

The Results

“If you cannot measure it – if you cannot express it in quantitative terms – then your knowledge is of a meagre and insignificant kind.” Lord Kelvin 1842.

Measurement

Measuring training has never been easy and measuring learning even more difficult. How do you know if the training you are providing is increasing learning and adding value to your organisation?

The Building Blocks of Client Service™ training program is measured by Dr Stan Rodski, Chief Psychologist at the Measurement Institute of Neuropsychological Diagnostics (MIND). Objective evidence regarding learning, training impact and business outcomes is gathered by Dr Rodski using proven psychometric techniques and measures, developed by MIND over the last 10 years.

These include:

- Pre and post measurement of the training program and learning outcomes.
- Fully benchmarked data for comparative and improvement processes. Comparative data includes high profile leadership programs from around the world including USA and UK.
- When/if required, behavioural interviews to verify the data collected from assessment with participants.

A clear and detailed report will be provided. This easily understandable report establishes the impact of the training, learning and retention which has taken place. Trend analysis, time comparisons and benchmarking are all provided within 24 hours of evaluation.



www.preftrain.com

Copyright Preferred Training Networks Pty Ltd 2008 Suite 2, 144 Camberwell Road, Vic, 3123, Australia
Ph: 61 3 9805 8000 Fax: 61 3 9882 9471 E-mail: mail@preftrain.com Web: www.preftrain.com

Testimonials

“Preferred Training Networks do two critical things really well: they provide high quality, focused, results-oriented training activities, and they back these up with fantastic customer service. Their professionalism and efficiency makes them a pleasure to deal with.”

— **D Hartman, Learning & Development Manager, BNP Paribas**

“What I like about your company is the fact that I can come to you with a need, and you come back very quickly with a good trainer or facilitator, who will customise and deliver a tailored program to suit our needs.”

— **A Wright, Manager Learning & Development, Austin Health**

“The team at Preferred Training Networks have made the task of finding quality trainers very simple. I would recommend their services without hesitation.”

— **A Blesing, Program Manager, Law Institute**

“At last somebody has developed a model to make the process of finding quality trainers easier.”

— **S Rodski, Chief Psychologist, Melbourne Institute of Neuropsychological Diagnostics**

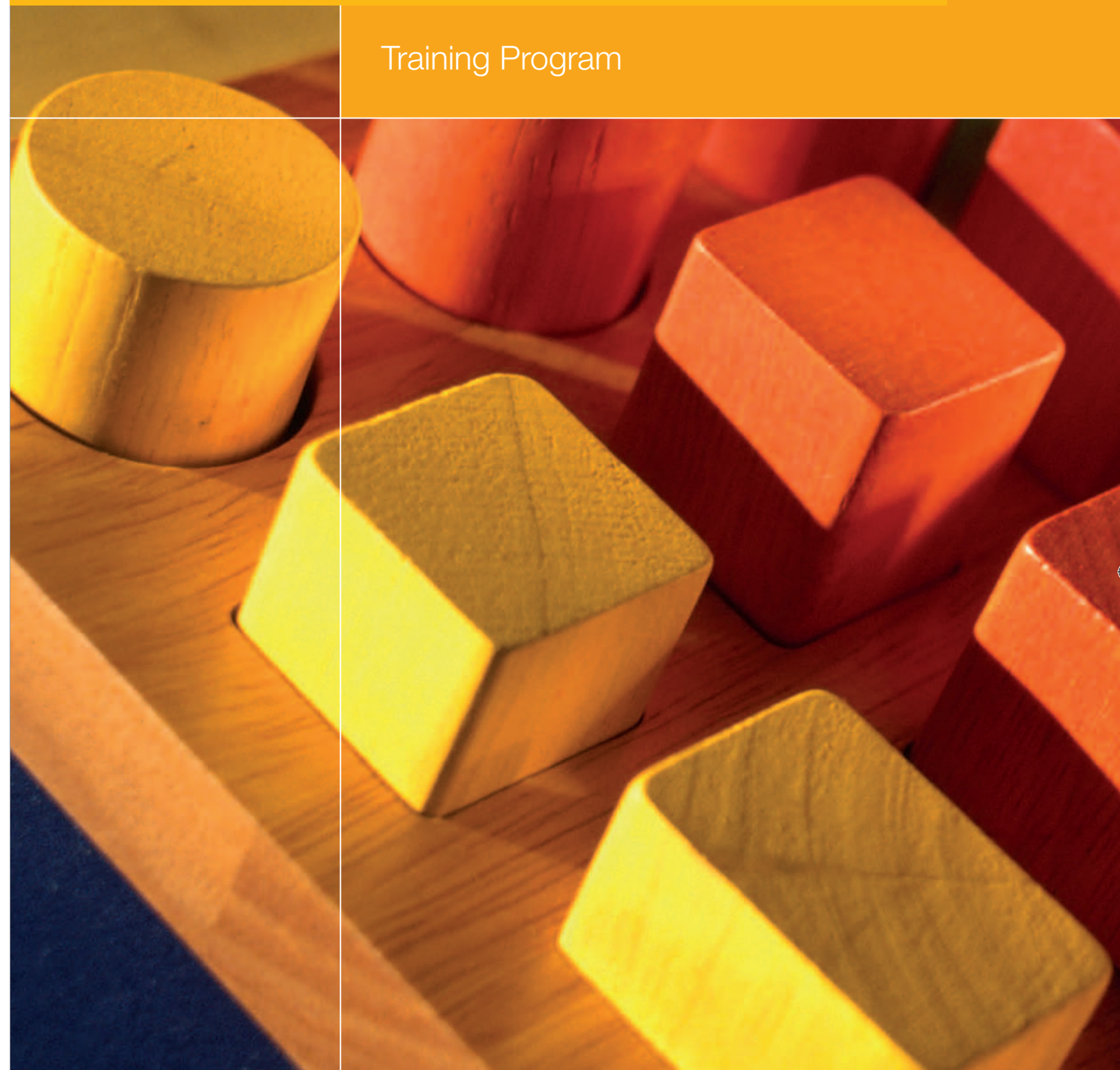
“Preferred Training Networks have never let me down and offer such a professional service”

— **R Larson, General Manager, American Chamber of Commerce**



The Building Blocks of Client Service™

Training Program



Australia's first referred training network...



PREFERRED TRAINING NETWORKS

Preferred Training Networks is Australia's first referred training network. All trainers within our network have been referred by Senior HR and L&D Managers from Australia's top 500 companies.

The training process in six easy steps:

1. Decide which blocks of Client Service you would like in your customised training program.

By working with one of our professional consultants, you can build a customised Client Service training program that suits your organisation and industry. Simply decide which blocks you would like in your Client Service training program and we will assemble them for you.

Each block can be conducted in as little as an hour or as long as a day. You decide how many blocks you would like fitted into each day.

2. Pre program exercises

Participants are provided with relevant articles and case studies two weeks prior to the program commencing. Discussions during the training program will relate to these topics.

3. Delivery of the training program

Delivery of The Building Blocks of Client Service™ training program.

4. Addendum learning journal

A learning journal will accompany every workbook and participants will be encouraged throughout the training program to think of creative solutions to address issues within their working environment.

5. One on one coaching

Approximately 3-4 weeks after the program a business coach will contact each participant to monitor their progress and add some individual ideas to address any struggle points.

6. Measuring the results

RAIT™ is a valid and reliable learning assessment tool which produces a return on your investment on any training program delivered. Developed by neuropsychologist, Dr Stan Rodski, this measurement system enables identification of training which exceeds, meets or falls short of learning expectations.

Build your own client service training program

Step One: Tick the Client Service Skills required for your team

- | | | |
|---|---|---|
| <input type="checkbox"/> The Cycle of Service | <input type="checkbox"/> Good versus Bad Client Service | <input type="checkbox"/> Connecting with your Clients |
| <input type="checkbox"/> Core Values of Client Service | <input type="checkbox"/> Communication Skills | <input type="checkbox"/> Identifying who your Clients are |
| <input type="checkbox"/> Moments of Truth | <input type="checkbox"/> Building Client Rapport | <input type="checkbox"/> Listening Skills |
| <input type="checkbox"/> Body Language | <input type="checkbox"/> Telephone Skills | <input type="checkbox"/> Questioning Skills |
| <input type="checkbox"/> Unique Selling Propositions | <input type="checkbox"/> Assessing Product and Service Performance | <input type="checkbox"/> Communicating with Different Generations |
| <input type="checkbox"/> Communicating with Different Cultures | <input type="checkbox"/> Email and Writing Skills | <input type="checkbox"/> Dealing with Challenging/Difficult Clients |
| <input type="checkbox"/> Buyer Behaviour: Business to Business and Business to Client | <input type="checkbox"/> Delivering Exceptional Service | <input type="checkbox"/> Client Expectations and Perceptions |
| <input type="checkbox"/> Service Quality Gaps | <input type="checkbox"/> Service Recovery | <input type="checkbox"/> Engaging Clients |
| <input type="checkbox"/> Creating Experiences for your Clients | <input type="checkbox"/> Blueprinting | <input type="checkbox"/> Understanding the Service Setting |
| <input type="checkbox"/> The Client Retention System | <input type="checkbox"/> Building a Client Focused Service Organisation | <input type="checkbox"/> The Value of the Complaining Client |
| <input type="checkbox"/> Segmenting Clients | <input type="checkbox"/> Developing Client Loyalty | <input type="checkbox"/> Presentation Skills |
| <input type="checkbox"/> Adding Value to Clients | <input type="checkbox"/> Influencing Clients | <input type="checkbox"/> Decision Making Models |

Step Two: Tick which additional services you require

- Follow-up coaching sessions
- Measurement
- Benchmarking
- Evaluation of The Building Blocks of Client Service™
- Feedback report

Step Three: Register your request with us for a response within 24 hours

Submit this page or please contact Melinda Kavanagh, Marketing Manager. We will provide you with an obligation free quote within 24 hours.

Phone: 61 3 9805 8000

Direct: 61 3 9805 8037

Fax: 61 3 9882 9471

Email: mkavanagh@preftrain.com

Web: www.preftrain.com