

## Skills Coaching for Sales and Customer Service

Online 121 skills training with measurable and sustainable 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

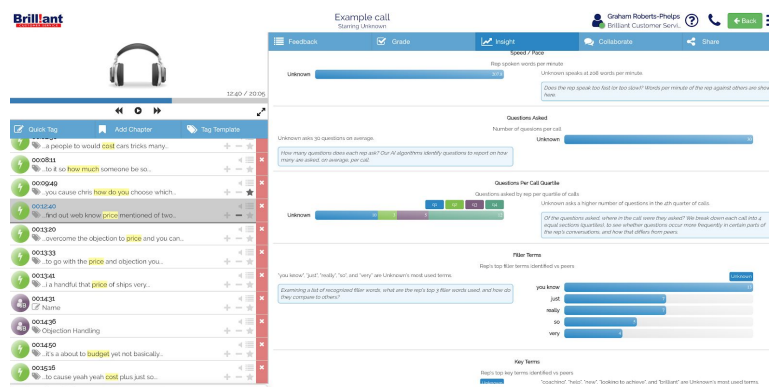


**Learn faster - as you and others work!**

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

### AI-based with live coaching

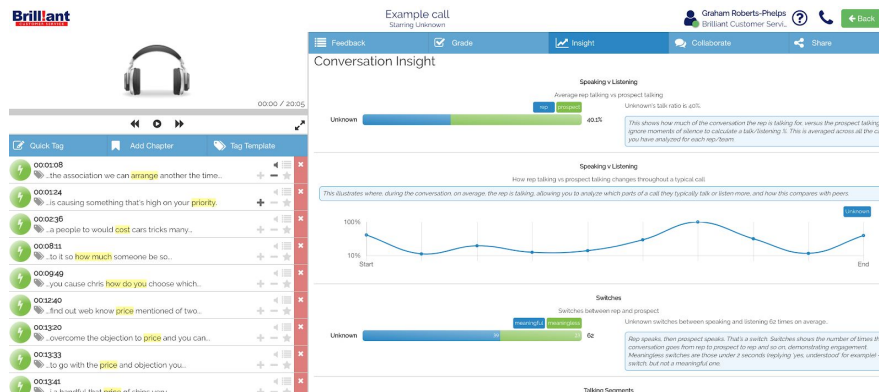
Combining expert coaching and using advanced AI technology we can review and analyse customer conversations, calls and emails. The coach can then use the system to give structured feedback with real-time micro-training. Each session builds into a unique and personalised best-practice online training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

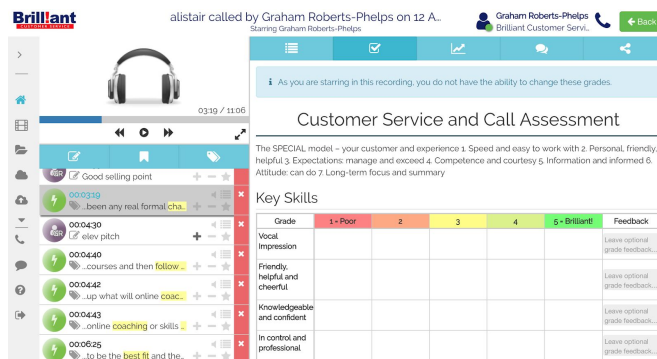


### Save time and improve your results

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

### Your instant online training library

The platform can quickly be a great training resource of video, audio and text-based examples and micro-learning modules.



### 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 with two 30 minutes sessions per week. Plus coachees and their manager will have full access to all features between sessions.

Pricing is just £395 per coachee, per month, with eight online coaching sessions per month. Coaching is conducted online by an expert skills coach, using video.

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

for more details and free online demonstration.