

Virtual Customer Service Training

Pre-Recorded Sessions Only



Pre-Program 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 (drip content at the rate of one lesson per week)
- ◆ Have attendees view one lesson per week
- ◆ Each lesson establishes basic concepts and includes stories, case studies and templates, as well as worksheets on which to take notes and answer questions about the concepts contained in the lessons
- ◆ Ensure that all attendees have reviewed the previous week's lesson before the next week's lesson begins

Questions will be provided by Sandy; client will input the questions into the "Quiz" function of the LMS.

Format/Timing of Lessons

6 Lessons spread out over a 6-week period (one lesson per week)

- ◆ Week 1: Pre-recorded lesson #1 "released" through the LMS
- ◆ Week 2: Pre-recorded lesson #2 "released" through the LMS
- ◆ Week 3: Pre-recorded lesson #3 "released" through the LMS
- ◆ Week 4: Pre-recorded lesson #4 "released" through the LMS
- ◆ Week 5: Pre-recorded lesson #5 "released" through the LMS
- ◆ Week 6: Pre-recorded lesson #6 "released" through the LMS

Program Deliverables

Deliverables include:

- ◆ Pre-program survey to set baselines
- ◆ Executive de-brief after pre-program discovery call
- ◆ 6 Pre-recorded lessons to be released through the LMS
- ◆ Workbook, worksheets and questions 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