

VereQuest's Check-Up™ learning modules support frontline teams engage in more effective and engaging conversations with customers.

The Check-Up™ is specifically designed for contact centers where the environment is fast-paced, ever-changing and time away from customers is at a premium.

- ▶ Cost-effectively customized to your unique environment. Classroom delivery and/or eLearning formats available.
- ▶ SCORM-compliant modules hosted on your LMS.
- ▶ One-time license fee.
- ▶ Unlimited learners.



FUNDAMENTAL CUSTOMER SERVICE SKILLS

1. Getting ready for pressure
2. You made me feel welcome
3. You addressed me by name
4. You took ownership
5. Creating a great first impressions
6. You were courteous + professional
7. I felt heard + understood
8. You asked great questions
9. You gained my agreement
10. You left me feeling valued



FUNDAMENTAL SALES SKILLS

11. You asked curious questions (sales)
12. You painted a compelling picture for me
13. You asked for the sale at the right time
14. You addressed my objections effectively
15. Advanced closing techniques



CUSTOMER RELATIONSHIP SKILLS

16. Why the customer's experience matters
17. You shared in my experience
18. You responded to me in a way I could relate
19. You managed my communication barrier
20. You helped me get past my emotions
21. You managed my frustration and/or anger



CHANNEL-SPECIFIC SKILLS

22. (Voice) You were easy to understand
23. (Voice) You managed holds, dead air & transfers professionally
24. (Email/Chat) The power of written communication
25. (Email) Creating a great email experience
26. (Email) Form + Function
27. (Email) Writing for Email – Spelling + Punctuation
28. (Email) Writing for Email – Grammar + Sentence Structure
29. (Chat) Creating a great chat experience
30. (Chat) Chat Etiquette
31. (Chat) Multi-tasking



COACHING + LEADING SELF-DIRECTED TEAMS

32. Introduction to Coaching Self-Managed Agents
33. Understanding performance standards
34. Making valid observations
35. Prioritizing coaching effort
36. Coaching I – Connecting, Set Agenda + Engage in Self-Discovery
37. Coaching II – Collaborating + Committing to Action
38. Consequence Conversations

**CHECK-UP™ SALES,
SERVICE + COACHING
eLEARNING/CLASSROOM**