

BUILD CUSTOMER LOYALTY THROUGH EXCEPTIONAL SERVICE AND SUPPORT

Fact Sheet

KORN FERRY DIGITAL

Despite efforts to automate, people interactions still critically impact the customer experience. How do you ensure your talent exceeds expectations?

67% of customers say their standard for good experiences are higher than ever; 51% say most companies fall short.

OUR SOLUTION

Diagnose and close service skills gaps, at scale.

We help you improve the person-to-person interactions that have a critical impact on the customer experience – across roles in contact centers, technical support, field service, retail, healthcare and hospitality.

The solution starts with Korn Ferry Success Profiles. Leveraging decades of job analysis and research, they describe the traits and drivers that deliver stellar customer experiences, and the behaviors that create positive defining moments to ensure customer loyalty.

Leverage our assessments to measure exactly how your service and support talent stacks up against these profiles; gain an accurate and data-driven view of your people, and their specific development areas.

Assessment results are fully integrated into a learning journey for the individual which combines world-class development content, a self-directed and self-paced ongoing learning path, plus coaching and reinforcement to embed the learning and drive lasting mindset and behavior change.

All elements of the solution are delivered in an interconnected way, via one platform, for an engaging user experience and an easy and efficient method to roll out across the organization.

BENEFITS

- Efficiently and scalably drive the development and adoption of skills and competencies that drive exceptional people interactions at every touch point on the customer journey.
- Decrease the time to proficiency while improving the effectiveness of all service providers.
- Drive your customer experience transformation journey across the breadth and depth of the organization, not just in small pockets.
- Enhance the ROI on talent development activities through more focused targeting and stronger follow-through.
- Encourage a culture of learning and continuous service improvement within your organization.
- Drive employee engagement through a personalized approach and help individuals manage their development and careers over the long-term.

INTEGRATED ASSESSMENT, DEVELOPMENT, AND COACHING DELIVERED DIGITALLY, AT SCALE



Define desired service behaviors via Korn Ferry Success Profiles



Assess gap between current and desired behaviors



Provide development and feedback to close behavior gaps



Provide individuals with ongoing coaching and reinforcement

ANCHORED IN RESEARCH-BASED SUCCESS PROFILES

These define the competencies, traits, and drivers for over fifty key service and support roles, refining exactly what success looks like. They provide a benchmark to measure your talent against and enable you to coach and develop individuals to this standard.

MAKE LEARNING STICK WITH PERSONALIZED JOURNEYS

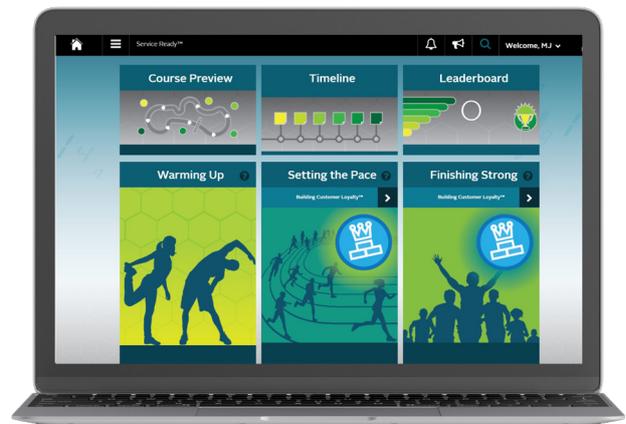
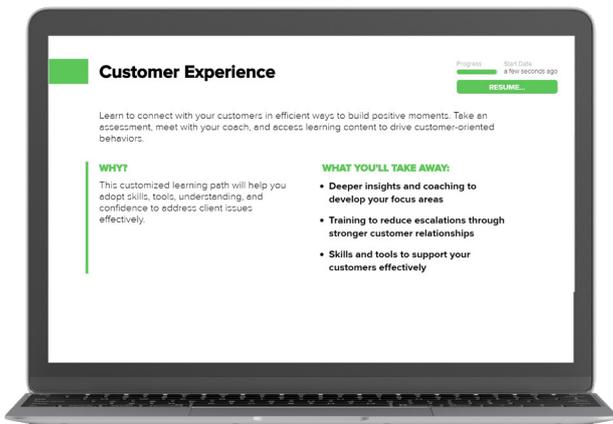
Learning focuses on our Service Ready development portfolio, aimed at building the skills, methodology and processes that ensure exceptional customer interactions. Development is ongoing and increases the likelihood of a commitment to changed behavior and improved performance.

LEVERAGE WORLD-LEADING KORN FERRY ASSESSMENTS

These measure the specific combination of capabilities outlined in the Success Profile and provide the data to build a tailored learning journey for the individual, focused precisely on the skills gaps and learning needs identified in the assessment.

BUILT FROM THE PERSPECTIVE OF THE EMPLOYEE

The easy-to-use platform and interconnected components of the solution, coupled with the personalized nature of the journeys and the self-guided learning, provide a leading-edge employee experience to drive higher levels of engagement.



About Korn Ferry

Korn Ferry is a global organizational consulting firm. We work with organizations to design their organizational structures, roles, and responsibilities. We help them hire the right people and advise them on how to reward, develop, and motivate their workforce. And, we help professionals navigate and advance their careers.