

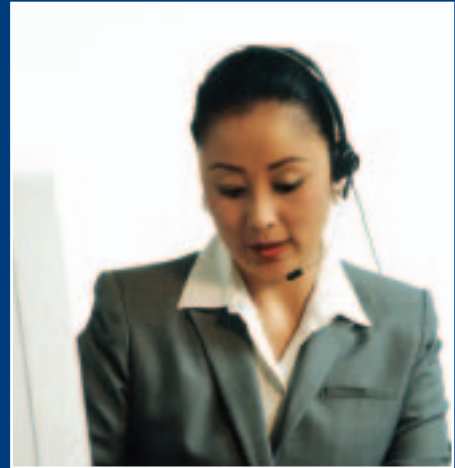
3 INNOVATIVE JOURNEYS TO CALL HANDLING SUCCESS



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Do you treat all your customers the same way?

Are all your customers the same?



TrainTalk will help you to treat them as individuals

- Customer service
- Arrears collection
- Helpdesk
- Call handling
- Sales and negotiation

Staffing constitutes **70%** of a call centre's operating costs and a high staff turnover means an unstable company operating higher training costs with lower service quality



COMMUNICATION SKILLS COURSES

Research based

Tailored to each client

Tried and tested approach

Interactive discovery methodology

Structured and highly reactive



stage 1 Unconsciously
Incompetent
Agents don't know what is wrong

stage 2 Consciously
incompetent
Agents know what is wrong but do not know
how to improve

stage 3 Consciously
competent
Agents know how to be effective when they try

stage 4 Unconsciously
competent
Agents communicate effectively all the time and
sound totally natural

“ Release the
potential
and exceed
customers
expectations”



Call centres that prioritise training have a **20%** lower absence rate than those who do not

Platforme

eLEARNING CALL HANDLING SKILLS programme

Desktop, modular solution for individual skills development

Supportive eLearning environment

Real conversations in colloquial English

Well paced - controlled skill discovery

Internet - Intranet - CD Access

Individual development programme linked to coaching/mentoring plan

'Plug and Play' - PlatformE dedicated PC/Laptop available

PhoneTrain concept with complete versatility of access and delivery

Modular purchase plan to meet current and future training requirements

Multi user delivery available for group access in traditional course environment



98% of agents say that they would recommend eLearning to a colleague

PHONETRAIN AUDIO CD PACKAGES

No formal training involvement required

Pre-recorded audio CD content

Characters to guide the journey

Evaluation methods to establish benefit

Self study, small group, facilitated delivery

Customisation option

Modular format

Continuity of long term development

Permanent access to highly effective material

“A journey through communication”



Experience real

LISTEN

conversations,

ANALYSE

listen to how

DISCOVER

customers

ENJOY

actually speak

90% of customers make no attempt to tell a company of their dissatisfaction

TRAINING SOLUTIONS

- Change behavior
- Motivate agents
- Achieve business objectives
- Create real conversations
- Offer a nationally recognised qualification in call handling skills
- Offer individual, personalised learning plans
- Develop skills
- Improve agent retention
- Consolidate customer relationships
- Increase productivity
- Build rapport
- Create structured conversations without scripts
- Effective in UK based and overseas call centre environments

Clients include:

HBOS (Bank of Scotland)	Close Credit Management
First National Bank	Freemans
Prudential	First National Motor plc
The Co-operative Bank	Direct Auto finance
Chelsea Building Society	Toyota Financial Services
Birmingham Midshires	Grattan
Canada Life	West Bromwich Building Society
MBNA Europe Bank	Legal and Trade Collections
Eversheds	Staffordshire Police
Cheltenham and Gloucester	Portman Building Society
Scarborough Building Society	Computer Cab

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