

We are **Briljent.**

Call Center Training

Call Centers face unique challenges when it comes to training.

Retention is always a challenge. Expectations include aggressive targets and employees often need to learn to perform highly complex tasks involving policies and regulations, product knowledge, customer-facing skills, critical thinking and decision-making, and use of integrated systems. At the same time, quality and speed are important measures of performance.

- We are experts at finding ways to improve time to proficiency for Call Center employees. We have proven success in reducing time to proficiency on new associate training by 70%. The faster your people become proficient, the better your ROI.
- We can support recruitment, hiring, training, quality measurement and ongoing management of your team.
- When Quality Review of calls and Training are integrated, additional learning needs or training deficiencies can be identified and incorporated, increasing first call resolution rates and caller satisfaction and decreasing compliance failures (HIPAA).

Let Briljent help your call center become more productive.

SCOTT LORCH - VP, Client Services

Got Change?

Get Briljent.



Change Management

Is your organization implementing policy changes and new technologies?

With new policies, products, and technology affecting your teams, organizations can quickly show signs of stress.

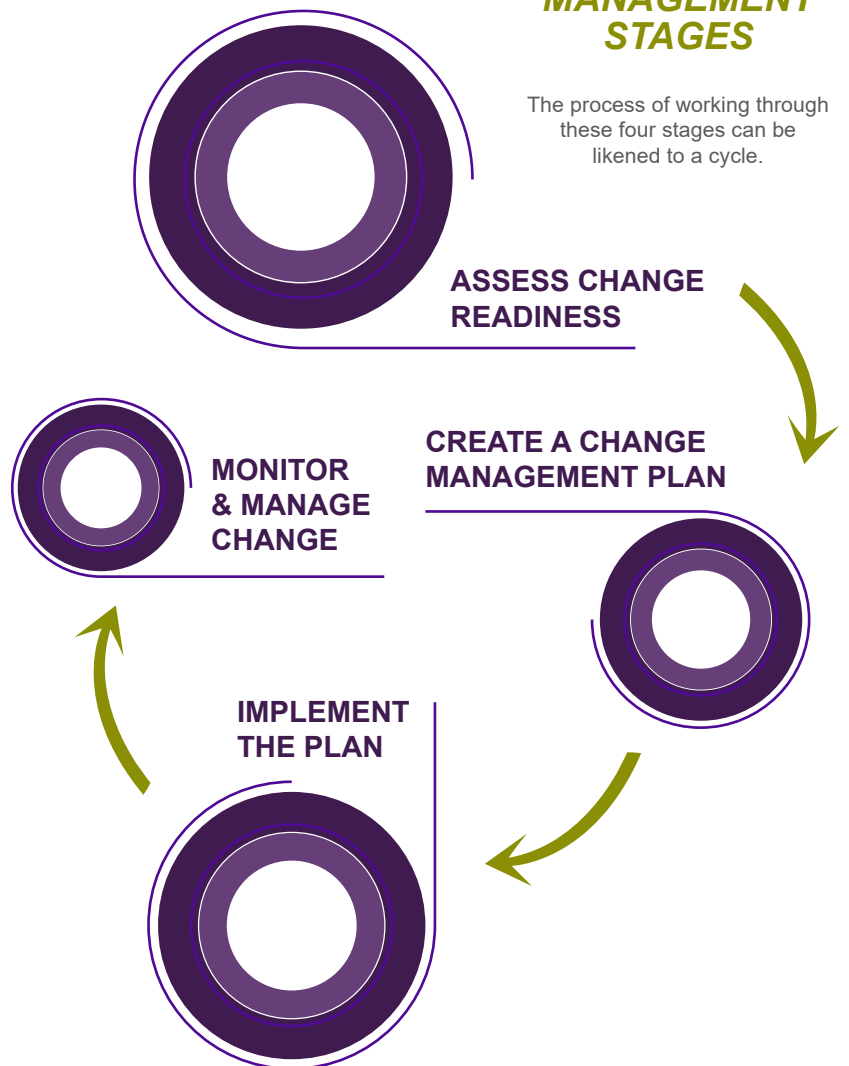
Briljent understands the challenges new technology and changing policies can have on your organization. We drive change within organizations by assessing readiness for change, creating a plan for change, and partnering with you to implement the change.

We create solutions that will help you navigate change. Our programs can be sized to fit your needs, ranging from basic project management and communications to large multi-year projects that engage all levels of your organization.

We help organizations facing change adapt. Our goal is to evaluate and enhance the processes, knowledge, beliefs, and attitudes of the team.

CHANGE MANAGEMENT STAGES

The process of working through these four stages can be likened to a cycle.



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Approach

We believe that Briljent can apply this approach for Organizational Change Management in a way that offers significant advantages.



Activities Included by Engagement Size	S	M	L
PREPARE			
Define the change scope, rationale, and timeframe	*	*	*
Identify client OCM stakeholders and roles			*
Conduct impact assessment	*	*	*
Conduct organizational analysis			*
Define success measures		*	*
Evaluate change readiness		*	*
Assess risks			*
PLAN			
Develop project strategy and vision	*	*	*
Develop an organizational plan			*
Develop a leadership/stakeholder plan			*
Develop a communications and training plans	*	*	*
Develop a change network		*	*
Develop a risk and resistance mitigation plan		*	*
Develop measurement instruments/surveys			*
EXECUTE			
Support leadership through execution	*	*	*
Implement communications/training plans	*	*	*
Monitor, manage and measure risk and resistance		*	*
SUSTAIN			
Reinforce behaviors			*
Continue measurement over time		*	*
Adjust plans based on measurement results		*	*
Transfer ownership of the project			*
Support leadership through execution	*	*	*

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