



# Enhance Your Customer Experience

Culture & Communication Skills Consultancy



## Who is Communicaid?

Communicaid is a Culture and Communication Skills Consultancy. We construct cultural bridges that enhance understanding and build trust, enabling our clients to create long-lasting, profitable international relationships. Our clients include many of the world's leading organisations including Microsoft, Dell, HBOS, UBS and Vodafone.

## Why Communicaid?

Communicaid's training and consultancy solutions demonstrably optimise the performance of contact centres by enhancing the customer experience, protecting the brand and assisting revenue creation.

## Expertise in Offshore Solutions

Communicaid has pioneered the design and delivery of culture and communication skills training solutions aimed specifically at the offshore industry. Our dedicated team of professionals – Instructional Designers, Interculturalists, Linguists, Quality Assurance and HR Specialists – are unique in both their skills sets and their thousands of hours of in-country, onsite experience of delivering client-led solutions that impact directly on the customer experience.

We have provided training and consultancy worldwide including India, the Philippines, USA and China.

## Solutions

- Onsite Culture and Communication audits
- Curriculum design
- Customer Service Representative training
- Empathy & Rapport workshops
- Train-the-Trainer/Coach modules
- Continuous CSR Support training
- Call/Coach calibrations
- Call monitoring and analysis
- Competency and Certification development
- Managing International/Virtual Teams workshops and support
- Doing Business with India workshops

## Contact Details

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