

Rosanne Dausilio

President at Human Technologies Global Inc

Carmel, NY, US

Experienced international speaker known as the 'champion for the human' who streamlines customer service and increases sales.

Biography

ROSANNE D'AUSILIO, Ph.D., industrial psychologist, consultant, master trainer, best selling author, executive coach, customer service expert, and President of Human Technologies Global, Inc., specializes in human performance management. Over the last nearly 25 years, she has provided needs analyses, instructional design, and customized, live customer service skills trainings as well as executive/leadership coaching. Also offered is agent facilitator university certification through Purdue University's Center for Customer Driven Quality. Known as 'the practical champion of the human,' she authors 7 best sellers ?Wake Up Your Call Center: Humanize Your Interaction Hub,? 4th ed, ?Customer Service and the Human Experience,? ?Lay Your Cards on the Table: 52 Ways to Stack Your Personal Deck (includes 32-card deck of cards), How to Kick Your Customer Service Up A Notch: 101 Insider Tips, How to Kick Your Customer Service Up A Notch: ANOTHER 101 Insider Tips, The Expert?s Guide to Customer Service, The Expert?s Guide to Customer Service, Volume II as well as her popular complimentary ?tips? newsletter on How To Kick Your Customer Service Up A Notch! at <http://www.HumanTechTips.com>

Availability

Keynote, Author Appearance, Corporate Training

Industry Expertise

Corporate Leadership, Business Services, Training and Development

Areas of Expertise

How to Take the Pulse of Your Company, Measure and Improve First Call Resolution

Sample Talks

The 5 W's of World Class Customer Service Training

Customer service is three-fold: People, Process, Technology. Our focus today is on the people side of customer service. Discover the latest statistics on the state of customer service and how it negatively impacts your bottom line. Competition is merely a click away with First Call Resolution (one and done) being the #1 driver of customer satisfaction . Learn the impact and cost of repeat calls and where the biggest errors lie. Make use of the formula for bad call experiences by plugging in your own numbers. Find out why in today's economy and competitive environment, training is a necessity for world class customer service. Apply the Strategies for Success. This session identifies the 5 W's: Who needs to be trained. What the appropriate modules and skill sets are. Where training should be held. When sessions should be scheduled, and lastly, but most important: Why train?

Education

California Coast University

PhD Business with specialty in Conflict Resolution

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