

# SERVICE READY FOR FIELD SERVICE™



Miller Heiman Group®

**Service Ready for Field Service™** is a program designed for individuals who support customers in a face-to-face technical capacity. In addition to the skills required of other types of service representatives, field service engineers (FSEs) face unique challenges when delivering service onsite. They must offer solutions in an environment of uncertainty, tight deadlines, big budgets, complex solutions, and daunting responsibilities. Without a customer-oriented attitude, expectations aren't met, negative defining moments pile up, the customer experience deteriorates, and customers migrate to the competition.

**Service Ready for Field Service™** builds on the skills from the *Service Ready™* suite, reinforcing customer-oriented behaviors that help FSEs connect with their customers in productive, efficient ways to produce positive defining moments. This highly interactive program helps FSEs move beyond the idea that their jobs are just to fix broken products, allowing them to understand how to maintain healthy customer relationships.

**Service Ready for Field Service™** focuses on teaching skills that are much harder to find in the general labor pool, such as projecting confidence, identifying and reacting to social cues, partnering with customers, setting expectations, defusing tense situations and recovering from challenging encounters.

## Service Ready for Field Service™

- ▶ Features our highly-scalable Integrated Solution™ that allows large groups to be trained simultaneously and asynchronously.
- ▶ Highlights the importance of partnering and staying calibrated with the customer.
- ▶ Focuses on setting expectations to reduce misunderstandings that can lead to escalations.
- ▶ Reveals how to keep circumstances from escalating into challenging situations.
- ▶ Teaches field engineers to interpret customer body language, to anticipate pushback, and to adjust their responses accordingly.
- ▶ Reduces time-to-resolution and increases customer satisfaction as field engineers learn how to migrate to the most appropriate communication channel for a given situation.
- ▶ Incorporates a Performance Action Plan that requires participants to have a discussion with their supervisors to identify strengths and target areas for improvement. This becomes the first post-training coaching session, which can be completed virtually. The supervisor acknowledges the discussion has taken place and the participant has improved in the targeted areas by signing off on the plan, which the participant then uploads to the highly-scalable integrated solution.

## Program Facts

### Who Should Attend

This program is for an experienced field service audience, but can be successfully taken by new and less-experienced reps. Basic telephone skills are covered only briefly in the *Service Ready™* review—these are mechanical processes that can easily be trained in-house.

### How Your Organization Will Benefit

- ▶ Increase customer satisfaction scores
- ▶ Reduce time-to-resolution
- ▶ Decrease callbacks (to customer site) as FSEs communicate more effectively—resolving more issues on the first attempt
- ▶ Limit escalations from upset customers

### Delivery Options

- ▶ Integrated solution—our digital, interactive platform delivers content through video, audio, thought-provoking activities, discussion forums, downloads, quizzes, practice, and job aids.
- ▶ One-day reinforcement workshop for application (sold separately)



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### About Miller Heiman Group

Be Ready Solutions from Miller Heiman Group empowers people across the entire organization to perform at peak potential by bringing game-changing insight to sales performance, customer experience and leadership. Backed by more than 150 years of experience and performance, Miller Heiman Group is built on well-known brands such as Miller Heiman, AchieveGlobal, Huthwaite, Impact Learning Systems and Channel Enablers. Our Be Ready Solutions offer more sales-based and customer service-based solutions than anyone in the industry. This allows you to build and sustain successful, customer-focused organizations that drive profitable revenue and top-line growth on a global scale. To learn more, visit our website. And follow us on LinkedIn, Twitter, Facebook, YouTube or Google+.