



DIGITAL COACHING MODULES 2025

RETAIL

Free of Charge digital coaching modules are readily available for your sales team. Simply follow this link for enrolment - [click here.](#)

MODULE	DESCRIPTION	DURATION
Call Handling Skills	This Module provides an in-depth review of customer experience and how mindset impacts interactions. Your sales team will develop essential skills to become excellent call handlers, learning how to structure calls effectively to achieve positive outcomes for both the customer and the business.	20mins
xEV Digital Learning Module	Providing an introduction or refresher on electric vehicle technology, equipping your sales team with the knowledge to confidently communicate the benefits of EVs to retail and business customers. It will help them build credibility and enhance their ability to sell PHEVs and EVs effectively.	20 mins
Service to Sales for Managers	An introduction to Service to Sales best practices which will give you the knowledge to review your existing processes and positively impact your customer loyalty sales.	45mins
Customer Interaction Management	The customer interaction module looks at all aspects of the customer experience from different perspectives. It looks at what customers want, giving insights into customer loyalty and the reasons people leave.	20mins

FAQs

What are Digital Coaching Modules?

These are engaging interactive modules relating to key business topics that can be accessed any time. They can take between 20 and 45 minutes to complete.

How do I enrol individuals onto a Digital Coaching Module?

Please [click here.](#)

Get in touch with us today



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BUSINESS

MODULE	DESCRIPTION	DURATION
Objection Handling for Business	Designed to introduce your LBDM or sales team to different types of objections and equip them with proven techniques to confidently overcome them, enhancing their ability to close more business opportunities.	20mins
Presentation Skills	This module will help your LBDM or sales team improve their ability to deliver impactful presentations to both small and large audiences. It covers key aspects they need to consider and master to present with confidence and effectiveness.	20mins
Fleet Funding Methods	Equip your LBDM or sales team with the knowledge to navigate and understand the features and benefits of various business funding options. It will also cover the impact these options can have on taxation and ownership.	45mins
Prospecting Data Sources	This is aimed to help your LBDM or sales team identify where and how to obtain business contact details from both within your retailer and from external sources. They will learn effective prospecting techniques to generate new opportunities and drive repeat business.	20mins
Developing an Entrepreneurial Mindset	This course will help your LBDM or sales team understand how business leaders think and act, providing insights into their methods and motivations. This knowledge will enable them to engage more effectively and build stronger business relationships.	20mins
Successfully Managing Gatekeeper Interactions	This module will equip your LBDM or sales team with techniques to navigate gatekeepers in businesses, enabling them to connect with key decision-makers more effectively when prospecting.	20mins
xEV Digital Learning Module	This module provides an introduction or refresher on electric vehicle technology, equipping your LBDM or sales team with the knowledge to confidently communicate the benefits of EVs to retail and business customers. It will help them build credibility and enhance their ability to sell PHEVs and EVs effectively.	20mins

