skills reinforcement Guides replacing the current family of Paks.

- Release of **updated Situational Sales Negotiation workbook** and **case studies** reflecting new branding.
- Release of **updated Situational Sales Negotiation Leader Guide** reflecting addition of a series of video tutorials showing how to draw key concepts.
- Release of an updated family of **Virtual Coach for Situational Sales Negotiation** skills reinforcement Guides replacing the current 100minutes.

- Release of **1-day Flipped Classroom and two, 2-hour Virtual Classroom delivery options**.
  - These two new delivery options are designed to preserve leader-led account application opportunities for audiences restricted by time out-of-field or travel limitations.
  - Participants must complete the full Capture Value online curriculum as a prerequisite for attending either option.

T3 Facilitator Certification Programs

- The 4-day certification workshop for each skill has been updated to include training for Flipped Classroom and Virtual Classroom deliveries.

Library of eLearning Modules

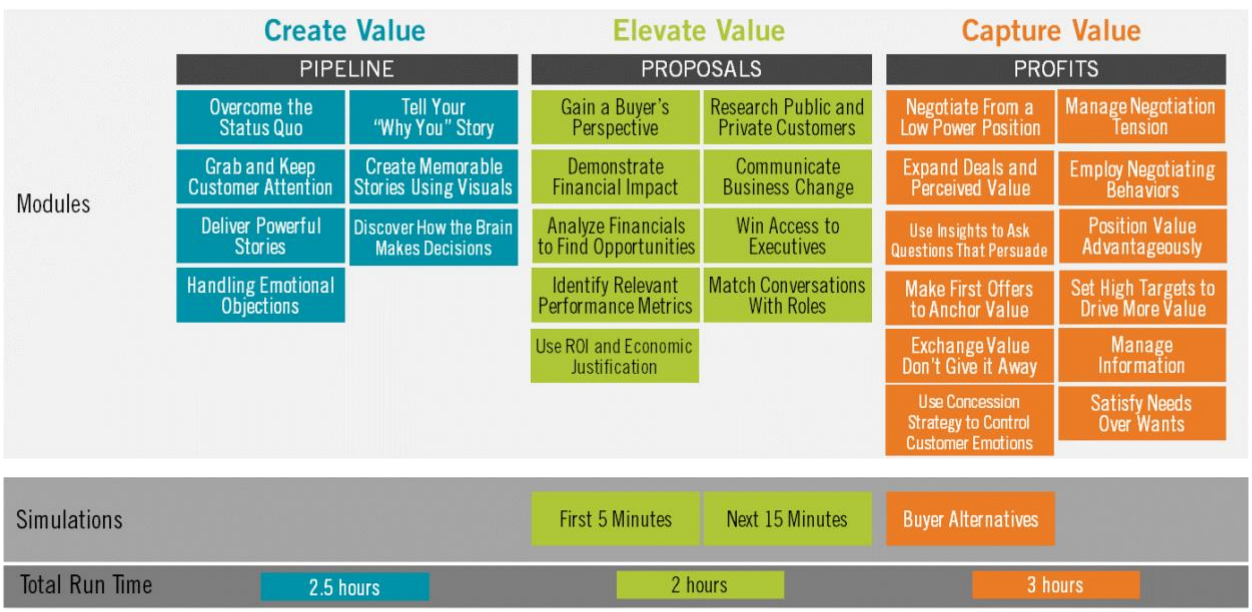
<u>CREATE VALUE: Power Messaging Online</u>
- Updated with new content, usability enhancements, and branding
- Renamed to more descriptively inform learners what each module covers, please reference the renaming table on Page 4.

<u>ELEVATE VALUE: Executive Conversations Online</u>
- Updated with new branding, but no other content changes.
- Renamed to more descriptively inform learners what each module covers, please reference the renaming table on Page 4.

<u>CAPTURE VALUE: Capture Value Online</u>
- Updated with new content, usability enhancements, and branding
- Renamed to more descriptively inform learners what each module covers, please reference the renaming table on Page 5.

<u>CAPTURE VALUE: Situation Sales Negotiation Online</u>
- No content updates made to Situational Sales Negotiation modules.

3 VALUE CONVERSATIONS: Current library of online modules



CREATE VALUE: Power Messaging Online

New Name	Previous Name
Overcome the Status Quo	Point of View – Finding your why change story
Tell Your ‘Why You’ Story	Power Positions – Finding your why you story
Grab and Keep Customer Attention	Hammock Effect – Grabbing customer attention
Create Memorable Stories Using Visuals	Visual Storytelling – Creating memorable stories
Deliver Powerful Stories	Hero Model of Storytelling
Discover How the Brain Makes Decisions	Old Brain – Messaging for fast easy decisions
Handling Emotional Objections	Objection Reframes – Handling emotional objections

ELEVATE VALUE: Executive Conversations Online

New Name	Previous Name
Gain A Buyer's Perspective	Buyer's Perspective
Research Public and Private Customers	Return on Research
Demonstrate Financial Impact	Money Flow
Identify Relevant Performance Metrics	Performance Metrics
Analyze Financials to Find Opportunities	Financial Statement & Ratio Analysis
First 5 Minutes Simulation	*No change*
Communicate Business Change	Current Situation & Business Change
Win Access to Executives	Winning Access
Match Conversations with Roles	Right Conversation, Right Person
Use ROI and Economic Justification	Economic Justification
Next 15 Minutes Simulation	*No change*

CAPTURE VALUE: Capture Value Online and Situational Sales Negotiation Online

New Name	Previous Name
Negotiate from A Low Power Position	Low Power Advantage
Expand Deals and Perceived Value	Unconsidered Needs
Use Insights to Ask Questions that Persuade	Insights Before Questions
Buyer Alternatives Simulation	Buyer Alternatives Simulation
Make First Offers to Anchor Value	First Offers
Exchange Value Don’t Give It Away	Pivotal Agreements
Use Concession Strategy to Control Customer Emotions	Concession Psychology

Power Messaging Release Notes

Release Date: February 6, 2017

This major product update includes extensive additions and enhancements designed to give you the most flexibility and broadest coverage in delivering skills training.

If you host eLearning modules internally, and/or utilize T3 certified facilitators to deliver workshops, you're encouraged to transition and begin using these new versions at your earliest convenience.

** New 2-Day Power Messaging Workshop v6.0 **

- Includes a new participant workbook, new slideware and a new Leader Guide.
- Transitioning to PM6.0, even if in-progress training teams on PM 5.0, should be manageable without major disruption.
- Webinars for Client Coordinators and PM 5.0 Certified Facilitators will be scheduled in February to step through the full set of v5 to v6 updates.
- PM 6.0 will be released in languages in addition to English in the second half of 2017.
- Key content changes include:
    - incorporation of bank study research and unconsidered needs
    - a new POV structure: flawed approach, consequences of no change, new way, likely outcome
    - a new questioning module
    - incorporation of insights before questions research
    - an extra delivery round on Day 1
    - questioning activity on Day 2
    - reordered timing and spacing for building situational fluency

New 'Flipped Classroom' 1-day Workshop

- Designed to preserve leader-led account application opportunities for audiences restricted by time out-of-field limitations.
- Participants complete the 2.5 hour *Create Value* online curriculum as a prerequisite prior to attending their 1-day workshop.
- The same workbook is used as in the 2-day workshop, but the amount of time allocated to each concept differs.

New 'Virtual Classroom' Delivery Option

- Designed to preserve leader-led account application opportunities for audiences restricted by time out-of-field or travel limitations.
- Leader-led facilitation is delivered via two, 2-hour virtual classroom sessions.

- Participants complete a portion of the 2.5 hour *Create Value* online curriculum before Session 1, then complete the balance of modules before Session 2.
- Completing this full, blended learning experience should require no more than 30 days.

Updated Leader Guide

- Revised to align with new Power Messaging v6.
- Adds sections addressing both Flipped Classroom and Virtual Classroom Delivery modes.

New Virtual Coach Skills Reinforcement Service

- This completely revised skills reinforcement service provides short, actionable guides organized by deal stage.
- Each burst of content delivers impactful videos, practical suggestions and tips for having winning sales conversations.
- All of the prior version Power Messaging Virtual Coach content has been updated and migrated to a new mobile-friendly microsite.
- Customers can access and use Virtual Coach guides three different ways:
  1. By using Corporate Visions' eLearning center
  2. By integrating a suite of links into their own sales enablement systems
  3. By self-hosting a customized copy of the Virtual Coach microsite

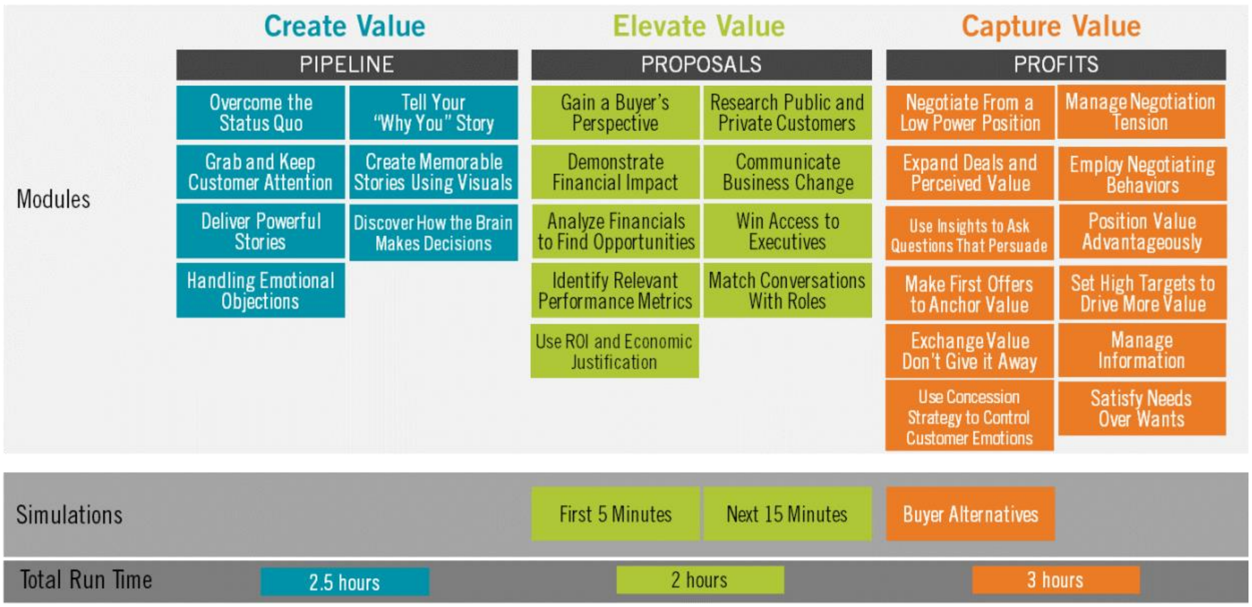
Beta Version Availability of T3 Facilitator Certification Workshop

- The 4-day Power Messaging certification workshop for has been updated to include training for Flipped Classroom and Virtual Classroom deliveries.
- *IMPORTANT:* Scheduling beta deliveries of such workshops requires 60-day advance notice.

Library of eLearning Modules

- The full *Create Value* online library of Power Messaging modules has been updated with new content, usability enhancements, and branding.
- Modules have also been renamed to more descriptively inform learners what each module covers as shown in the renaming table below.

The full new Triple Threat library of online modules:



New Power Messaging Online Module Names

New Name	Previous Name
Overcome the Status Quo	Point of View – Finding your why change story
Tell Your 'Why You' Story	Power Positions – Finding your why you story
Grab and Keep Customer Attention	Hammock Effect – Grabbing customer attention
Create Memorable Stories Using Visuals	Visual Storytelling – Creating memorable stories
Deliver Powerful Stories	Hero Model of Storytelling
Discover How the Brain Makes Decisions	Old Brain – Messaging for fast easy decisions
Handling Emotional Objections	Objection Reframes – Handling emotional objections

Executive Conversations Release Notes

Release Date: February 6, 2017

If you host eLearning modules internally, and/or utilize T3 certified facilitators to deliver workshops, you're encouraged to transition and begin using these new versions at your earliest convenience.

Updated 2-Day Executive Conversations Workshop

- This relatively minor year-end update includes workbook changes that add:
    - New executive decision-making content to the Buyer's Perspective and Current Situation/Business Change concepts.
    - References to new Insight Research in DIQ.
    - Various other maintenance updates.

Updated Leader Guide

- Includes revisions to support workbook updates, Virtual Classroom deliveries, and addition of a new Private Equity Groups section in the Appendix.

New Virtual Coach Skills Reinforcement Service

- This completely revised skills reinforcement service provides short, actionable guides organized by deal stage.
- Each burst of content delivers impactful videos, practical suggestions and tips for having winning sales conversations.
- All of the prior version Executive Conversations Virtual Coach content has been updated and migrated to a new mobile-friendly microsite.
- Customers can access and use Virtual Coach guides three different ways:
  1. By using Corporate Visions' eLearning center
  2. By integrating a suite of links into their own sales enablement systems
  3. By self-hosting a customized copy of the Virtual Coach microsite

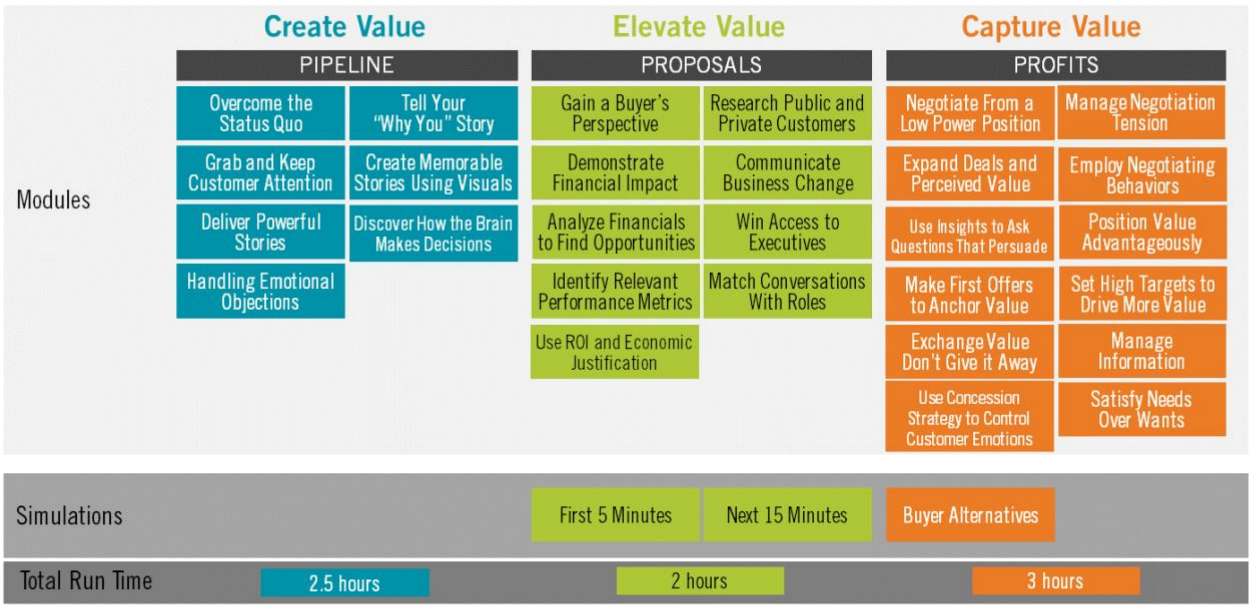
Beta Version Availability of T3 Facilitator Certification Workshop

- The 4-day Executive Conversations certification workshop for has been updated to include training for Flipped Classroom and Virtual Classroom deliveries.
- *IMPORTANT:* Scheduling beta deliveries of such workshops requires 60-day advance notice.

Library of eLearning Modules

- The full *Elevate Value* online library of Executive Conversations modules has been renamed to more descriptively inform learners what each module covers as shown in the renaming table below.
- Modules have also been updated with new branding, but no other content changes.

The full new Triple Threat library of online modules:



New Executive Conversations Online Module Names

New Name	Previous Name
Gain A Buyer's Perspective	Buyer's Perspective
Research Public and Private Customers	Return on Research
Demonstrate Financial Impact	Money Flow
Identify Relevant Performance Metrics	Performance Metrics
Analyze Financials to Find Opportunities	Financial Statement & Ratio Analysis
First 5 Minutes Simulation	*No change*
Communicate Business Change	Current Situation & Business Change
Win Access to Executives	Winning Access

Match Conversations with Roles	Right Conversation, Right Person
Use ROI and Economic Justification	Economic Justification
Next 15 Minutes Simulation	*No change*

CORPORATE VISIONS

Capture Value Release Notes

Release Date: February 6, 2017

This product update includes enhancements designed to give you the most flexibility and broadest coverage in delivering skills training.

If you host eLearning modules internally, and/or utilize T3 certified facilitators to deliver workshops, you're encouraged to transition and begin using these new versions at your earliest convenience.

Updated 2-Day Capture Value Workshop

- This updated Capture Value workbook only reflects new branding, there are no other content changes.

New 'Flipped Classroom' 1-day Workshop

- Designed to preserve leader-led account application opportunities for audiences restricted by time out-of-field limitations.
- Participants complete the 1.5 hour set of *Capture Value* online modules as a prerequisite prior to attending their 1-day workshop.
- The same workbook is used as in the 2-day workshop, but the amount of time allocated to each concept differs.

New 'Virtual Classroom' Delivery Option

- Designed to preserve leader-led account application opportunities for audiences restricted by time out-of-field or travel limitations.
- Leader-led facilitation is delivered via two, 2-hour virtual classroom sessions.
- Participants complete a portion of the 1.5 hour set of Capture Value online modules before Session 1, then the balance of modules before Session 2.
- Completing this full, blended learning experience should require no more than 30 days.

Updated Leader Guide

- Integrates the addition of a series of video tutorials showing how to draw key concepts and deliver key stories.
- Adds sections addressing both Flipped Classroom and Virtual Classroom Delivery modes

New Virtual Coach Skills Reinforcement Service

- This completely revised skills reinforcement service provides short, actionable guides organized by deal stage.
- Each burst of content delivers impactful videos, practical suggestions and tips for having winning sales conversations.
- All of the prior version Capture Value Virtual Coach content has been updated and migrated to a new mobile-friendly microsite.
- Customers can access and use Virtual Coach guides three different ways:
  1. By using Corporate Visions' eLearning center
  2. By integrating a suite of links into their own sales enablement systems
  3. By self-hosting a customized copy of the Virtual Coach microsite

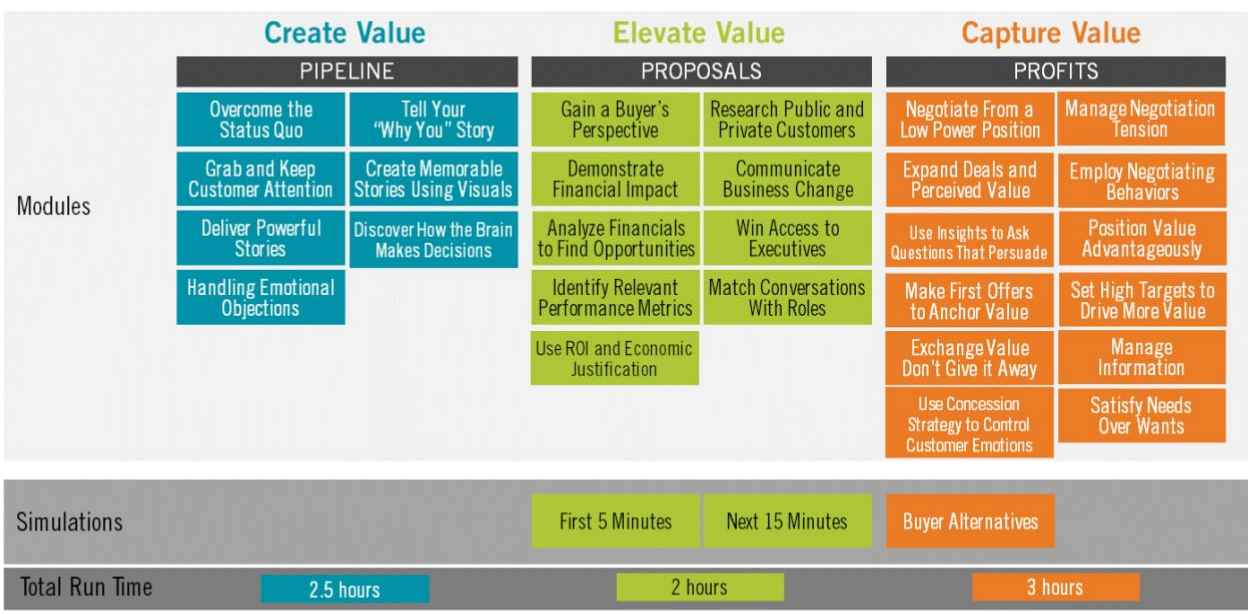
Beta Version Availability of T3 Facilitator Certification Workshop

- The 4-day Capture Value certification workshop for has been updated to include training for Flipped Classroom and Virtual Classroom deliveries.
- *IMPORTANT:* Scheduling beta deliveries of such workshops requires 60-day advance notice.

Library of eLearning Modules

- The full *Capture Value* online library of modules has been renamed to more descriptively inform learners what each module covers as shown in the renaming table below.
- Modules have been updated with new branding, but no content changes.

The full new Triple Threat library of online modules:



New Capture Value Online Module Names

New Name	Previous Name
Negotiate from A Low Power Position	Low Power Advantage
Expand Deals and Perceived Value	Unconsidered Needs
Use Insights to Ask Questions that Persuade	Insights Before Questions
Buyer Alternatives Simulation	Buyer Alternatives Simulation
Make First Offers to Anchor Value	First Offers
Exchange Value Don’t Give It Away	Pivotal Agreements
Use Concession Strategy to Control Customer Emotions	Concession Psychology

Situational Sales Negotiation Release Notes

Release Date: February 6, 2017

This product update includes enhancements designed to give you the most flexibility and broadest coverage in delivering skills training.

Updated 2-Day Situational Sales Negotiation (SSN) Workshop

- This updated SSN workbook only reflects new branding, there are no other content changes.

New 'Flipped Classroom' 1-day Workshop

- Designed to preserve leader-led account application opportunities for audiences restricted by time out-of-field limitations.
- Participants complete the 1.5 hour set of SSN online modules as a prerequisite prior to attending their 1-day workshop.
- The same workbook is used as in the 2-day workshop, but the amount of time allocated to each concept differs.

New 'Virtual Classroom' Delivery Option

- Designed to preserve leader-led account application opportunities for audiences restricted by time out-of-field or travel limitations.
- Leader-led facilitation is delivered via two, 2-hour virtual classroom sessions.
- Participants complete a portion of the 1.5 hour set of SSN online modules before Session 1, then the balance of modules before Session 2.
- Completing this full, blended learning experience should require no more than 30 days.

Updated Leader Guide

- Integrates the addition of a series of video tutorials showing how to draw key concepts and deliver key stories.
- Adds sections addressing both Flipped Classroom and Virtual Classroom Delivery modes

Beta Version Availability of T3 Facilitator Certification Workshop

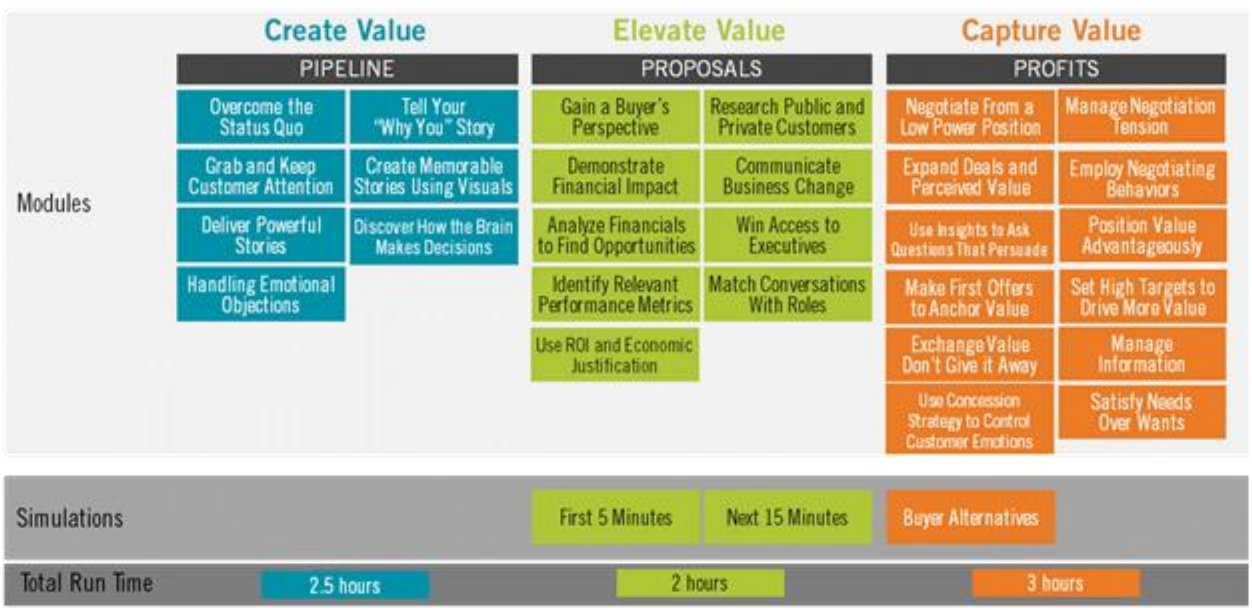
- The 4-day SSN certification workshop for has been updated to include training for Flipped Classroom and Virtual Classroom deliveries.
- *IMPORTANT:* Scheduling beta deliveries of such workshops requires 60-day advance notice.

New Virtual Coach Skills Reinforcement Service

- Virtual Coach for Situational Sales Negotiation wholly replaces 100minutes SSN for skills reinforcement.
- This completely revised skills reinforcement service provides short, actionable guides organized by deal stage on a new mobile-friendly microsite.
- Each burst of content delivers impactful videos, practical suggestions and tips for having winning sales conversations.
- Customers can access and use Virtual Coach guides three different ways:
  1. By using Corporate Visions' eLearning center
  2. By integrating a suite of links into their own sales enablement systems
  3. By self-hosting a customized copy of the Virtual Coach microsite

Library of eLearning Modules

The full new Triple Threat library of online modules now consists of:



FLUENCY ASSESSMENT

Release Notes | November 2016

Overview

The Fluency Assessment is a 42 question online survey that requires approximately 20 minutes to complete. Its purpose is to help Triple Threat subscribers prioritize training across the 3 value conversation skills and best utilize their Conversation System subscription.

The Assessment is:

- only available to customers who subscribe to the *full* Triple Threat System.
- available to such subscribers at no cost for unlimited use throughout their subscription term.
- an integrated component of the Triple Threat System; not something available for standalone sale.
- a post-sale implementation tool, not a 'needs validation' pre-sales tool.
- not designed to recommend Blended vs. Flipped vs. Virtual delivery options by audience.

How it Works

1. A Principal Consultant (PC) visits the Fluency Portal to request Beyond ROI set-up a new, subscriber-specific instance of the Assessment.

2. Beyond ROI will return a customer-specific URL to the requesting PC within 48 hours, who then relays that URL to the customer to distribute to participants. At this stage, customers may immediately deploy the Assessment.

3. When participants receive a request to complete an Assessment, they'll follow the URL in their invite email to land on an account set-up page where we'll capture these four (4) fields of information:
    - First Name
    - Last Name
    - Group *(chosen from pre-set drop down menu, if applicable)*
    - Email

Subscriber Customization Options

To optimally align Assessment reporting with customer goals and objectives, the Assessment supports two *optional* subscriber customization options:

- Segmenting participants into groups.
  Subscribers may specify up to 8 unique Group names to segment their reporting.
  (e.g. East/Central/West, or Enterprise/Commercial/Territory)

- Overweighting specific skills.
  Subscribers may complete a 10-minute, online Fluency Assessment Scoring Survey to identify specific skills that they want weight relatively higher in their reporting.

Reporting

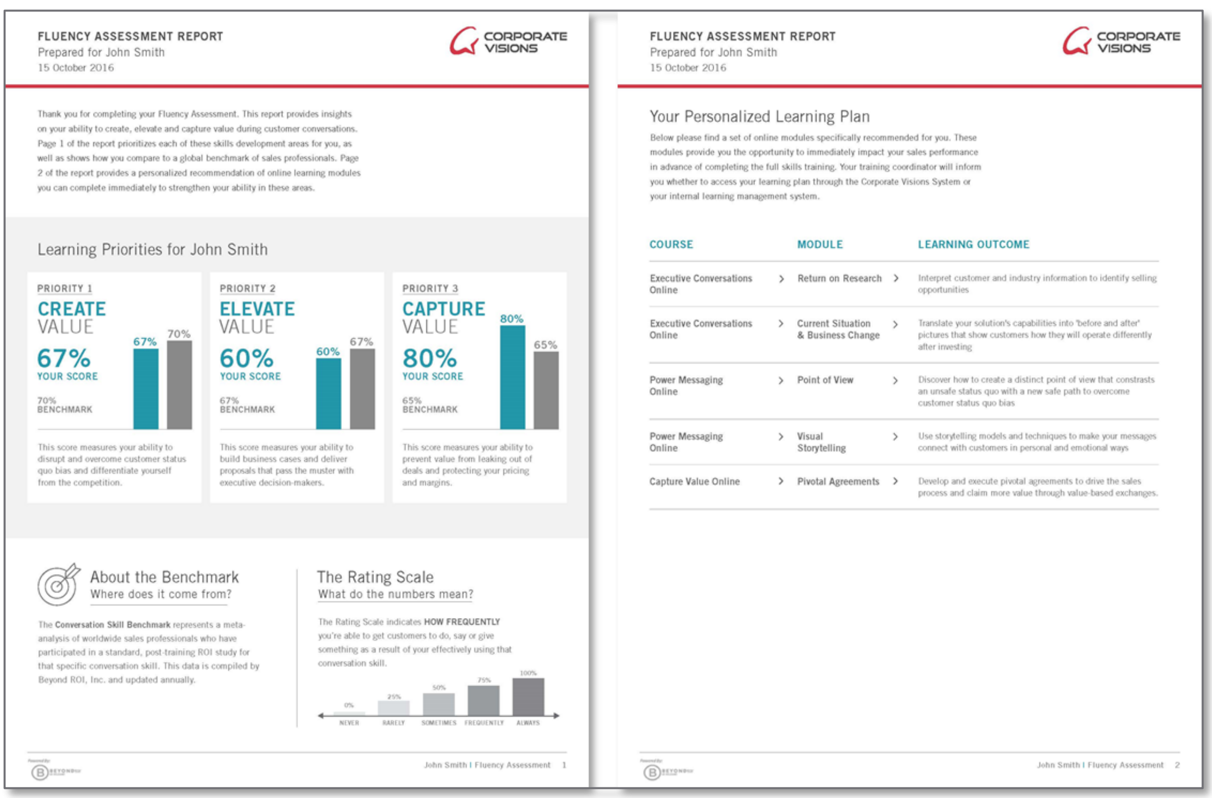
- Three (3) levels of reports are available to subscribers:
    - Company *(Aggregation of all individuals)*
    - Group
    - Individual

- The *Company* report rank orders skill need by Create, Elevate and Capture Value based on the average scores of participants completing the assessment, and also lists individuals by skill priority. *E.g. Create Value is the largest gap for these individuals:*

- The *Group* report rank orders skill need for *each* group by Create, Elevate and Capture Value based on the average score of participants completing the assessment, and also segments individuals by skill priority.

- The *Individual* report rank orders skill need by Create, Elevate and Capture Value for individual participants and is automatically emailed to participants after they complete their assessment. Individual reports include a recommendation of the five (5) most valuable online modules for that specific individual to immediately impact their performance.

- PCs may elect to generate and deliver reports to the customer, or provide Admin access to the customer to enable them to generate self-serve reporting online, on demand.



Individual report showing relative skill priorities and Top 5 recommended online modules.

<u>FAQs</u>

Q: Can subscribers host the Fluency Assessment in-house?

A: No, the platform is powered by partner Beyond ROI and is not portable.

Q: How does the Fluency Assessment relate to post-training Beyond ROI measurement studies?

A: The Fluency Assessment is a *pre-training* tool designed to help prioritize skills training, whereas the Beyond ROI studies serve as *post-training* measures of training impact. Post-training studies measure also measure additional areas such as how well participants feel they're being coached; and lagging indicators like success stories.

Q: Can Fluency Assessment reports work together with post-training Beyond ROI studies?

A: Yes, the question set used in the Fluency Assessment was designed to mirror the questions used in post-training studies to preserve the ability to compare Fluency Assessment results with post-training Beyond ROI studies. **Important:** This is not an automated feature and requires advance qualification as the timing and quantity of individuals who complete the Fluency Assessment, attend their training and then complete a post-training survey varies account by account.

Q: In what languages is the Fluency Assessment available?

A: English only at this time. Additional languages will be evaluated as demand warrants.

Virtual Coach™ v2 Release Notes

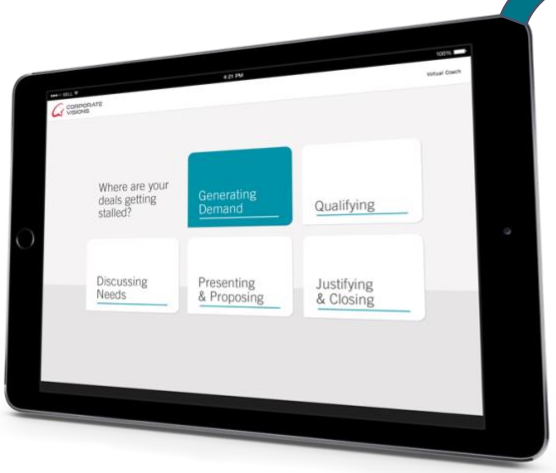
Release Date: February 6, 2017

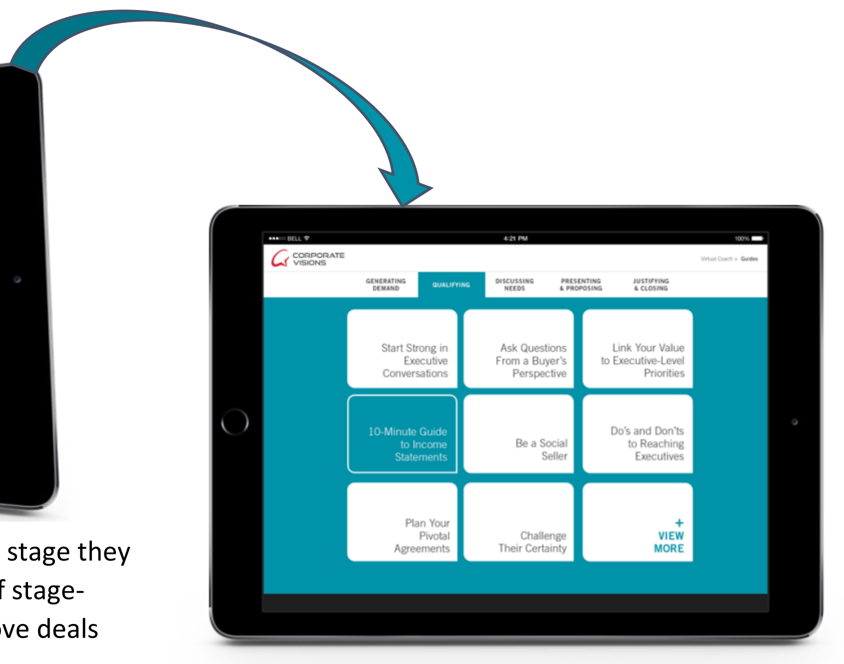
About

Virtual Coach is a post-training, deal-stage specific library of Guides designed to sustain skills adoption. Each quick-to-consume burst of content consists of how-to videos and practical reminders for engaging in winning sales conversations.

In this v2 release, a mobile-friendly Virtual Coach microsite replaces the prior set of 'Paks' hosted on the Veelo platform, as well as 100minutes SSN. Guides are dynamically displayed based upon the product(s) for which you have subscribed.

Each product contains at least 5 Guides distributed across 5 sales stages, for a total of at least 25 Guides per product. Triple Threat subscribers with access to all 4 products will have 25 Guides per stage and 100+ Guides in total.





First, learners choose in which sales stage they need help. Then, they use a suite of stage-specific Guides designed to help move deals forward.

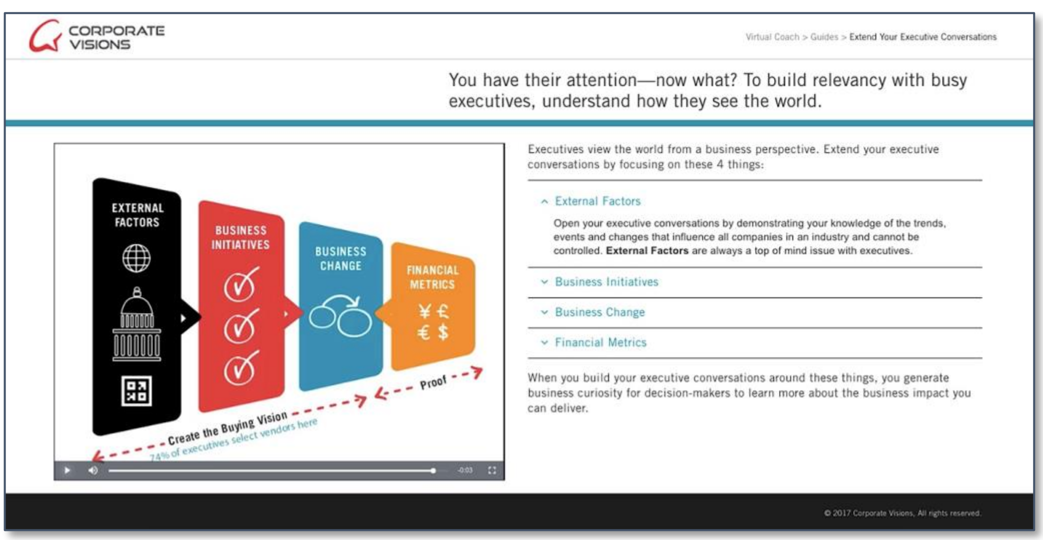
You Can Access and Use Virtual Coach Three Ways

1. **Using Corporate Visions' eLearning center.**
   Virtual Coach is provisioned in the eLearning center as part of the learner's pre-work assignment or online learning program. This reinforcement curriculum links learners to the microsite's individual Guides for that product. To help learners get started using Virtual Coach, they receive an email a week for 5 weeks following their training that links to the deal stage-specific guides. This represents our standard delivery option for both Classic and Subscription Customers and all reporting is available via the eLearning system.

2. **Integrating a suite of links into your own sales enablement systems.**
   To encourage integration of Guides into your broader training initiatives and to ensure the concepts become part of your DNA, subscription customers also have the option of using an account-specific suite of links to the microsite. This enables you to easily integrate Guides into coaching activity, onboarding kits, presentations, emails, your LMS or CMS or CRM—anywhere a link can be used.

   This flexible option was designed to make self-hosting reinforcement quick and easy by fitting into your existing systems, processes, and sales communications. Each link embeds auto-login information so learners do not need to sign in or remember additional credentials to access the content. Hosting of the microsite is provided by Corporate Visions, allowing easy plug-and-play use of the content, with basic usage reporting available.

3. **Self-hosting a Customized Copy of the Virtual Coach Microsite.**
   A fully-contained self-hosted option is available to subscription customers who wish to host the microsite internally, or customize it. The standalone Bootstrap-based microsite is packaged to easily load onto your servers. It is a compact, static site (no database or complex setup needed) that can be tailored with your company logo and guides mapped to your unique sales stages. This option requires your IT department provide web hosting, which most do for your own corporate site and intranet. Available reporting is then set up and managed by you.



Subscribers can integrate Guides anywhere a link can be used.

Virtual Coach FAQs

- **What is a 'Guide'?**
  Each Virtual Coach Guide is housed on a one-page template and contains a single piece of media content—video or image—complemented with strategies, concepts, and tips.

- **What is a 'Microsite'?**
  The Virtual Coach microsite is simply a small, branded content site that lives outside of our primary Corporate Visions website and hosts all of the Guides.

- **Is the content that makes up Guides the same as you used in the "paks"?**
  No, the new Virtual Coach v2 has been rewritten for all products based on the latest versions of our eLearning content. Unlike the multi-page paks, the new Virtual Coach guides are a single page for optimal efficacy and clarity. However, our current *localized* Virtual Coach content is the same material we had in the former paks.

- **What languages are available for the new v2 Guides?**
  Virtual Coach is available in English for Create Value (Power Messaging), Elevate Value (Executive Conversations), and Capture Value (Capture Value and Situational Sales Negotiation). Create and Elevate Value will be available in the balance of our supported languages (Spanish, German, Portuguese, French, and Chinese) in Q2. A localization date for Capture Value, including SSN, has not been finalized. The English version will be provided for any localized pre-work or online learning courses that do not have a localized Virtual Coach version available.

- **What delivery methods are available for Classic and Subscription Customers?**
  Virtual Coach for both Classic and Subscription Customers is provided through the Corporate Visions eLearning center by default. Only Subscription customers may opt to self-host this content by requesting an account with custom links to the microsite, or by hosting the microsite themselves.

- **How is Virtual Coach reinforcement started in the eLearning center?**
  Virtual Coach is provisioned in the eLearning center as part of the learner's pre-work assignment or online learning program. Each product contains a step to activate the timed delivery of Virtual Coach reinforcement emails which push links out to the learner weekly, by sales stage, for 5 weeks.

- **As a subscription customer, do I automatically have a custom account made on the microsite?**
  No, this is only done for subscriptions customers who request it and wish to provide access to the content outside of the eLearning center via the custom links or self-host Virtual Coach in their own systems.

- **Is Virtual Coach mobile-friendly?**
  Yes, it is mobile-friendly with responsive design, so the content will render readably in full

browsers, tablets, and phones.

- **How does this affect 100minutes reinforcement?**
  100minutes reinforcement is no longer available and has been replaced by the new Virtual Coach solution. All skills courses in the Corporate Visions eLearning center will receive Virtual Coach.

- **Do participants need to first complete training in order to gain value from Virtual Coach?**
  No, the Guides are designed to provide participants with bite-sized, actionable strategies that do not presuppose prior learning. They will, however, benefit from a more in-depth understanding of how to apply these concepts and how they tie together if they have experienced the eLearning. For example, a Triple Threat participant will benefit from using *all* Guides even though they may have only completed one skills workshop.

- **What are the steps to self-host the Virtual Coach links?**
  Please contact enablement@coporatevisions.com so we may set up a custom account with your products and provide you with the full suite of Virtual Coach microsite links.

- **What is the purpose of creating a custom account on the microsite?**
  Creation of a custom account is required to ensure you receive exactly your subscribed products and to provide dedicated reporting for your company's usage.

- **If I have more than one product, how will the Guides appear on the microsite?**
  Each stage will display the full set of Guides for each product in the following sequence: Create Value (Power Messaging), Elevate Value (Executive Conversations), Capture Value (Capture Value, then Situational Sales Negotiation) up to a maximum of 9 tiles displayed per screen. A "View More" tile will expand the list of Guides on each Stage page. Should you prefer to have a microsite broken out by product, this can also be supported and you will be set up with one account per product.

- **How do you tell which Guides belong to which product?**
  The link to each Guide is appended with an acronym. However, product distinction is intentionally minimized as it is not relevant to a real-world sales process. Products focus on different aspects of good selling, but all concepts and Guides are important to a sales rep's success in each stage.

- **Can we map Guides to our specific sales stages?**
  Subscription customers who have an account of custom links to the Corporate Visions hosted microsite are limited to using the CVI provided common sales stages. Subscription customers who choose to self-host the microsite internally can customize sales stages.

- **Is reporting available for the custom links option?**
  Yes, basic usage reporting is available that tracks which Guides are most popular, how many times each Guide has been viewed, and overall usage of the microsite. Data on *individual* learner activity is not tracked, as we're not requiring individual users to log into accounts in favor of ease of access.