

ProPracticeSM Rave Reviews



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ProPractice Rave Reviews

Employees' Experience with ProPractice

- “By doing the ProPractice Process, like two or three times a week, what I am trying to learn is now fully planted in my head...and it just kind of flows. It’s easier to speak with clients, because I know what I am going to say.”
- “Having the avatar repeat that question over and over made me reset my thinking process, and so that really helped me on the repetitiveness of that. And then also, having the Key Elements listed there, then I can work that into my scripting, and then again, having the avatar ask me a question over and over really helps me get my scripting down and it just became really natural for me in using my own wording.”
- “Just the repetition is reinforcing and I like that it gets us back to the basics.”
- “It gets as close as you can get to a live scenario. It is interesting how you interact with the avatar...that you really believe you are talking to somebody.”
- “I love that it re-creates as close as you can get to a real-life experience in a learning mode. I think it’s very applicable to a lot of different things.”
- “I like the use of a headset with ProPractice because it feels like I am talking with a client on the phone and I can concentrate better.”
- “I like that you kind of layered the different types of learning, because I think that will appeal to a lot of different people.”
- “It has changed our mindset and it is not a product push.”
- “Changed mindset from ‘can’t do everything in one meeting’ to ‘can do it!’”
- “For me, it has enhanced what I do with my customers. I am prepared for conversations and I have more confidence and professionalism with customers.”
- “Conversations with customers are more advice-based.”
- “Doing the ProPractice Modules as a team and having fun with it! It is not like an assignment. It is fun!”
- “Working with the avatars for fifteen minutes every morning is practice that really helps!...What happens then is that you are saying the scripts without even thinking about it!”
- “I like the interactiveness.”
- “I like the emphasis on just the Key Elements, so you can put it into your own words.”
- “It’s a lot better than just reading.”
- “It is thorough.”
- “You use it with your own words, so you are not like a computer or robot.”
- “It’s self-paced and self-directed.”
- “I can train myself and do it in a way that works best for me.”
- “I like the consistency of the ProPractice process...study, practice, and the Scored Challenges.”

- “It helped me build more confidence and become a more confident adviser to my clients.”
- “I like the repetition. That’s how I learn...through repetition and the ability to back and forth on the computer and just keep repeating until I felt comfortable.”
- “ProPractice is teaching an old dog new tricks!”
- “I will be using it to form the right habits.”
- “It is very concise, and this is much better than looking through the product documentation when we prepare a meeting. The best time to practice with the avatars is just before the meeting.”
- “I like the level of detail and comprehensive data and information seen in ProPractice.”
- “It is a great way to keep the information fresh in your mind. I feel the repetitive nature helps to make the information second nature.”
- “I like the fact that everything is clearly laid out in bullet point format, short and concise. I also like that you see it, hear it and say it out loud to yourself, so it is as close as possible to a live encounter as you can hope for in order to practice.”

Managers’ Experience with ProPractice

- “Another thing I really like about it is that I can see how it can be used across the board, and how it provides a base format for coaching. A lot of times when we get a project like outbound calling or something like that, a Manager may get that on their desk and go, ‘Okay, how am I going to approach this?’ Well, this takes the guesswork out. It’s already formatted. You just go for it, so that was really nice. And of course for me personally, I like the avatars. I learn very well by testing and figuring out what I am not doing right and going back and doing it over and over. And so very quickly I worked up to my 100%, because I can learn quickly that way.”
- “This could become addictive.”
- “You can go back and forth inside the program.”
- “It solidified things I was struggling with.”
- “I like the flow and the repetitiveness.”
- “People like to learn differently, and this works for that.”
- “I like that the scoring shows improvement.”
- “I like that the program challenges you. I like to beat the program.”
- “It’s like a mind game.”
- “It’s like a word puzzle that you want to get right.”
- “It makes you think more because you know you are going to have to answer the Scored Challenges.”
- “We all know we have different learning styles, etc., and having the multi-learning styles build into the program really helped a lot.”
- “You are improving your game and your ability to do your job the best you can.”

Managers' Comments About Employees' Experience with ProPractice

- “Most employees are using ProPractice every day, especially during down time.”
- “When they were doing it for the first time and baselining, the employees really stumbled. It was amazing the improvement and how positive they felt when they started using ProPractice. They felt very accomplished with their improvement just fifteen minutes later. I had an employee who was familiar with the scripts, and he was pretty cocky about how he would do with the baseline, but had his rear end kicked. He used ProPractice and then got two appointments straight away.”
- “We expect that we ask questions and clients answer willingly. But clients don't always give us the information. We stumble for the right words to bring the client over to our side. Because of that, the Modules on Overcoming Objections had a huge effect on our folks. We get nothing but positive comments and success stories. Before ProPractice, the employees would go into conversations with clients and have nothing but anxiety. ProPractice has reduced their anxiety and they are having tremendous success, which they did not have in the past.”
- “The team is embracing ProPractice, understanding the process, and actually enjoying seeing themselves improve.”
- “You know, a lot of times when we do training programs, unfortunately, they look at it as a change and drudgery in some cases. This has actually built energy and so that's really a turnaround in behavior. And it's fun! It's changing behavior and they are liking it, which is very cool.”
- “I thought it was easy to navigate, I thought that the testing environment where you have the scored drills is really powerful because it gives the opportunity for employees to even independently clock in and have that, again, more real-life experience. I think you get things more at a mastery kind of level.”
- “Our employees are on fire with this!”
- “Our new employees are just eating it up!”
- “Major impact across all levels of experience – new or experienced employees. It doesn't matter, they are seeing a lift.”
- “We are now implementing skills that we have never had in the past.”
- “Confidence levels up, capability increased, and more comfortable working with customers.”
- “They can now explain benefits with confidence.”
- “The mindset has gone from single account sales to complete packages.”
- “I expected push-back from experienced employees, but it hasn't occurred...it is the best program we have ever had.”
- “We have asked our employees if they are hearing any other objections not covered within ProPractice, but no one has raised any other objections.”
- “Daily practice is my motto! It has made such a significant impact for me and the team!”

- “ProPractice has helped the employees know what to say, so they are much more efficient and effective in their conversations with customers. They get a lot more done.”
- “We have also gotten the tellers engaged with ProPractice. What has been telling is that the quality of the introductions they are making to employees is really high...because by using ProPractice, they are also overcoming some objections from customers even before they introduce the customer to the employee.”
- “The Key Element language is being consistently used.”
- “It was great that the avatars kept changing, so that the employee did not become too comfortable practicing with the same avatar. So the fact that a different avatar appeared each time keeps the employees on their feet and is more consistent with what they will actually experience in the field.”
- “They think it’s fun, value-added and love the repetition.”
- “For those employees that use ProPractice, they are liking the product knowledge, they see the value in repetition and more importantly, their scores have improved dramatically. One new employee who had no business experience actually got a 100% score after going through the process once.”
- “I am getting more accolades from customers than ever.”

Middle Managers’ Comments About Employees’ Experience with ProPractice

- “In my entire career, I have never seen anything as powerful as ProPractice for building skills.”
- “I have got an employee that’s got thirty years of experience. She was having some challenges mastering the needs analysis process due to some preconceived ideas from her years in the industry. With ProPractice, she was able to improve her skill set at her own pace without the intimidation of role-playing with her peers. When she put her new skills to use, she was able to uncover the needs of several clients she had been servicing for years. She informed her manager she was surprised by how much she didn’t know about clients she had been servicing for years. We have seen a substantial increase in the quality and quantity of customer conversations because of ProPractice.”
- “ProPractice even helps employees for whom English is not their first language.”

Senior Managers' Experience with ProPractice

- “In my entire career, I have never seen anything move as quickly in terms of getting results.”
- “I like the layered learning (Challenge, Role Model, Practice, Record and Playback, and Scored Challenges). The ability to go back and forth between each of the screens during the preparation section is really good.”
- “I like the control ProPractice provides to the employees.”
- “It’s great that ProPractice covers the different learning styles.”
- “I like the self-paced study and practice approach, but also the fact that there is accountability because we will set a date for the manager to give the scored challenges.”
- “We have a wide range of people in our company...from young to older, inexperienced to experienced...and ProPractice has something for everyone.”
- “The study and practice are so flexible that it will appeal to any type of learner at any age.”
- “It is really engaging.”
- “My accuracy and confidence is even increasing as I use ProPractice.”
- “People don’t have to memorize a script word for word, but have to get the Key Elements right.”
- “I like the ability to use it every day at any time.”
- “It will definitely appeal to younger folks.”
- “It has great applicability for product knowledge and sales skills.”
- “It is very time efficient.”
- “It reminds me of a video game.”
- “This is fun!”
- “I would not have scored nearly as well on the Scored Challenges had I not had to study and practice with ProPractice beforehand.”

Senior Managers' Comments About Managers'/Others' Experience with ProPractice

- “The value for all my employees has been that they can really evaluate themselves. If I contrast it to what we were doing before, you can ask somebody, ‘Hey, are you practicing the needs analysis process?’, and they’d say, ‘Yeah, I’m practicing and I really think I have got it right.’ Through ProPractice, I have had a lot of managers say, ‘I thought I had good scripting and I thought I was ready to deliver in the first person,’ but yet through ProPractice Challenges, they realize themselves that they really were not ready. They were still going to the, ‘Well, I would say something like this.’ They were really not quite ready with their first-person scripts on certain Modules, or they were practicing something that was not correct and the Modules have helped them uncover it. That is, they realized, ‘I really wasn’t covering this particular aspect in the right way.’”

- “The Managers really think the repetition of using ProPractice is something that should be scheduled into their sales management and coaching every week. They feel that two to three times a week they should review the Modules and certain sections of whatever their employees might need to work on.”
- “It really allowed the offices to leverage their time in terms of the areas that they need to work on. It gives them confidence because they can see that they are doing really well in most Modules, but if there is an area they need to work on, they can just work on that particular Module.”
- “In all sincerity, I am blown away by the amazing progress the Managers are making...the daily focus, the daily practice, the visibility of the coaches. What I am seeing is involved leaders, which is absolutely fantastic! We have changed our behaviors and are doing things differently and better. I am hearing about not only the confidence of the employees, but of the managers as well!”
- “The ability to practice away from customers is absolutely critical to our success and our customer experience. It builds the confidence of our employees.”

Coaching

- “Biggest added value for managers is in creating space for coaching, even to managers with weak coaching skills. ProPractice gives them a tool that enables them to coach. It also gives them a great overview of the skills of each client worker.”
- “I feel that ProPractice provides a lot of consistency. If I coach Employee A and then coach Employee B and then forget something that I should have done or said with Employee B, that I did with Employee A, with ProPractice, the trainer and content are always the same. You clear up the inconsistency. The message is always the same.”
- “We now talk about maximizing every meeting with the customer.”
- “My coaching has improved. I am more structured in what I coach, and I know that I am teaching/coaching the right things because of the Key Elements and Role Models provided in ProPractice.”
- “ProPractice provides coaching even when no one is available to coach. The ability to have at your fingertips a coach to focus on any specific area at any time is a very powerful tool.”
- “I can already tell that ProPractice is going to allow me to really get a good, specific, individualized coaching plan for each of my employees.”
- “The avatar has helped me hone my scripts even better, so that as I coached my employees and assistant managers, they were able to make it sound natural, rather than something that they try to think of to say. Therefore, my coaching has been far more effective.”
- “It changed my leadership. Because of ProPractice, I am now in and out of the offices constantly because I know exactly what to coach and how to do it.”

Overcoming Objections

- “We have practiced objections before, but ProPractice has really given the employees the tools. If you have already rehearsed it, and you are very comfortable with maybe the top five objections, etc., it’s going to be very easy for you to overcome them. Or even if you don’t run into the objections, because you know you could handle them, your conversation goes more smoothly.”
- “The scripting and Key Elements are customer-friendly, resulting in smart conversations and overcoming objections.”
- “The objections are real-world, and responses work to overcome them.”
- “No negative feedback from customers at all.”
- “I think the biggest benefit of this for employees is increasing their ability to handle objections.”
- “The objections in the Modules are the objections that actually come up.”
- “The objections are what we face in real life every single day. I believe in it!”
- “I really believed that I can handle and overcome objections better because of ProPractice.”
- “By using more of people’s senses, ProPractice helped them to learn faster. It was visible on more self-confident answers with clients. They were able to handle clients’ objections which, in the past, they left open and didn’t actually respond to.”

Could You Have Improved Your Scores Over Your Baseline, As Fast and As Much As You Did, Without the Use of ProPractice?

Employees

- “No. ProPractice made a difference.”
- “No. I wish I would have had it after I went through our other training programs.”
- “No. Having the questions asked by the avatar helped me re-start my brain to start over.”
- “No. I need the tool (ProPractice) or someone to coach me that way.”

Managers

- “No, not as quickly. It accelerates the process of learning and process ‘concreting’ and mapping of the information in your mind.”
- “ProPractice makes it more permanent in your mind.”
- “It takes the emotion out of it. I am not trying to impress my manager. I am trying to improve myself.”
- “I don’t feel penalized because my manager isn’t sitting there watching me.”

Experience with ProPractice at a Proactive Telecom Call Center

Call Center Consultants' Comments

- “Love it. I was surprised I was not able to answer some of the questions. I was really surprised I couldn't answer, ‘How does it work?’ I really like the format for learning.”
- “I am very competitive. I am going to rock this. This is a lot better than reading the training documents we normally get. I am learning things I thought I already knew.”
- “I love this. It's a bit hard to let go of what I am used to saying.”
- “This is presented in a format that is easy to understand and grasp.”
- “I was confident I knew what I was talking about, but after the baselining, I was surprised at what I didn't know. I like this way of learning.”
- “I wish I had this a long time ago.”
- “I learn new information and I like the tool.”
- “I like this. I see this as a very valuable way to learn.”
- “I like the read, watch, do, and review process, and the opportunity to repeat it in practice.” (Note: This was an “old school” employee who usually pushes back. Her manager was very pleased with her response.)

Call Center Manager's Comment

- “ProPractice can be used anywhere to increase knowledge. It is a key way to drive consistency regardless of what is being sold. In fact, I was surprised at the amount of inconsistency in what consultants were saying about products during the baselining process.”

Call Center Training Managers' Comments

- “This could replace all forms of learning that we do. This should be the way that we do all our product, promotions, and campaign training.”
- “We should use this throughout our company, even in the area of building social interaction skills, especially for our newer employees.”
- “This is the perfect way to do new-employee induction training. They will get up-to-speed faster and at a higher-quality level than ever before.”

Call Center Director's Comments

- “I have always believed that it is essential to repeat stuff and circle back. ProPractice builds this into a great process.”