Data-Driven Sales Analytics and Performance Metrics Training Course



21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #SAL8690_130047

Course Introduction / Overview:

This comprehensive training course is designed to transform sales professionals into data-driven strategists capable of navigating the complexities of the modern market. In an era where data is the most valuable asset, understanding sales analytics and performance metrics is no longer optional; it is essential for survival and growth. This program provides a complete roadmap, from foundational concepts to advanced predictive modeling, enabling participants to harness the power of data for strategic decision-making. We will explore the principles outlined by leading academics like Thomas N. Ingram and delve into concepts discussed in seminal works such as "Sales Management: Analysis and Decision Making". Participants will learn to identify key performance indicators (KPIs), analyze the sales pipeline, forecast future revenue with greater accuracy, and create compelling data visualizations that drive action. At BIG BEN Training Center, we focus on practical application, ensuring that every participant leaves with the skills to translate raw sales data into actionable insights, optimize sales processes, and ultimately, boost revenue and team performance. This course is your gateway to mastering the art and science of sales analytics.

Target Audience / This training course is suitable for:

- Sales Managers and Team Leaders.
- Sales Analysts and Business Analysts.
- Business Development Executives.
- Account Managers and Key Account Managers.
- Marketing Professionals involved in lead generation.
- Business Intelligence Professionals.
- Sales Operations Staff.
- Junior and Senior Sales Professionals seeking to upskill.
- Entrepreneurs and Business Owners.

Target Sectors and Industries:

- Technology and Software as a Service (SaaS).
- Retail and E-commerce.
- Financial Services and Insurance.
- Healthcare and Pharmaceuticals.
- Manufacturing and Engineering.
- Telecommunications.
- Professional Services and Consulting.
- Government and Public Sector Agencies.
- Real Estate and Construction.

Target Organizations Departments:

- Sales Department.
- Marketing Department.
- Business Intelligence Department.
- Finance and Accounting Department.
- Customer Success and Service Department.
- Operations Department.
- Strategic Planning Department.
- Product Development Department.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and track meaningful sales Key Performance Indicators (KPIs).
- Analyze the sales funnel to identify and eliminate bottlenecks.
- Build accurate and reliable sales forecasting models.
- Create dynamic and insightful sales performance dashboards.
- Calculate and interpret critical metrics like Customer Lifetime Value (CLV) and Customer Acquisition Cost (CAC).
- Utilize data visualization techniques to communicate sales insights effectively.
- Conduct sales pipeline analysis to improve conversion rates.
- Apply predictive analytics concepts to anticipate sales trends.
- Optimize sales territory alignment and team performance based on data.
- Foster a data-driven culture within the sales organization.

Course Methodology:

The training methodology at BIG BEN Training Center is meticulously designed to ensure a practical and immersive learning experience. We believe that adult learning is most effective when it is interactive, engaging, and directly applicable to real-world challenges. This course moves beyond traditional lectures, employing a blended approach that includes expert-led presentations, interactive group discussions, and collaborative workshops. A significant portion of the training is dedicated to hands-on exercises where participants will work with sample data sets to build reports, analyze scenarios, and create performance dashboards. We will utilize case studies from various industries to illustrate the successful application of sales analytics and performance metrics. Participants will engage in peer-to-peer feedback sessions, allowing for a rich exchange of ideas and experiences. Our expert instructors facilitate a supportive environment, providing personalized guidance and ensuring that theoretical concepts are firmly linked to practical application. The goal is to empower every participant to return to their organization with the confidence and competence to implement data-driven sales strategies immediately.

Course Agenda (Course Units):

Unit One: Foundations of Modern Sales Analytics

- Introduction to sales analytics and its strategic importance.
- The role of data in driving sales performance and decisions.
- Understanding the sales data ecosystem and common data sources.
- Key terminology in sales metrics and performance analysis.
- Ensuring data quality, integrity, and governance in sales reporting.
- The connection between sales analytics and CRM systems.
- Setting the stage for a data-driven sales culture.

Unit Two: Core Sales Performance Metrics and KPIs

- Defining and selecting the right Key Performance Indicators (KPIs).
- Analyzing lead generation and lead conversion rates.
- Calculating and interpreting sales cycle length and velocity.
- Understanding Customer Acquisition Cost (CAC) and its impact.
- Mastering the concept of Customer Lifetime Value (CLV).
- Tracking activity metrics versus outcome metrics.
- Benchmarking performance against industry standards.

Unit Three: Sales Pipeline and Funnel Optimization

- Mapping the stages of the sales pipeline and customer journey.
- Conducting a thorough sales funnel analysis to identify leaks.
- Techniques for improving pipeline velocity and flow.
- Implementing lead scoring models for prioritization.
- Strategies for conversion rate optimization at each funnel stage.
- Analyzing win-loss reasons to refine sales strategy.
- Managing pipeline health and coverage ratios.

Unit Four: Advanced Analytics and Sales Forecasting

- Introduction to quantitative sales forecasting methods.
- Using historical data for trend and seasonality analysis.
- Applying regression analysis for predictive sales forecasting.
- Principles of predictive analytics in identifying sales opportunities.
- Conducting sales territory analysis and performance optimization.
- Understanding and analyzing customer churn rate.
- Leveraging data to improve sales team performance and coaching.

Unit Five: Reporting, Dashboards, and Strategic Communication

- Principles of effective data visualization for sales.
- Designing and building impactful sales performance dashboards.
- Choosing the right charts and graphs to tell a story with data.
- Techniques for presenting analytical findings to stakeholders.
- Translating data insights into actionable business strategies.
- Automating sales reports for efficiency and consistency.
- Capstone project: Developing a comprehensive sales performance report.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can predictive sales analytics be ethically implemented to enhance team performance without creating a culture of surveillance?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by focusing on the strategic application of sales analytics rather than merely teaching software functionalities. While many programs concentrate on how to use specific tools, our curriculum emphasizes the "why" behind the data—how to interpret numbers, derive meaningful insights, and translate them into actionable strategies that drive revenue. We bridge the gap between raw data and executive decision-making. The course structure is intentionally designed to build knowledge progressively, starting with foundational metrics and culminating in advanced predictive analytics and strategic reporting, making complex topics accessible and manageable. Furthermore, the methodology is highly practical, centered around real-world case studies and hands-on exercises that simulate the challenges participants face in their roles. This ensures that learning is not just theoretical but immediately applicable. The focus on communicating data-driven stories to stakeholders is another unique aspect, equipping participants not just to be analysts, but to be influential leaders who can champion a data-centric culture within their organizations.