

I hereby confirm that I have had an ongoing business relationship with Performance Role Play since January 2010. During this time, they have provided our business with excellent support in the areas of Mystery Shopping re-enactments and Business Role Play Training for a pilot group in our Credit Collections division. We have also used this format of training to upskill our internal facilitators, as part of their Leader Training for Customer Experience. The training carried out by them is considered as one of the biggest contributors to the success of the Collections pilot. Their training assisted staff in the collection environment to build a level of empathy and assertive behaviour, which contributed to the following positive outcomes:

- Whilst the efficiencies experienced a slight lift, the overall effectiveness illustrated via rand value. “collected and kept” increased by 20% in the same period in comparison to their peers
- A lower talk time (shorter call), as a result of the effectiveness of the training and the CLEAR
- Coaching Quality Model that had been applied
- An increase of 11.6% in connects per hour
- An increase of 15.1% in Right Party Contact (RPC 's) per hour
- An increase of 14.8% in Promise To Pay (PTP's) per hour
- They also played an integral role in the successful roll out of the new Customer Experience training into our organization. Performance Role Play equips our facilitators to facilitate behavioural training on a subject matter expert level. These skills are still evident today, after 9 months of attending the leader training. This is a direct quotation from a trainer's feedback form:
- “The activities that we conducted on day 3 and 4 were extremely exciting and beneficial. I think it would be great to include it into the course if time permits. I especially enjoyed the role playing activities;”

I can confidently recommend Performance Role Play as a solid and reliable supplier, and experts in their field.

Yours faithfully

Linda Bianchina

Manager | Customer Experience Design & Enablement| Standard Bank of SA Ltd