

About

AchieveGlobal

AchieveGlobal helps organizations translate business strategies into results by improving the performance of their people. Clients worldwide rely on AchieveGlobal's proven expertise in leadership development, customer service, and sales effectiveness. Implementing research-based learning solutions, AchieveGlobal empowers clients to successfully develop leaders and acquire, grow, and retain profitable customer relationships.

With 75 offices in 42 countries—and programs and services in more than 40 languages and dialects—we can work with our customers virtually anywhere in the world. We welcome the opportunity to work with you too.

Benefits of Using Analyzing Work Process

At the completion of this module, participants are able to:

- Describe the value of thoroughly analyzing a work process before making improvements.
- Understand the need to measure and monitor the performance of a work process in order to make improvements.
- Identify opportunities for improvement in work processes in order to better meet or exceed customer expectations.
- Successfully demonstrate the Key Actions in a practice situation.
- Identify and present product benefits that will satisfy customer needs.
- Plan to use the Key Actions to improve the quality of work processes.

Program Specification

Audience: - Supervisors, managers and individual contributors.

Class Size: - 12 – 15 Participants.

Length: - 3 1/2 hours.

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