Introduction

Duration	Topic
5 mins	• Kick-off and Intro: The Hidden Opportunity
5 mins	• Group Activity: Why Do Customers Question your Value
10 mins	• Key Topic: The Messaging Void
8 mins	• Group Activity: Recognize the Messaging Void in your Own Accounts
2 mins	• The Skills You Need
30 mins	

Skill: Document Results

Duration	Topic
5 mins	• Kick-off and Hot Open
10 mins	• Group Activity: Why Common Project Updates Fail
8 mins	• Key Topic: The Tiple Metric
3 mins	• Key Topic: Linkages
22 mins	• Group Activity: Map Metrics to Triple Metric
5 mins	• Key Topic: Add the Human Layer
3 mins	• Group Activity: Example Customer Story with Contrast
30 mins	• Group Activity: Tell the Results Story
4 mins	• Review, reflection and closing
1 hr 30 mins	

Skill: Lead Business Review Meetings

Duration	Topic
8 mins	• Hot Open: Which Meeting Would you Rather Attend?
8 mins	• Key Topic: Why Business Reviews Matter
10 mins	• Key Topic: Move One - Start Strong
15 mins	• Group Activity: Number Play
5 mins	• Key Topic: Move Two - Add Strategic Value: Your Insight
15 mins	• Group Activity: Craft an Insight
4 mins	• Key Topic: Move Two - Add Strategic Value: Company Update and Success Metrics
6 mins	• Key Topic: Move Three - Create Forward Momentum
15 mins	• Group activity: Create Forward Momentum
4 mins	• Review, reflection and closing
1 hr 30 mins	