

## Eleven Signals that Your Business Could Benefit From a PRIME Consultant

**1- "Let's get this up and running and we'll deal with the details later"**

Process alignment now will save major headaches later

**2-"We are spending a minor fortune trying to recruit and keep our employees"**

Employee recruitment and retention requires an effective strategy that delivers

**3-"Now that we are restructuring, we need to redistribute work loads"**

Change management helps minimize aftershocks and smooth process flows and employee workloads.

**4- "The Program isn't performing as well as expected"**

Assessing root causes and creating innovative solutions needs the benefit of an experienced advisor.

**5- "Important initiatives always seem to get placed on the back burner"**

Task an independent party with your initiatives who will give them the time, attention and focus that they deserve

**6- "It's going to be a huge challenge to be ready in time for launch"**

When deadlines and resources are at odds, a consultant can help close the gap

**7- "I don't have enough resources to train so many employees at once"**

Don't compromise on quality training. Consultants can provide expert training on an as-needed

**8- "Training seems to take too long"**

Effective adult learning methodologies can streamline training and produce better qualified employees

**9- "My trainers, supervisors and quality coaches were promoted because they were good on the phones"**

Invest in your staff. A consultant can teach them industry-best practices for management, feedback and training development, skills they didn't learn on the phones.

**10- "Sales are good, but could always be better"**

Dialogue strategy and performance coaching can yield bountiful results

**11- "I have more customer touch points than ever, why are my customer satisfaction ratings dropping?"**

Multi-channel integration requires integrated procedures and customer dialogue as well. An experienced consultant can help you exceed customer expectations across all touch points.