



HOT SPOT

NEXT-GEN
PEOPLE
SKILLS

EXPERIENCE THE POWER

Next-Gen People Skills are what set us apart — and get YOU rewarded.

GET INSPIRED

From February – March 2017, Retention Agents can earn ***On the Spot*** reward cards based on effective ***Next-Gen People Skills*** behaviors you use on all of your customer calls. Get complete details below!

These new ***Next-Gen People Skills*** — part of the newly enhanced Hot Spot program — are essential in every customer conversation we have. Why? Because all eight behaviors help us more effectively evaluate the customer experience through the eyes of our customers.

Agents who use two or more of these skills can double their save success rate...and each connection between people skills and save rates strengthen with each behavior you use! Plus, it's vital we use these behaviors even when customers choose to leave us, because we want every Comcast interaction to be a positive one.

8 Simple Behaviors to Be Comcast Proud

- 1. Be Warm and Friendly** — Create a personal connection so customers feel valued and well cared for.
- 2. Own It** — Do everything within your power to resolve the issue, instilling confidence and trust with the customer.
- 3. Show Appreciation** — Recognize the customer relationship with Comcast and give the customer your full and undivided attention.
- 4. Make It Effortless** — Make all customer interactions quick and easy, and promote self-service capabilities for future use.
- 5. Listen Actively & Respond Appropriately** — Use customer conversation listening for cues and tailor your response to the customer's experience.
- 6. Discover Needs** — Ask thoughtful, relevant questions, collaborating with the customer to thoroughly define the issue and identify the best solution.
- 7. Be an XFINITY Ambassador** — Promote the XFINITY brand, products and services by demonstrating expertise so the customer can feel your excitement and enthusiasm.
- 8. Set Clear Expectations** — Keep the customer accurately informed throughout the interaction by using transparent communication to ensure next steps are understood.

Next-Gen will take us to the next level.

Use ***Next-Gen People Skills*** in your conversations, and your performance metrics will increase — while our customer experience continues to improve.



GET REWARDED

Earn On the Spot cards and enjoy the recognition!

When you're seen demonstrating exceptional **Next-Gen People Skills** February - March 2017, you'll definitely enjoy the rewards.

Your Supervisor will share what you did to earn it — and reward you with an On the Spot reward card, featuring a variety of award levels **ranging from 15 to 1,000 Award Points.**



- These cards have unique Award Point values and codes you scratch off.
- Once you do, go to XFINITY XCHANGE and deposit your Award Points with your personalized code.
- Deposit Award Points as soon as you earn them since lost cards that go unredeemed cannot be replaced or reimbursed.

Award Points are good for brand-name merchandise like electronics, housewares, toys, sporting goods, fashion items, jewelry and tools — plus dining, entertainment and travel experiences, music downloads, movie or event tickets and more!

Recognize others for their Next-Gen People Skills.

Agents also can praise peers for quality behaviors on XFINITY XCHANGE. Just click the "Recognition" tab to give coworkers kudos for helping transform the customer experience. Plus, you can review recognitions others have received through an interactive social element within the portal.

**DO ALL YOU CAN TO
ACHIEVE THESE NEW
NEXT-GEN PEOPLE SKILLS
AND ENJOY THE REWARDS!**