Virtual Customer Service Training

Blended Pre-Recorded & Live Sessions

WOWplace®
INTERNATIONAL

Pre-Webinar Discovery Call

Conference call with Sandy and any leader(s) designated to help design the lessons that will address your specific challenges.

Call includes:

♦ Current issues to be addressed
♦ Discussion of specific training needs
♦ Identification of critical policies & procedures
♦ Desired results, as determined by client (e.g., customer score increases, productivity and/or morale improvements, client retention loyalty targets

This call will occur before the first lesson begins.

6 Pre-Recorded Lessons

How to use the pre-recorded lessons:

♦ Put the lessons into your LMS
♦ Have attendees view each lesson prior to the Live Webinar about that concept
♦ Each lesson establishes the basic concepts to be discussed on the live webinar that follows it
♦ Release each lesson one week prior to its live webinar
♦ Ensure that all attendees have reviewed the lesson before the webinar begins

This frees up time on the webinar establishing basic concepts, allowing for more participation, engagement, brainstorming and role-playing in order to apply each lesson to attendees' specific work.

6 Live, Participatory Webinar Sessions

Format and purpose of the webinar sessions:

♦ Quick review of concepts in pre-recorded lessons
♦ Periodic polling of attendees on the issue at hand
♦ Large group brainstorming sessions using tools and templates provided by Sandy
♦ Small group breakout sessions where attendees discuss specific topics and questions in separate "breakout rooms", then re-join the large group to share discussions, ideas and results.
♦ Role-playing of specific challenges between volunteer participants
♦ Live coaching of any challenges the group is encountering in their daily activities

Format/Timing of Program Segments

6 Sessions spread out over a 3-month period (every 2 weeks)

♦ Week 1: Pre-recorded lesson #1 "released" through the LMS
♦ Week 2: Live Webinar Session #1 (based on Lesson #1)
♦ Week 3: Pre-recorded lesson #2 "released" through the LMS
♦ Week 4: Live Webinar Session #2 (based on Lesson #2)
♦ Week 5: Pre-recorded lesson #3 "released" through the LMS
♦ Week 6: Live Webinar Session #3 (based on Lesson #3)
♦ *(Continue this pattern through Lesson #6, ending at Week #12)*

Live webinars repeated 2-3 times, as needed to accommodate all team members

Program Deliverables

Deliverables include:

♦ Pre-program survey to set baselines
♦ Executive de-brief after pre-webinar discovery call
♦ 6 Pre-recorded lessons to be released through the LMS
♦ 6 Live webinars, delivered on a pre-determined schedule with the client
♦ Recordings of live webinars to post in LMS (or location of client's choice)
♦ Workbook and worksheets for each lesson
♦ Cubicle "posters" to serve as reminders of critical concepts
♦ Post-program survey to highlight results
♦ Post-program de-brief and "next step" recommendations

"Your future depends on what you do today."

- Mahatma Gandhi