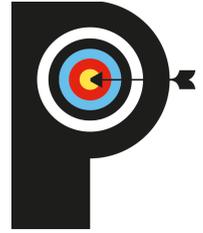


Practical
Proven
People
Performance
Programs



Progress.

The Customer Service System for Contact Centres

‘Motivating and empowering your people to perform at their BEST for your organisation’

It takes a long time to build a good reputation. It takes only a few seconds to lose it. This system ensures that your consultants are the BEST ambassadors in the world for your organisation.

The BEST Customer Service System is developed especially for Contact Centres to meet the unique demands for motivation and service quality through the particular pressures of the call centre environment. Confident, professional, enthusiastic operators create an environment of success, which is contagious, with an immediate impact on the wellbeing of every other area of contact.

The BEST Customer Service System for Contact Centres embraces all elements of a customer orientation, including self-esteem and internal service attitudes, as well as the best attitudes and actions for external customer excellence. One particular feature of the System is the concept of ownership and responsibility, which when missing is often the cause for dissatisfaction and demotivation, both for consultant and customer.

The System is easy to learn and remember. It can be completely customised so that it is culturally comfortable. And of course it’s absolutely customer-focused, both in content and in structure and design.

Our Proven Program includes:

- Key Success Areas - Knowledge, Skills and Attitudes
- Building good relationships quickly on the phone
- Dealing with ‘different’ people
- Establishing customer needs
- Professional questioning strategies
- Six keys to active listening
- Receiving, welcoming and resolving complaints
- Essential elements of telephone courtesy
- Going the extra ‘K’

Program inclusions cont.

- Dealing with stress
- Leaving a lasting impression
- Empowering yourself to make a difference

Why Progress Training Works

Progress Program Design and Methodology

At Progress Training Systems we undertake extensive briefings and orientation activities with clients to ensure we understand your corporate culture, terminology and procedures. We conduct diagnostic evaluations to enable us, in partnership with you, to tailor and customise the selected program to suit your organisation's style, services and other development activities.

We know that the only effective behavioural change occurs over time, with good on-the-job coaching and support. At Progress, we work hard to create clarity of role and purpose, to define and impart skills through practical and memorable systems, and to ensure a lasting legacy that continues to achieve results long after we have left. Within client parameters, we build our programs on our own fundamental Progress Training Systems principles and philosophies.

This intensive program is lively, interactive and enjoyable, providing valuable discovery - learning processes in a secure and friendly environment.

For further information on ways that Progress Training Systems can help your organisation Progress further, call today on M 0411 358 333 or email admin@progress.com.au.