



# What is the new AI CX Superpower Hint - It's Continuous Personalized Training

*Dan McCann & Tamara Schroer*

**WELCOME**

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**Tamara Schroer**

VP, Education & Development at Working  
Solutions

*A recognized expert in learning and development, with **30 years of experience** revolutionizing remote-workplace education. She **has perfected the use of AI and innovative strategies** to enhance traditional teaching methods, creating tailored learning experiences that drive measurable business results.*

*Under Tamara's leadership, her team **sets industry standards** for virtual training, equipping independent contractors with the skills, confidence, and clarity to excel. By **blending proven methodologies with cutting-edge AI** tools, she ensures learning is not only effective but also **adaptive and enduring**. With a sharp eye for instructional design and a deep commitment to learner success, Tamara builds and **consults on development ecosystems that empower** individuals, strengthen teams, and align learning with business impact.*

[tschroer@workingsol.com](mailto:tschroer@workingsol.com)

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**Dan McCann**  
CEO & CLO of SymTrain

Dan has a passion for lifetime learning and developing human capabilities. He started SymTrain to help employees learn to perform their jobs faster and easier by developing skills and building confidence in handling the most challenging customer interactions.

AI simulation training personalizes learning based on data from call recordings screen recordings and actual performance by practicing the skills each employee needs while refreshing skills they have already developed.

Customers achieve 20-30X ROI by accelerating speed to proficiency and performance outcomes while reducing attrition and the cost to manage continuous training and development systems.

AI designed to improve human capabilities is just really cool!!

[dan.mccann@symtrain.com](mailto:dan.mccann@symtrain.com)



# Reflection of Training Excellence 2026

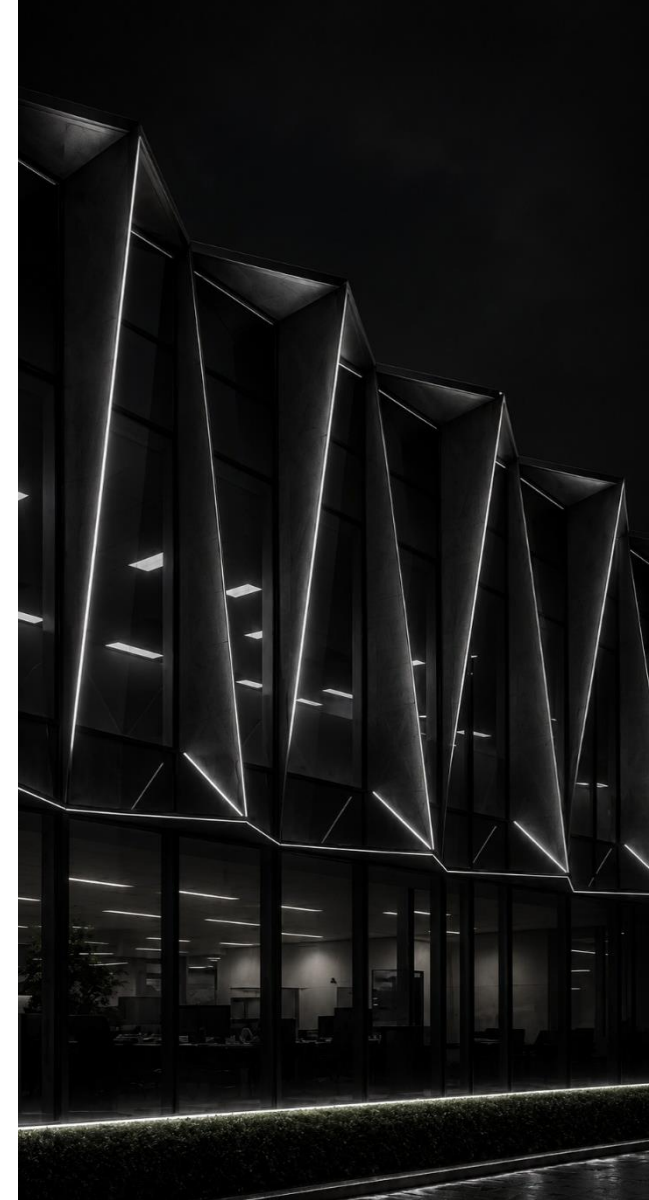


## Speakers

- Dan McCann
- Tamara Schroer

## Agenda

Introductions	01
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Continuous Training Framework	03
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# CONTINUOUS TRAINING

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# Before We Begin.....

*90% of agent's performance is shaped after onboarding training!!*

*65% of agents report not leave onboarding ready and confident – with the #1 complaint that they still needing real-world practice?*

*What impact could you have on speed to proficiency if real-world practice started on day one and training did not stop after onboarding?*

*\* Working Solutions performance system delivers \$10M in ROI impact*

*What if training became a continuous drive of performance for each team member with less than 5 Min a day of targeted practice?*

*\* Working Solutions improved agent retention by 35% (\$3M impact)*



# Weak Links in Agent Development with Traditional Training

## Information Dump

Overloaded from day one without context.

## Lecture Heavy

Too much talking, not enough doing.



## Practice Light

Limited practice means limited confidence & Limited skill development..

## Ends at Graduation

Training stops, learning stops, Performance stops.

# Why This Matters: Performance Gaps

Coaching Inconsistent

QA Scores Too Late

Leaders Lack Visibility



**Small gaps in training cause large gaps in performance.**

***Every Link Matters.***

Skill Decay

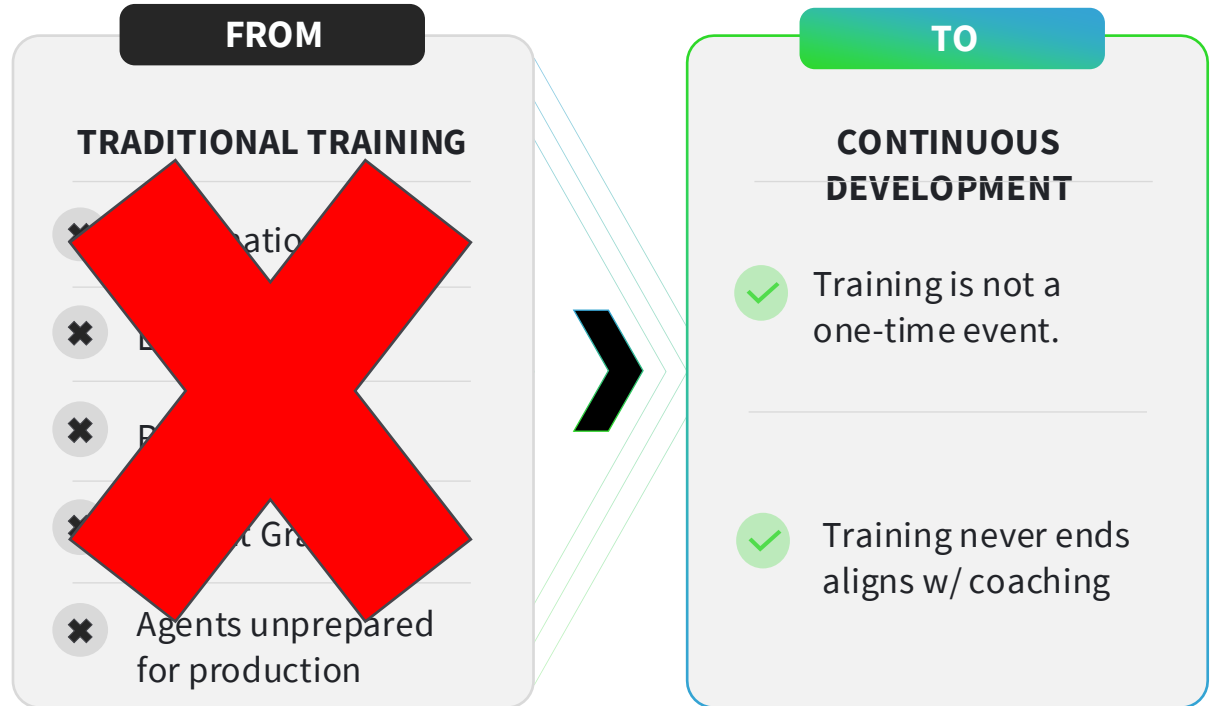
Low confidence on Day 1

Practice starts too late

# Transforming Traditional Training Into CX Performance Superpower

**Training is no longer a one-time event.**

*It must become continuous personalized training.*



# The Shift

What Training is all About!

**Training is the continuous growth of performance and data insights becomes actionable skills.**

- Daily Practice
- Realistic Simulations
- Real Time Scoring
- Personalize Coaching
- Reinforcement at Scale
- Information is Taught but **Skill is Built**





**OPTIMIZATION FRAMEWORK**  
**FOR CONTINUOUS TRAINING**

# The Framework: 3 Optimization Levels

**Optimization at every level. Operations to O.P.T. In!!**

*Aligned objectives, stronger practice, and smarter timelines create maximum impact spaced across the training lifecycle.*

**O**bjectives Optimization

**P**ractice Optimization

**T**imeline Optimization

# Level 1: Objectives Optimization for Continuous Training

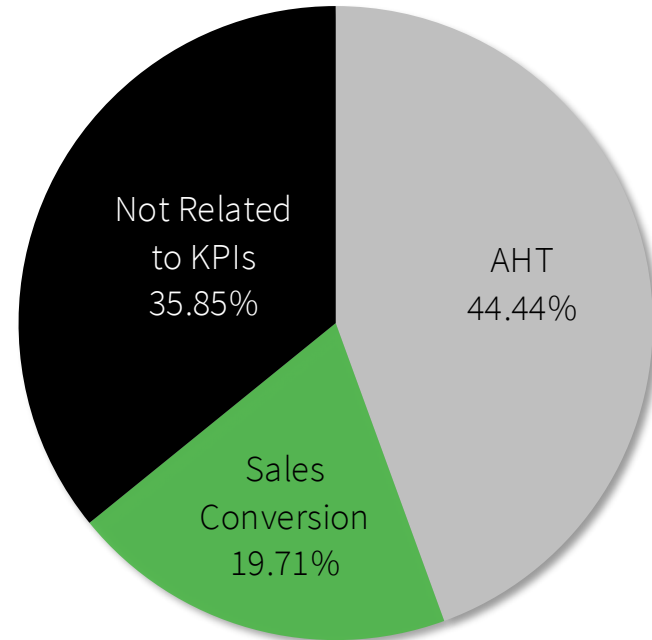
Align Training with Performance



# Mapping Skills to KPIs – Starts in Operations Worked into Training

## Skill Distribution – Two Examples

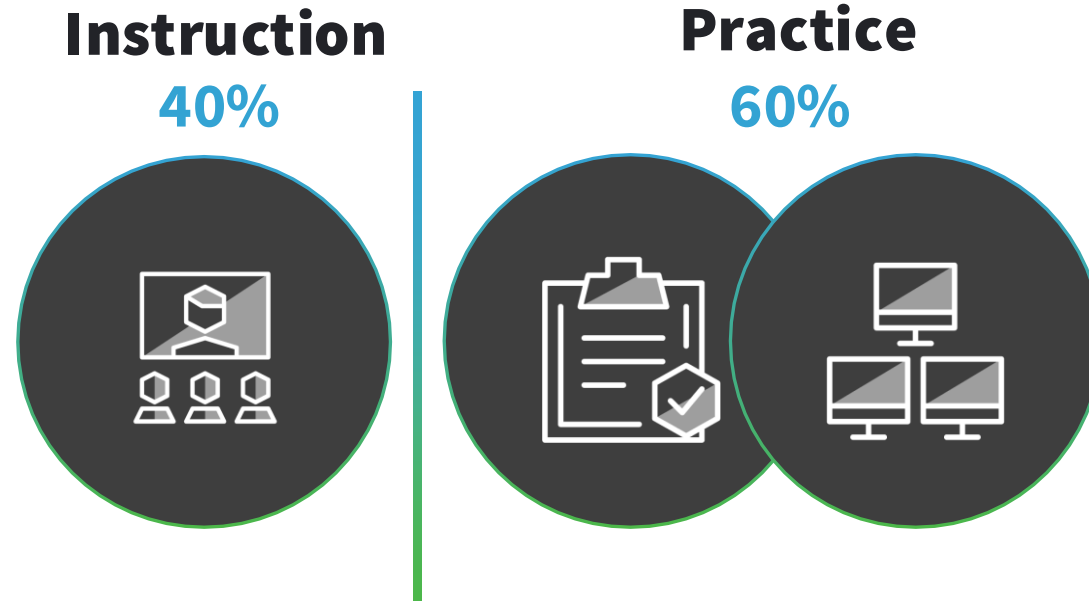
KPIs	Skills	Percentage of Time
AHT	System Navigation	15.77%
	Scripting	14.85%
	Industry Knowledge	13.82%
Sales Conversion	Tasking Follow Up	9.33%
	Overcoming Objections	5.02%
	Setting Expectations	2.49%
	Call Control	2.87%



# Level 2: Optimize Practice: Speed to Proficiency

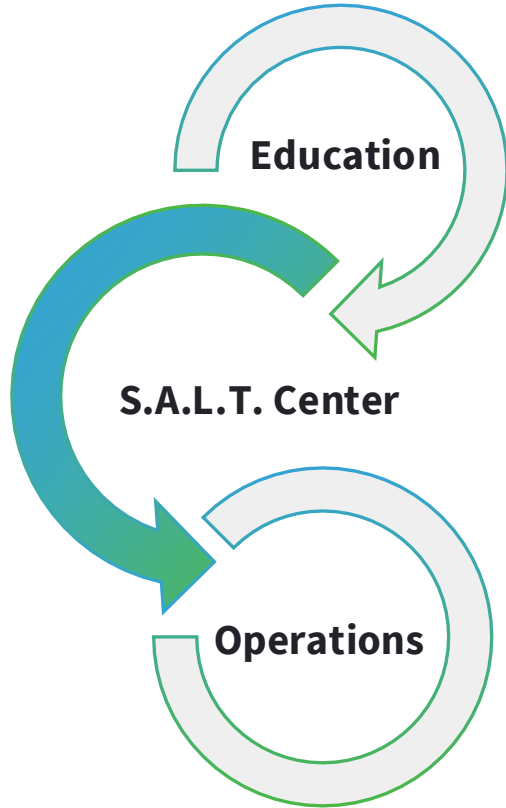


## Lever 3: Timeline Optimization (Training & S.A.L.T)





## Nesting Connects Education & Operations



### **Education**

#### **STRATEGIC APPLIED LEARNING TECHNIQUES (S.A.L.T.)**

Practice, Engagement & Performance for the **30 days After Training**

- Learning style: modules, PRACTICE, huddles & coaching
- Motivation: contest and recognition badges
- Performance: Goal-setting, call-listening & assessment

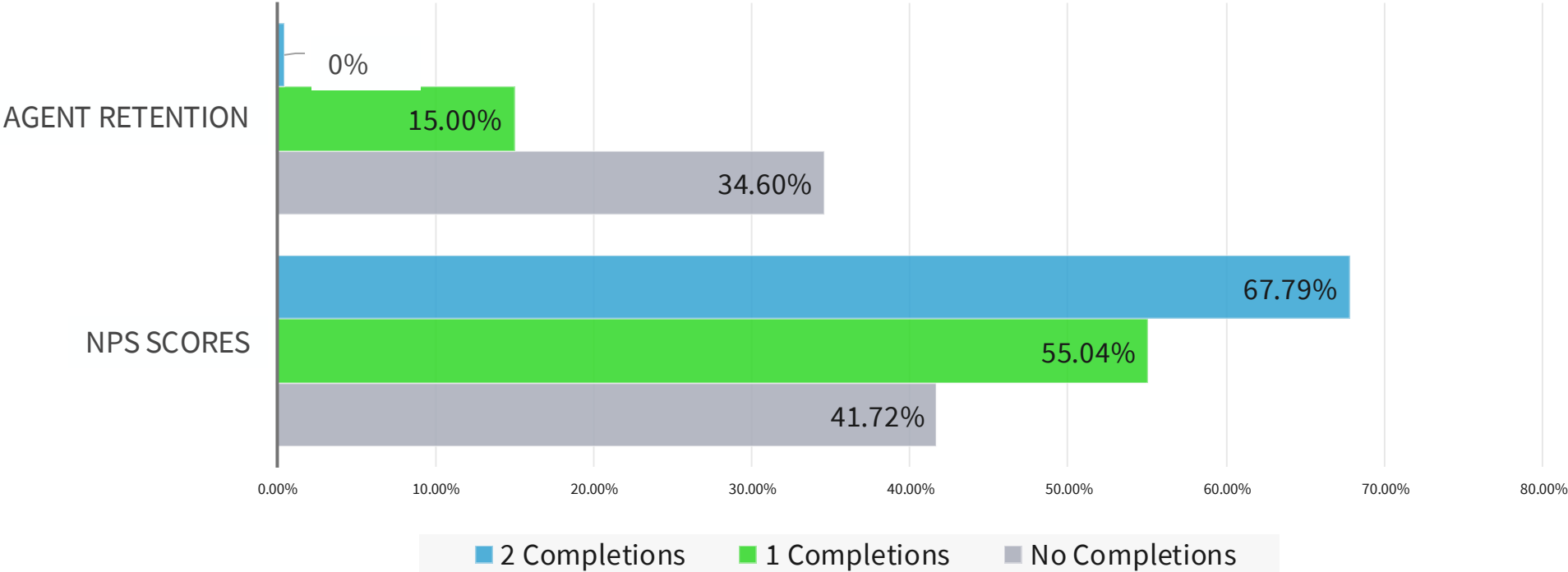
### **Operations**

# ***CASE STUDIES: CONTINUOUS TRAINING FOR PERFORMANCE***

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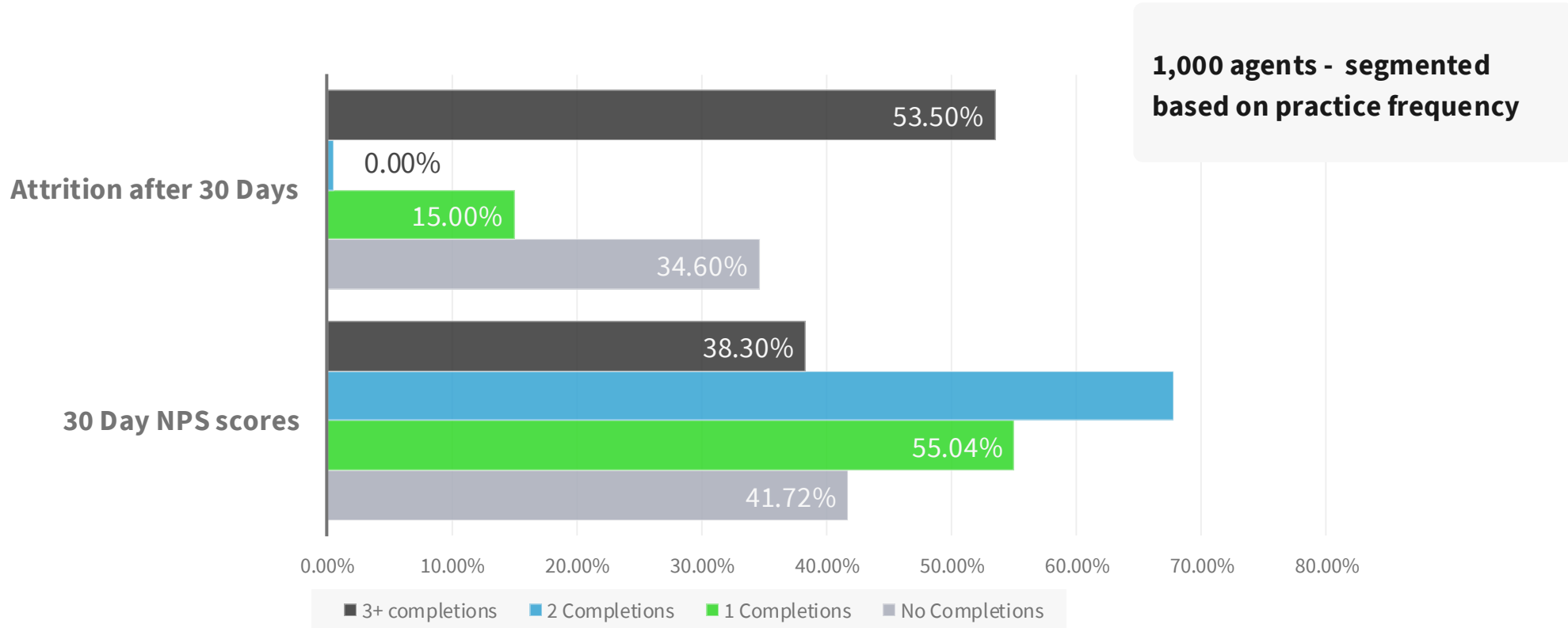
# NPS Gains Scale with Optimized Practice + Timeline + AI

Smart practice with tailored AI coaching



# Practice Optimization: Smart Practice

Strategic practice planning drives optimal performance



# Voice of the Agent

“Simulations provided **hands-on practice with the new software!** Love it!”

- Agent 1

“This practice was a **realistic experience**, and I came out of the gate a star!”

- Agent 2

“The module simulations helped me get familiar with the systems and call flow and **feel more confident when I started working.**”

- Agent 3

“The simulations and **AI feedback was very impressive.**”

- Agent 4



“Between the simulations and live-action practice, **I’ve participated in many different company training programs, and this was by far one of the best.**

It didn't just prepare me, **it empowered me.**  
Very thorough and comprehensive.”

- Agent 6

“The thing I found **most helpful was the visuals**, being able to **practice on our own**, and all the **simulations provided to us.**”

- Agent 7

“Simulations for me are key, the **availability to do the simulations at any time is great.**”

- Agent 5

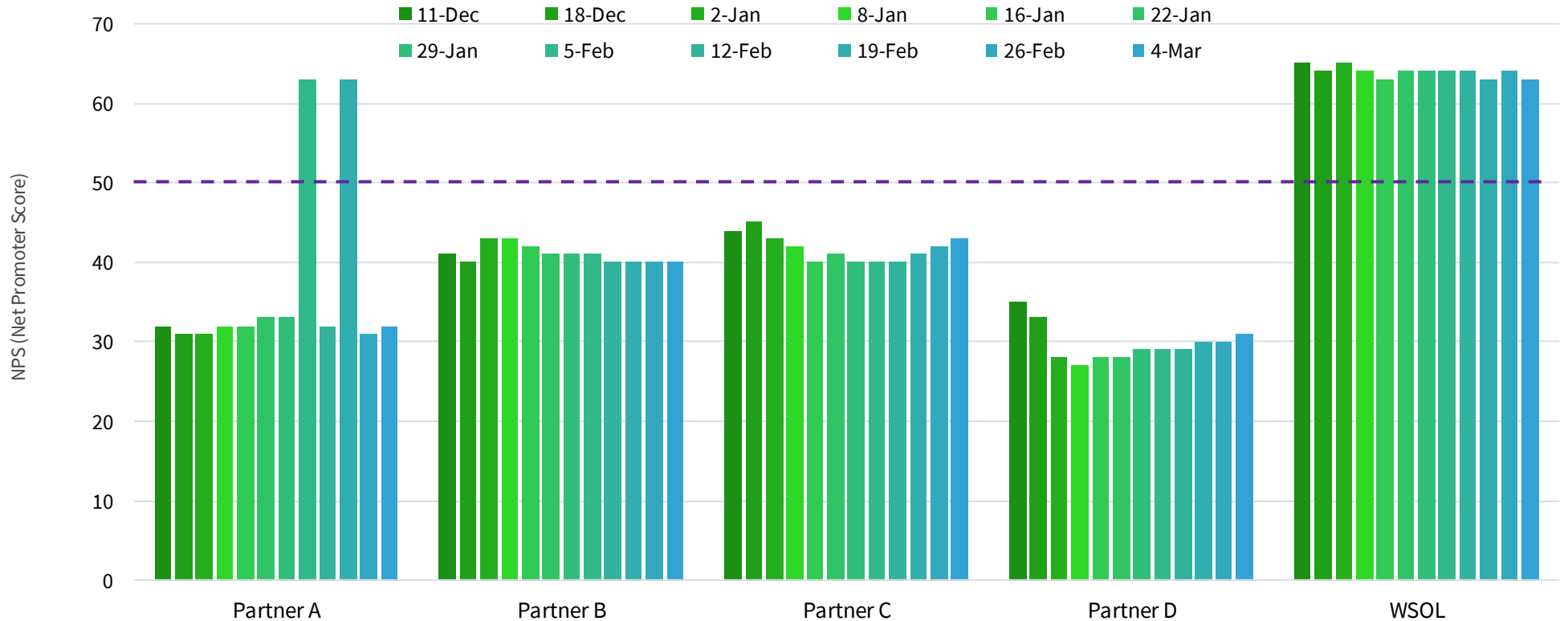
“The **simulations are stoked** -- as I am a hands-on visual learner.”

- Agent 8



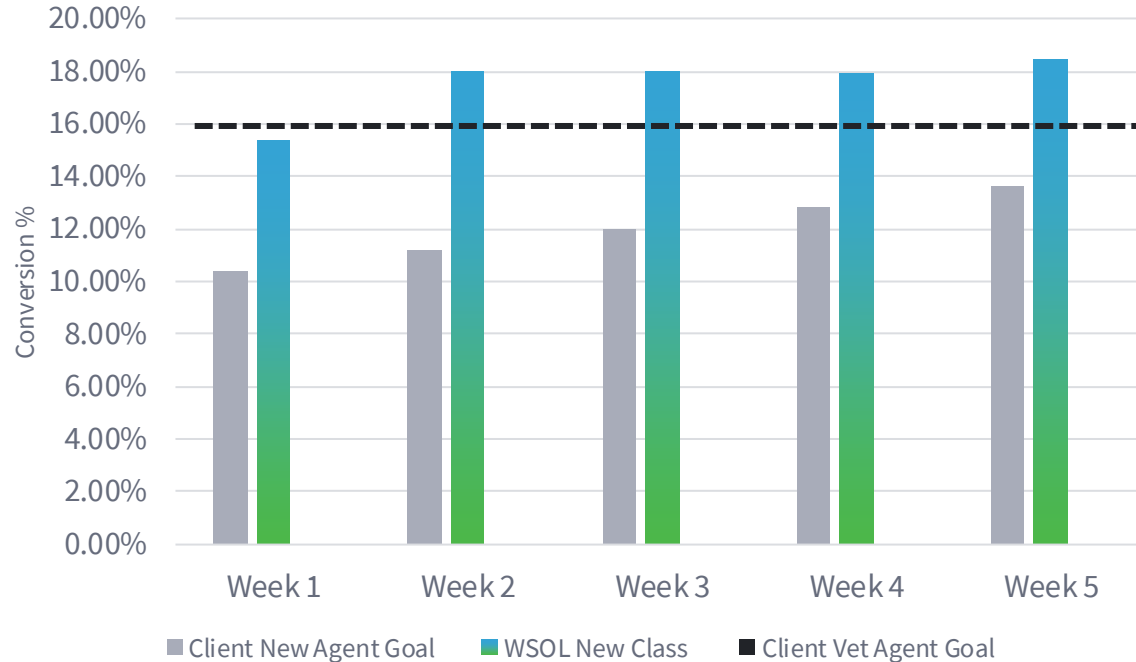
# Performance Optimization: Education Design + AI

## AI with proven instructional design



# Results with Spaced Practice in Education Methodology +AI

Agent conversion rate % in the first 5 weeks after training



# Proven Results – OPEX Impact = \$140/ month / agent (cost > \$10)

AI helps us scale with consistent outcomes and results delivering strong ROI

\$74

Management Cost  
Span of Control

12:1 -> 13:1 ratio  
across agent pool

\$40

Speed to Revenue  
Optimize SLA

Faster ramp, better  
FCR, NPS, ACT

\$26

Retention of Agents

Reduced churn  
and cost to retrain,  
replace, and recruit

# Proven Results – Reduce cost to manage Continuous Training

Span of Control within our control

# \$2M

## Saved annually

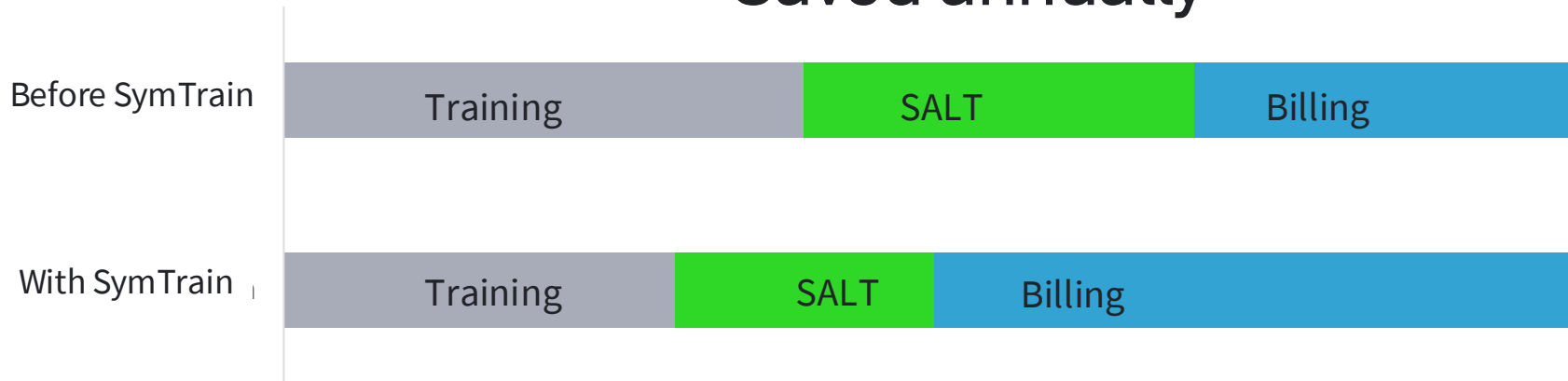
19 managers x \$50,000 average salary = \$950,000

26 team leads x \$40,000 average salary = \$1,050,000

# Proven Results – Accelerate speed to revenue & capacity

Activate agents two weeks sooner at a higher level of proficiency

**\$5M**  
Saved annually



**2,500**

New hires per year

**80 hrs**

Billable hours gained  
per agent

**\$2,400**

Revenue gained  
per agent

# Proven Results – Improve Agent Retention with Continuous Training

Hard Dollar savings from hiring less agents

**\$3M**

Saved annually

250 agents x \$12,500 replacement cost = \$3,000,000

# Proven Results – Real Hard Dollar ROI with Continuous Training

Outcomes that gets everyone's attention from CFO to Boardroom and Operations Partners

**\$10M**

Total Annual  
Benefit

**\$140**

Per Agent  
Per Month

# CX SUPERPOWER - AI



# AI: The New CX Superpower

## Realistic Simulations

Practice mirrors real scenarios

## Daily Practice

Build habits with targeted practice

## Real-time Scoring

Instant feedback on performance



## Personalized Coaching

Based on each agents gaps

## Reinforced over Time

Spaced repetition to sharpen skills

## Integrate LMS + QA

Data driven training and coaching



AI turns training into a **continuous performance engine.**

## Why AI?

S+P+S = Performance on Steroids

**S**

**SCALE**

*Fewer resources*

**P**

**PERSONALIZE**

*immediate, specific & actionable*

**S**

**STRETCH ZONE**

*Mistakes encouraged engagement earned*

# AI is the only way we can deliver Continuous Training

## Personalized Practice on Steroids



Learners can forget information up to **50% within an hour** and **70% within 24 hours**



Training built on practice -- see higher learner confidence and faster KPI gains **up to 40% (speed to proficiency)**



On-the-job skill application see a **15-35% boost** in productivity, quality or speed



Sales reps applying on the job practice in training saw **20% higher close rates**



Practice with feedback loops up to **40% ramp-up time**

# ***Final Message***

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# Final Message: Training with AI is your operational Superpower

## 3 Levels of Optimization

Objective | Practice | Timeline

*Training = Performance Engine*

## Reinforce S.A.L.T.

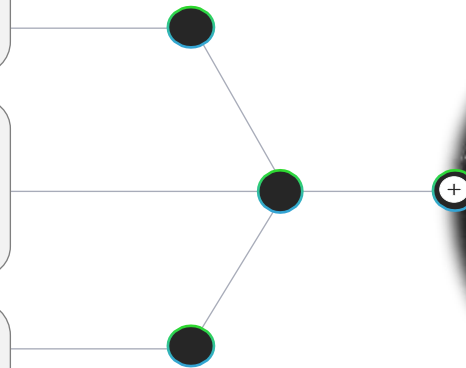
Strategic Applied Learning Techniques

*Training beyond graduation*

## Continuous Training

LMS, QA, Scorecards, Coaching Workflows

*Training as your Operational Advantage*



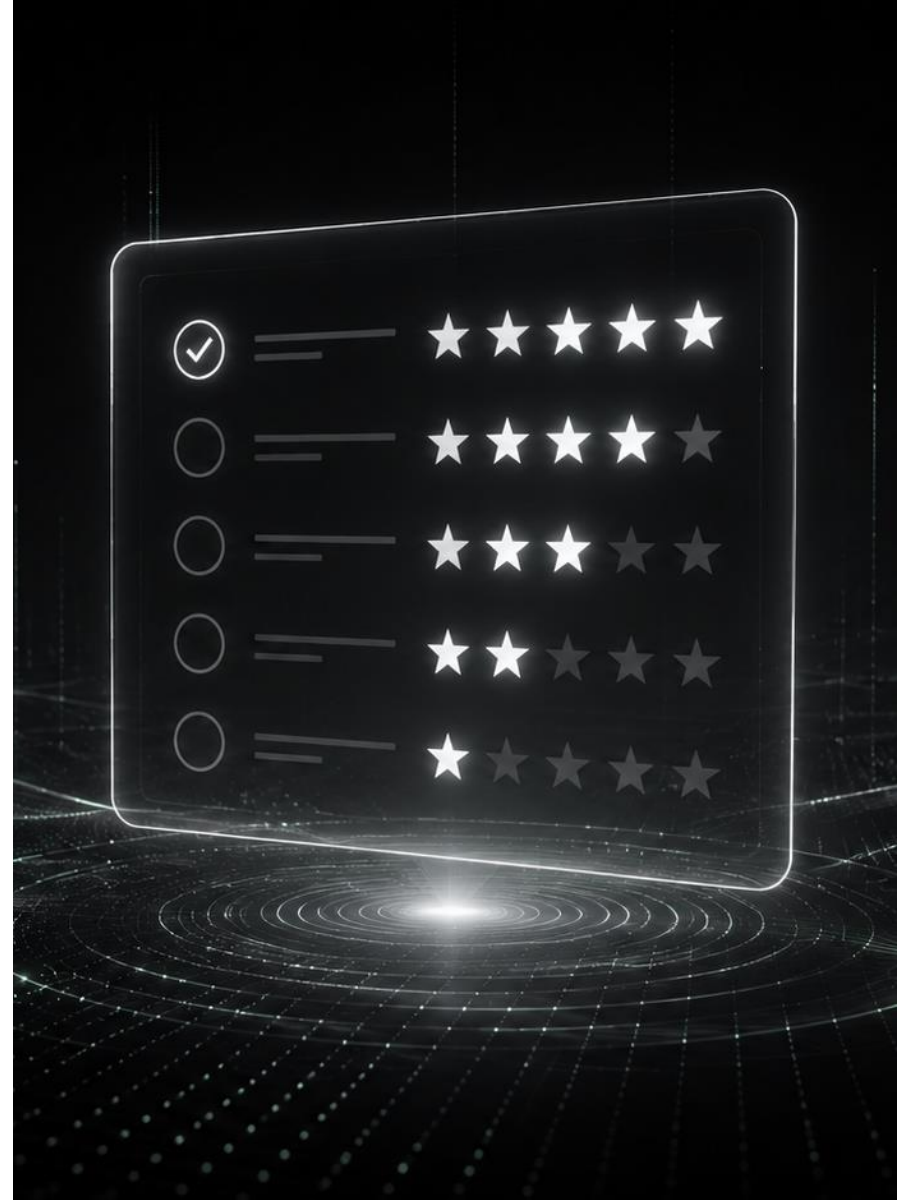
# Questions

- What would you change in your organization if training became a continuous performance system instead of a one-time event?
- Where do you see AI enhancing – not replacing – the human touch in learning?
- Where do you see the biggest opportunity to shift from information to skill?



# REMINDER!

Please fill out your Survey Evaluation



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Because Practice Makes Profits

***Thank you***

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