

NET PROMOTOR SCORE (NPS) TRAINING (ONLINE INSTRUCTOR LEAD)

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**Net Promotor Score
(NPS) Training
(Online Instructor Lead)**



COURSE LENGTH: 0.3 DAYS

This training is an interactive instructor lead short course delivered via the ODi virtual classroom and is designed to build your understanding of the Net Promotor Score (NPS) tool.

Participants are encouraged to come to the training with their first project in mind so that the trainer can assist you in effectively setting up your Net Promotor Score (NPS) survey, producing reports and feeding back the information gathered

NET PROMOTOR SCORE (NPS) TRAINING (ONLINE INSTRUCTOR LEAD) COURSE OUTLINE

FOREWORD

This 90-minute course will ensure that participants are confident to manage the implementation of an NPS initiative.

OUTCOMES

Duration – 90 minutes.

ODi members can expect to learn the following:

- Why use NPS – features, benefits & examples
- Using for in house training
- Using as a standalone tool
- Understanding the reports
- So What – using the data gathered to develop the organisation

MODULES

Lesson 1: What is NPS?

- The background to NPS
- NPS features and benefits
- Applications for NPS

Lesson 2: Setting up your NPS project

- Using the MMC to access NPS
- Setting up NPS for:
 - Using for in house training
 - Using as a standalone tool
- Sending out the questionnaires

Lesson 3: Reporting

- Accessing your NPS Report(s)
- So What? – using the data gathered to develop the organisation
- Questions & Close

WEB LINKS

- [View this course online](#)
- [In-house Training Instant Quote](#)