

Reputation & Brand Management Training

**YOU CAN'T PREDICT A DISASTER BUT YOU CAN PREPARE.
ENSURING YOUR WORKFORCE HAS THE COMMUNICATION SKILLS
NEEDED TO HANDLE CRISES HAS NEVER BEEN MORE VITAL.**



CHALLENGE: EFFECTIVE INTERPERSONAL SKILLS

The #1 skills gap in America today is Interpersonal Communications. Poor communication skills often result in negative publicity, leading to a loss of customers and costly lawsuits and a growing need for crisis communications & legal counsel. Employees who lack effective communication skills can negatively impact your brand.

FLUENCY SPEAK SOLUTION: PREPARE FOR CHALLENGES

Empower employees to solve problems by providing them with the ongoing communication training needed to become skilled communicators. Using the Fluency Speak video practice platform, employees practice responding to real-world scenarios and receive coaching to improve so they can protect the brand, empathize with customers, and understand needs in a way that allows them to deliver the absolute best in customer service.

★ FLUENCY SPEAK BENEFITS

- The cost-effective Fluency Speak video practice platform deploys rapidly and fits easily into existing training and workflows. Learners, managers, and coaches remain accountable to the training process through customizable intelligent notifications.
- Employees develop the skills to keep their emotions in check, communicate clearly, and consider the needs of others.
- Develops mastery of communication skills through practice and ensures employees address customer frustrations with proactive problem solving.

Platform Features Used



Assignments



Leaderboard



Coaching



Channels



Hot Seat (testing)