

Building the High-Performing Support Team

By Rae Ann Bruno
President Business Solutions
Training, Inc.

Building the High-Performing Support Team

This course is centered on a case study for the specific group with traditional challenges such as having limited resources, the need to cross-train and improve processing time, reduce errors, and a focus to improve customer satisfaction. Through group discussions, activities, and working through the case study, the team will assess what works well today and what could be improved. They will work together to define a plan for improving processes, grow their skills and increase customer satisfaction. The day will be divided into the following modules:

- *Introduction*
- *The Value of Business Alignment*
- *Understanding Best Practice Tools & Techniques*
- *Improving Customer Service*
- *Working Together Toward Success*

*Wouldn't you like to
eliminate the words
"helpless desk" from your
customer's vocabulary?*
