CHANGE
BY DESIGN

*We have a solid history developing customer service and satisfaction solutions...*

FACT:

Our award-winning team at has worked in the areas of customer service and satisfaction for over 6 years, producing exceptional products for workforce learning and performance excellence.

Our Clients Include:

- GE Healthcare
- ATT
- Survitec Group
- International Big Truck Manufacturer

Learn more about these projects and other in-depth case studies on our web site.

We understand that the loyalty of your customers is based in quality products, exceptional customer service, and customer satisfaction with each purchase.

We develop customer satisfaction systems that include any or all of the following:

- Key performance indicators (KPIs) and dashboards
- Customer satisfaction surveys aligned with KPIs
- Organizational process improvement to align processes with KPIs
- Customer service-related training for enterprise software, industry-specific product knowledge, communication skills, and sales acumen

850.445.6303
www.ChangeByDesign.us
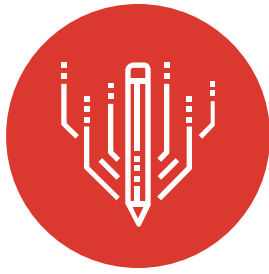
INSTRUCTIONAL DESIGN

We believe that positive organizational change can and does occur through effectively-designed and developed workforce training materials. Using evidence-based best practices in learning and change, we first develop a deep understanding of your organization, your people, and your processes. We weave this understanding into developing learning materials that are engaging, that authentically represent your organization, and that build skill in areas critical to customer service and satisfaction.

We develop learning solutions that can be delivered face-to-face, via eLearning, through virtual instructor-led training, or even with games and simulations.

"Change by Design is dedicated to doing superior work and is effective with a variety of personalities."

- T.Amick, Tippy Amick Training
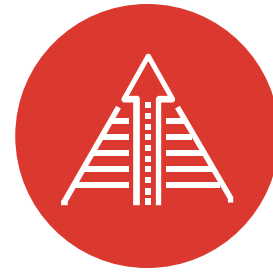
PERFORMANCE IMPROVEMENT

Change by Design will work with you to customize your performance improvement approach to positively increase customer loyalty. We will help ensure that your key performance indicators (KPIs) are positively aligned with effective production processes. This could require any or all of the following:

- An organizational audit to determine where challenges exist
- Identification of KPIs
- Design and implementation of a customer feedback system
- Process redesign to align with KPIs
- Development of a continuous improvement process
- A change management plan to prevent employee resistance

"Change by Design takes complex problems and transforms them into practical and applicable solutions."

- C. Rainey, Rainey Leadership Learning

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