



# It's About People

Taking you and your team to the next level

## Call Center Training Programs

### It's Your Call

Rather than digital options like forums, email or IM, **85% of customers in the U.S. still prefer to call a company** to make an inquiry or resolve issues with a product or service.\*

Consumers believe that the good ol' phone call, talking to another (hopefully empathetic) human being, is the most effective way to get a company to take action.

Your call center personnel — sales or customer service — are your brand ambassadors so it is imperative to train them to **provide the best possible customer experiences**.

With the widespread use of social media platforms like Facebook and Twitter, your customers can be your best marketers or your worst PR nightmare.

You can't control what consumers say about your services or your products, but you can prepare your employees to handle even the most irate customers with grace and professionalism so customers have no reason to rant — but perhaps have a reason to rave — about your company to their social networks.

IPS can review your current structure and help you implement more efficient processes.

- Recruit and hire the best candidates
- Provide orientation for new employees
- Offer on-the-job training for front-line employees and supervisors
- Monitor the quality of your calls and give accurate feedback to your agents

We also offer **management training seminars, personal training for executives & managers** and **team building programs**.

\* Accenture's 2009 customer satisfaction report

We help **executives, managers, teams** and **call center personnel** refine their communication and management skills to achieve their goals and get results.

“[Glenn’s] coaching reached out across many call center managers, those who relied on [his] insight and knowledge to manage their day-to-day operations.”

**Mary Curcio**  
Vice President, Bank of America

“[Glenn] taught me to be methodical in my approach, practice patience in my duties and never to let my ambition cloud my judgment...I hold him in the highest regard.”

**Jerry Wass**  
President, First Community Mortgage

**Meet Glenn** Glenn Pasch founded Improved Performance Solutions because he deeply understands the day-to-day issues that affect an organization's performance. He has more than 16 years of experience in the direct marketing industry, including many executive positions at the #1 outbound teleservice firm in the United States. Glenn is a member of the **American Society for Training and Development**, the **International Coach Federation**, the **ATA** and **SOCAP International**.



## IMPROVED PERFORMANCE SOLUTIONS

Contact us for a FREE consultation 732-261-5472 • [coaching@ipsforyou.com](mailto:coaching@ipsforyou.com)  
[www.ipsforyou.com](http://www.ipsforyou.com)