

Customer Experience Coaching

Support customer retention and satisfaction by developing strong sales and service teams



SELF-PACED
E-LEARNING

1-2
HOURS



SKILLS
APPLICATION
LAB

1
DAY

OVERVIEW

This program, which includes a self-study e-learning course and an immersive Skills Application Lab (SAL), empowers participants to effectively coach front-line employees to deliver outstanding customer experiences, a key driver to building loyalty and driving sales. The e-learning course, which is titled Coaching Conversations, builds foundational knowledge that is necessary for participation in the SAL. During the SAL, participants apply a proven coaching model and practice customer experience coaching scenarios that are videotaped and reviewed for immediate feedback.

WHO SHOULD ATTEND

Anyone who observes front-line employees interacting with customers, including area managers, financial center managers, and branch managers. In order to take the Customer Experience Coaching SAL, participants must pass the Coaching Conversations e-learning course with an assessment score of at least 80%.

RESULTS AND BUSINESS BENEFITS

Upon completion, participants will be able to:

- Increase customer satisfaction and retention
- Create superior customer experiences and drive sales growth by boosting employee performance
- Improve the employee experience in terms of motivation and productivity
- Develop stronger, more focused individuals
- Expand consistency in the sales and service culture, and predictability in business performance

LEARNING TOPICS

1

Why Customer
Experience
Coaching?

2

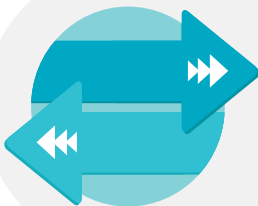
Observing the
Customer
Experience

3

The Coaching
Model

4

Customer
Experience
Coaching Skill
Practice



BLENDED LEARNING BY OMEGA PERFORMANCE

The Omega Performance blended learning experience helps participants learn critical skills, deepen comprehension, and improve on-the-job skill application and sustainment. Self-paced E-Learning courses present learning objectives and enhance understanding in a highly-interactive online environment, while in-person, instructor-led Skills Application Labs (SALs) provide participants with the opportunity to collaboratively apply skills to real-world cases.



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