NEXAFLOW ONBOARDING PROGRAM, PART 4

The Consultative Crucible

(90 Minutes)

Target Audience: New Global Sales Hires

Prerequisites:

1. Completion of *"Welcome to NexaFlow: Your Foundation for Success"* module.
2. Completion of *"The Silo Breakthrough"* Simulation

FACILITATOR GUIDE

1: Welcome & The Sandbox

(10 Minutes)

10 min

Tech setup: Share screen: Digital Whiteboard (The Arena)

Facilitator Action

- Click the link in the chat to enter our digital workspace.
- Grab a sticky note and place it in the Sandbox area with one word describing how Marcus, the IT Director from your simulation, made you feel.
- Let's make sure everyone's tech is working.

Suggested Script

- *Welcome to the Crucible, everyone!*
- *By now, you've completed your foundation modules and navigated the 'Silo Breakthrough' simulation.*
- *You know the products, and you know how quickly trust can drop if we just feature-dump on a skeptical prospect.*
- *Today is entirely about application.*

2: Phase 1 – The Fishbowl

(20 Minutes)

Tech setup: Whiteboard Focus: The Fishbowl Frame

20 min

Facilitator Action

- **Transition** the group to the "Fishbowl" frame on the whiteboard.
- **Explain** the live-tagging rules.
- **Assign** one learner (or use a planted co-facilitator) to play the Sales Rep.
- **You** will play Marcus.
- **Conduct** a 5-minute unscripted roleplay.
- **Monitor** the board to ensure learners are placing green (consultative) and red (feature-dumping) sticky notes.

Suggested Script

- *We are going to jump right into the deep end. I need a volunteer to be the Sales Rep.*
- *I am going to play Marcus, the 'Technology Integrator'.*
- *Remember, I am highly protective of my team's time and skeptical of manual overhead.*
- *For the rest of you, you are not off the hook. You are the active coaches.*
- *As we roleplay, I want you grabbing sticky notes on the board.*
- *Drop a **green** sticky if you hear the rep effectively pivot to the ConnectSphere API.*
- *Drop a **red** sticky if you hear them start to list features without validating my pain points first.*
- ***Let's begin.***

3: Phase 2 – Triad Roleplays Setup

(10 Minutes)

10 min

Tech setup:

- Teams Breakout Rooms (Groups of 3)
- Whiteboard Focus: Triad Workspaces

Facilitator Action

- **Explain** the structure of the Triad Roleplays.
- **Clarify** the three rotating roles: Sales Rep, Customer (Marcus), and Coach.
- **Direct** them to their specific "Triad Workspace" frame on the digital board where the Customer Persona details and the Coach's Observation Rubric are located.
- **Open** breakout rooms for 45 minutes, setting a broadcast timer to switch roles every 15 minutes.

Suggested Script

- *Now it's your turn. I'm opening the breakout rooms.*
- *You will be in groups of three.*
- *You will rotate through three roles: The Rep, The Customer, and The Coach.*
- *When you are the Coach, use the digital rubric in your workspace to track how well the Rep validates the concern and positions NexaFlow as the connective tissue of the tech stack.*
- *You have 15 minutes per round. Rooms are opening now—go practice.*

DEBRIEF

15 min

Tech setup: Whiteboard Focus: The Fishbowl Frame

Facilitator Action

- Call "Time" after 5 minutes.
- Facilitate a debrief by reading directly from the peer-generated sticky notes on the board.

Suggested Script

- *Fantastic job. Let’s look at the board.*
- *(Example)*
    - *I see a cluster of red stickies right around the two-minute mark.*
    - *Who placed this sticky that says 'Defensive Stance'? Unmute and tell us what you heard and how the rep could have used the 'Consultative Pivot' instead.*