

The Successful Support Practitioner, developed in conjunction with our Training Partner, Sirius3, provides your internal and external customer support agents and practitioners the skills they need to deliver outstanding customer support. Providing cost effective training to your employees is always a challenge. Many companies find outside training options either expensive or inconvenient and most find that developing in-house programs can be costly, time-consuming and the effort distracts resources from core business activities. Logical Process has the ultimate solution. Professionally prepared training products that you can conduct in-house whenever and as often as convenient. If you do not have any in-house training personnel, we can conduct the training sessions for you, using our certified trainers, at your facilities.

The Successful Support Practitioner consists of presentation materials, student handouts and instructor notes; including training examples, classroom exercises and activities, as well as student evaluations. **The Successful Support Practitioner** consists of 10 learning modules that can be taught individually (approximately 1 to 2 hours in length) or consecutively over 2 days depending on your employee's availability. In addition we provide support to your designated in-house instructor team to help them use and adapt the materials to suit your particular business environment. Just think 'teacher in a box' that your in-house instructor can download from our secure web site as needed.

The Successful Support Practitioner Training Modules:

- What Do Customers Want
- Support Roles
- Respect and Professionalism
- Telephone Etiquette
- Effective Listening
- Getting your Message Across
- Effective Questioning
- Dealing with Challenging Customers
- Proactive Problem Solving and Call Elimination
- Managing Stress and Time

Additional training modules, case studies, classroom exercises and activities will be made available to our existing clients through the Logical Process online Client Resource Center.

Product evaluations and further information is available on the web at www.logicalprocess.com, or through email at info@logicalprocess.com

