

Training & Workplace Learning



One of LRA's Customer Experience Management Family of Services

Becoming the undisputed customer service leader in your industry is a worthy and valued objective, but it won't occur by chance. Your organization must have a sound strategy and the proper resources your people, culture, work processes and technology - to sustain this goal and achieve bottom-line results. LRA Worldwide specializes in helping companies and brands become Service Excellence Champions.

We are leaders in training and workplace learning. Our experiential learning is based on proven principles. More than cognitive learning, we teach actionable skills that can be put to work the next business day. Whether your challenge is driving growth and profitability, minimizing employee turnover, developing leaders, increasing productivity, or improving customer satisfaction and retention, our customer service training programs can add real value. LRA aligns your people with your learning strategy to deliver tangible business results.

What We Do

We design and deliver customized programs for learning and training that improves the work environment and achieves customer service excellence. We help you establish and articulate your customer service philosophy and position. We then help you develop learning strategies, align your organization around that strategy, and integrate your new service philosophy into your standards, your job requirements and your work environment. We begin with the end in mind by specifying specific goals and business outcomes. As a result, our client's realize a tangible return on their training investment. We even assist in the design and implementation of performance measurement systems and scorecards to track ROI and integrate with your reward and recognition programs.



Customized Training Programs

Our team includes talented, creative training and development professionals proficient in designing world-class training curriculum and content and deploying innovative training programs aligned around your company's strategic objectives. We can assist in enhancing existing training programs or creating new ones for your organization. Our learning content can be easily customized to meet a client's unique needs, or integrated with existing or other third-party content. We can develop curriculum for every level, including senior executive, mid-manager and front-line staff. Curriculum and content can be developed around:

- Improving Service Excellence
- Delivering Distinctive Customer Experiences
- New Employee Orientation
- Change Management
- Job Skills Mastery
- Problem Resolution
- Executive Development Workshops
- Leadership Development Workshops



Coaching and Skills Development

We have successfully coached many training and HR executives. Our goal is to help executives develop their leadership style, identify blind spots, and strengthen the critical skills and perspectives necessary for success. We are capable of designing and developing Corporate Universities that can serve as the organization's center of learning and training. Corporate Universities can be self-managed and offer a complete pathway and toolbox for primary and advanced learning.



We can provide individualized coaching and skill development for:

- Directors of Training & Development
- Training Managers and Coordinators
- Human Resources Directors

When Should You Use LRA?

- When you are reorganizing your organization, have new leadership, or are charged with the challenge of changing the culture, and don't know how to get started
- You know where and how to start, but lack the infrastructure to rapidly implement change on your own
- You have an existing training individual or department, but need the expertise and resources to ensure they get the guidance and advice to perform their job effectively.
- You are seeking external expertise in enhancing or creating some of your employee training and development programs.
- You are launching a new Training Resource Center or a Corporate University and need guidance on how best to proceed.
- You are seeking a speaker for your next conference on customer service excellence and quality.
- You have a manpower shortage and require assistance with updating training materials, facilitating classes, etc.
- You desire to be a customer service leader in your industry, but don't know how to get there.



Benefits - Why invest in LRA's Training & Workplace Learning Solutions?

- Our customized approach to workplace learning provides a quick and clear pathway and toolbox for achieving customer service excellence.
- We deliver the most efficient and cost-effective approach to learning and training.
- We provide our client's with a roadmap to increase awareness around strengths and weaknesses, and identify the interventions necessary to eliminate performance gaps.
- We have established alliances with some of the foremost experts in workplace learning and training who can be called upon to add value for ongoing client engagements.
- All solutions are linked to your strategic objectives for sustainable change.



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LRA. It's all about the experience!