VEREQUEST

Helping companies keep the promises they make®

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.

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

COACHING + LEADING SELF-DIRECTED TEAMS

26. Performance standards
27. Making valid observations
28. Delivering feedback
29. Defusing defensiveness
30. Consequence conversations

CHANNEL-SPECIFIC SKILLS

19. Clarity and confidence
20. Managing holds and dead air
21. Multi-tasking
22. Voice tone/manner
23. Chat etiquette
24. Email etiquette
25. Writing for Chat/Email

CUSTOMER RELATIONSHIP SKILLS

15. Why the customer's experience matters
16. Identifying and responding to different customer styles
17. Communicating across cultures
18. Difficult conversations

FUNDAMENTAL SALES SKILLS

10. Features, benefits + values
11. Trial close
12. Handling objections
13. Close
14. Cross-selling + up-selling

FUNDAMENTAL CUSTOMER SERVICE SKILLS

1. Getting ready for pressure
2. You had me at 'hello'
3. Name use
4. Courtesy + professionalism
5. Listening
6. Ownership
7. Leveraging empathy
8. Questioning
9. Gaining agreement

Cost-effectively customized to your unique environment.

Classroom delivery and/or eLearning formats available. Your LMS or ours.