

## Brilliant Sales Coaching and Assessment

At-the-desk or online 121 coaching with measurable results

Change the way you think about developing your sales or customer support staff...

- Unlock the potential in your sales or customer service team
- Close the gap between your best performers and the rest
- Increase productivity and get new starters performing faster

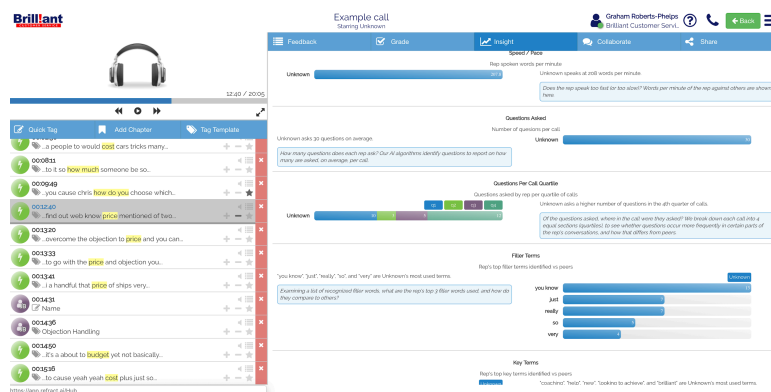


Learn faster - as you and others work!

The brilliant skills coaching program will allow your team to improve their conversation and calls skills. This will increase their ability without time away from customers.

### AI-based with live coaching

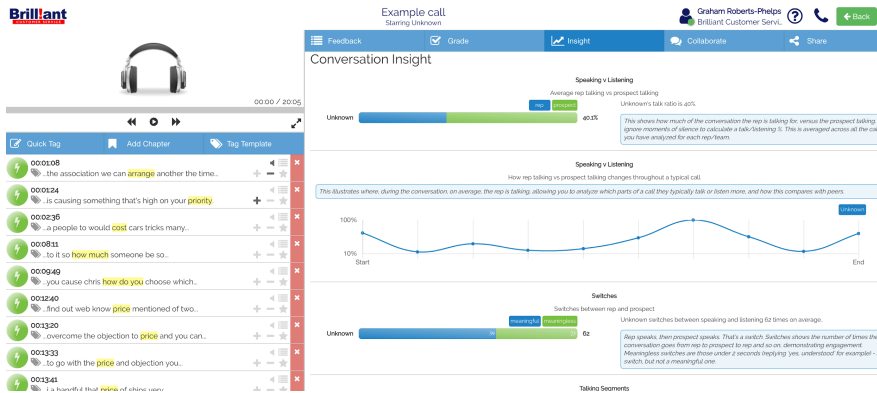
Combining expert coaching and using advanced AI technology we can review and analyse customer conversations, meetings, calls and emails. The coach can then use the system to give structured feedback with real-time micro-training. Each session builds into a unique and personalised best-practice online training library, for the individual and others as you wish. Coaching can be conducted on recorded real-life calls or role-plays and coaching completed online using an easy-to-use free video conferencing system.



Contact [hq@brilliantcustomerservice.co.uk](mailto:hq@brilliantcustomerservice.co.uk) /07515 851 691

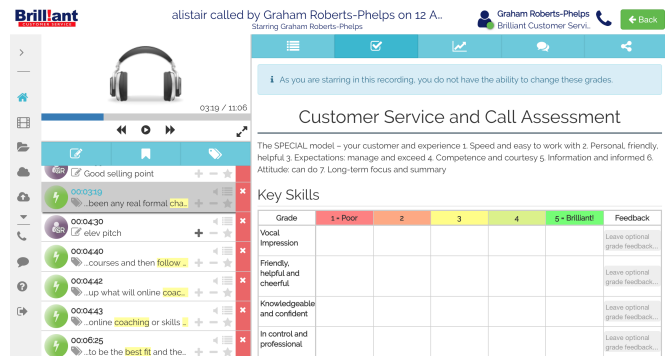
for more details and free online demonstration.

## Detailed conversation analysis and 121 training platform



### Save time and improve your results

This form of training and skills development is extremely cost-effective and can be delivered in any location at times and place to suit you. Learning happens in minutes not hours and the changes applied instantly...literally in the next call or meeting.



### Your instant online training library

The platform can quickly become a great training resource of video, audio and text-based examples and micro-learning modules. Calls and conversations can be uploaded or recorded live from within the system.

### Easy to get started - days not weeks

There are two simple steps in taking your team to the next level.

1. Initial free half-day workshop for coachees and managers.
2. Then monthly coaching for your staff. We recommend starting with two 30 minutes sessions per week and building from there. Coachees and their manager will have full access to all features between sessions.

Pricing is based on an affordable per month, per user basis. Whilst you can use with our own coaching experts, we offer optional online or at-the-desk expert review and coaching. Call for more details and a no-obligation demonstration.

Contact [hq@brilliantcustomerservice.co.uk](mailto:hq@brilliantcustomerservice.co.uk) /07515 851 691

for more details and free online demonstration.