



Transform Your Customer Experience with Coach Rios

Is your team struggling with cancellations, inconsistent communication, or stagnant CSAT scores? You're not alone, and the right coaching can turn those challenges into opportunities for growth.

A **Direct-to-Consumer Sleep and Wellness Company** faced these very issues, and in just six months with **Coach Rios**, they achieved a complete CX transformation.

The Coach Rios Difference

Working with Coach Rios is **more than training; it's a transformation.**

- **Personalized, actionable guidance** – tailored to your team's unique challenges.
- **Direct, empathetic feedback** – delivered in real-time coaching sessions.
- **Proven frameworks** – like **E.A.R. (Empathy, Acknowledge, Respond)**, **Socratic Coaching**, and **7x7 Learning**.
- **Empowered teams** – agents gain confidence, own their growth, and collaborate more effectively.

The Results, after a 6-month program, the Sleep and Wellness Company saw:

- ✓ **CSAT scores rise significantly**
- ✓ **Lower churn & stronger renewals**
- ✓ **Agents are more confident, prepared, and proactive**
- ✓ **Clear, effective, and personalized communication as the new standard**
- ✓ **A team culture of shared learning, peer coaching, and ownership**

What It's Like to Work with Coach Rios

Through **weekly workshops, live case reviews, and skill drills**, Coach Rios helps teams build habits that stick. From leadership mindset to advanced call control, every session equips your team with practical tools to deliver **consistent, empathetic, and high-quality customer interactions**, the kind that build trust and loyalty.

Ready for Your Team's Transformation?

Whether you're building a CX team from scratch or need to **re-energize your current crew**, Coach Rios helps unlock the full potential already within your people.

Let's elevate your customer experience and your results!