



FAB Solutions: Our Proposition

Helping Contact Centres DO
Better and BE Better



Our Mission



“Help Contact Centres DO better and BE better changing perception of Contact Centre through amazing Customer Experiences”

Our Vision



“To be the one stop shop for contact centres helping them optimise and create effective journeys for customers and employee's”

Our Guiding principles: How we operate

- Improving the customer journey is at the Centre of what we do
- We innovate using the newest techniques and latest concepts
- We create access for all levels to quality information
- We truly Partner and invest in our clients and customers
- We make Training and Knowledge the focus of employee experience
- Customer Experience and Employee Experience are central to what we do



FAB Solutions: Proposition Wheel

We believe that putting your customers at the heart of your Contact Centre helps drive focus in 4 key areas



People



Process



Technology



Leadership

Our Proposition is designed to help you address the key areas that fall within these that support you to run an efficient and effective Contact Centre

How We Help You **DO** Better And **BE** Better





Experienced Leadership consultants
Breadth of experience in Financial services.
Contact centre expertise
Extensive HR Policy and Performance
Management experience
Champions of Leaderships and development
Specialisms in Training and Competency



Experienced in people development,
Training and leadership
Employee engagement programmes
Performance Coach
Qualified DISC Personality profiling
Accreditation



Delivered several change
programmes:
Quality Transformation
Regulated Sales transformation
Employee engagement
Change Champions for systems
training

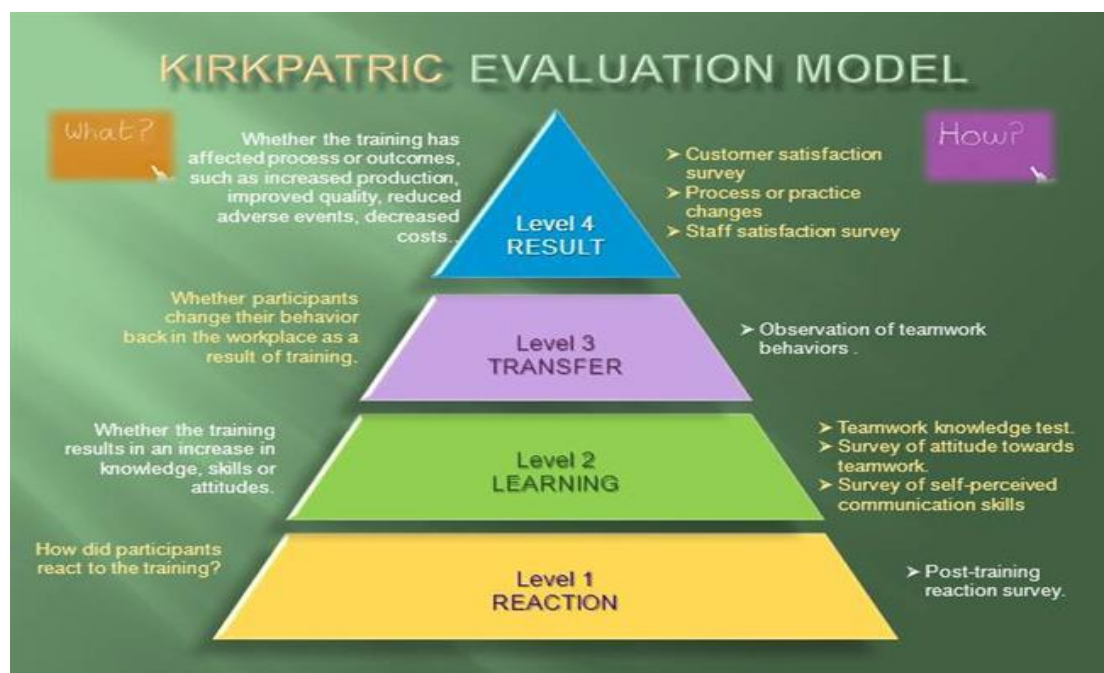
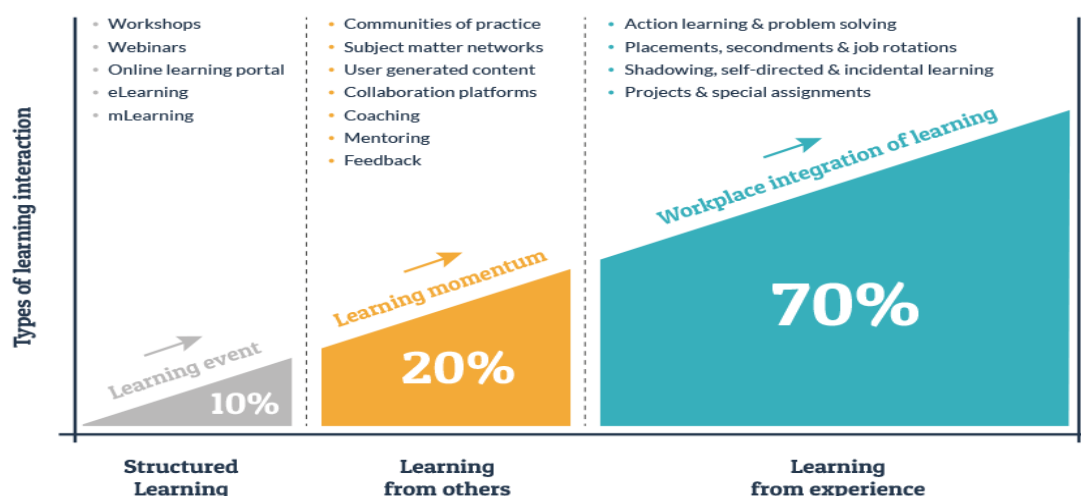


Designed and facilitated a number of training
and leaderships interventions
Stepping Into Leaderships Programmes
Performance Management workshops
Sales Training Programmes
Leadership Development Programmes
Developing Tone of Voice For Contact
Centre's

Skills and Experience

People: Our Approach To training and Leadership

Establishing ROI is important so we use applied learning techniques and review the impact using the Kirkpatrick evaluation model to monitor improvements post interventions and seek to improve ROI for the business.



Our training is focused on how you can enhance the customer experience within the Contact centre. We can design bespoke programmes tailored to your business or support with more open workshops these include



Selling skills



Social media selling



Customer Services



Complaints handling



Call handling



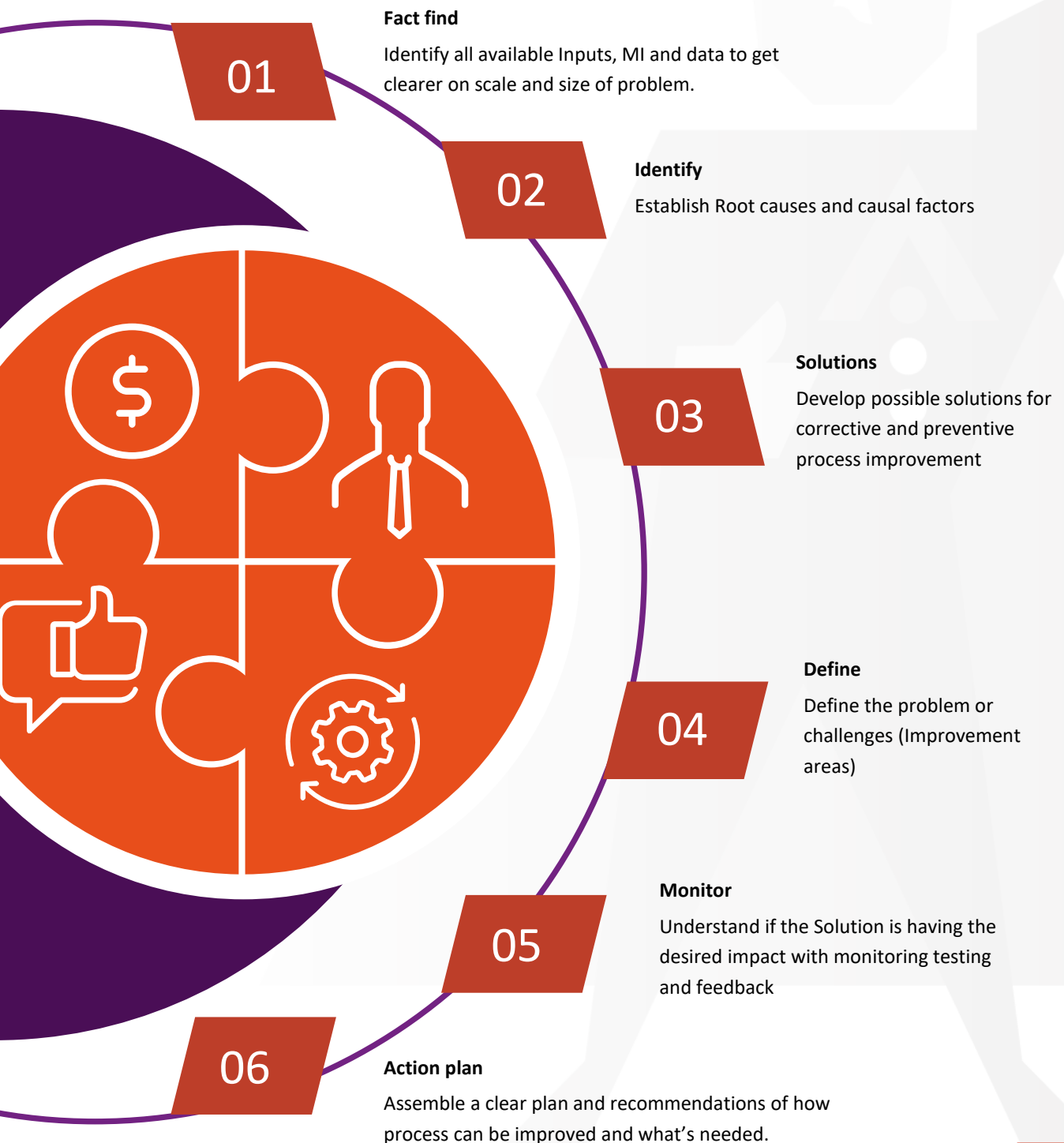
Coaching for performance



Leadership development

Our approach to Process improvement

Process improvement is a key part developing your customer experience, our approach to process improvement starts with clearly defining your problems and challenges using customer data, employee feedback and customer verbatim responses



Technology

We partner with proven technology providers to help ensure you implement technology that is right for your business and enhances your customer experience. We support you to find, implement and embed technology that will help take your business to the next level.



Why Choose FAB Solutions?

01

Delivery Methods

Driving change through project management, collaboration and process improvement workshops we can help you pick out your moments of truth in your customer journey and help train and upskill your frontline team and leadership to drive your customer experience forwards

02

Why Us?

We have a strong operational background and experience leading at a senior level gives us credibility, proven results and experience to understand your challenges and create solutions that work. Employee wellbeing, engagement and training are at the heart of some of what we do, as people are one of your biggest assets. We have experience of leading large-scale change programmes and driving performance in a variety of industries so can support you on your transformation journey

03

Location and rates

We support you Nationally across the UK, we provide onsite training, process improvement workshops and customer journey mapping face to face or remotely. We provide training directly and have a pool of award-winning associates that can help provide training onsite or remotely with competitive pricing, including risk and reward frameworks if required, subject to terms and conditions.

Contact Us in the following ways to learn more



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