

Why We Need to Reinforce

PRE-TRAINING / ONBOARDING

Assessment Meeting

- Current Standards
- Team Responsibilities, Tenure, etc.
- Customer Interactions
- Training Logistics

Benchmark

- Pre-training Performance
- Sample Interactions
- 'Voice of the Customer' Results
- Review KPIs

Tailor / Personalize

- Adjust facilitation of course to align with expected outcomes

Reinforcement Setup

- Signature System Setup
- Coordinate Travel
- Printing & Shipping of Training Materials
- Communications

INITIAL TRAINING

- On-site / Virtual
- Instructor-led
- Skill Introduction
- Fun, engaging, inspiring
- Employee Buy-in
- Roleplay

- Mystery Shop / Actual Calls
- Phone / Email
- Continual Evaluation
- Web-based Reporting

- On-demand / Targeted
- One-on-one Interactions
- Skill Review & Feedback
- Roleplaying

