



# for Commitment in a Contact Center Environment

## Why This Topic?

Coaching in a contact center environment is different than it is in other industries. A “one-size-fits-all” approach to coaching simply doesn’t work in practical application when you’re dealing with the complexities that come with a contact or call center. This approach and this course is different.

## The Difference

After decades spent in manager and enabling function roles in contact centers, we understand the unique challenges managers face. Things like decreasing handle time, increasing CSAT while also keeping an eye on the ever-moving productivity targets are enough to make any leader struggle. And, coaching individual team members in a pressured environment can be even more difficult. Everything we teach in this course is uniquely positioned for the contact center environment. There aren’t any “generic” concepts here...you will find that everything is targeted specifically to move the needle with your team’s performance as it relates to what is experienced in only the call center environment.

## Course Objectives

During the course, participants will have an opportunity to:

- Learn ≥15 things you can do in 15 min or less to coach your employees;
- Practice various questioning techniques;
- Discuss skills that enable effective coaching and practice same;
- Diagnose performance issues and trends in individuals and teams;
- Identify how to engage team members in a way that matters most to them;
- Discover the value of rewards and recognition and identify new ways to recognize others;
- Experience a variety of coaching tools and techniques; and
- Develop a coaching plan.



Results	Key Outcomes & Insights	Requirements
<ul style="list-style-type: none"> <li>• Confidence in giving feedback (both constructive and positive)</li> <li>• Strategies for addressing difficult coaching situations</li> <li>• An actionable plan</li> </ul>	<ul style="list-style-type: none"> <li>• Apply a proven framework and methodology to coaching</li> <li>• Use techniques from an expanded toolkit to holistically approach contact center issues through coaching</li> <li>• Develop a competitive advantage</li> </ul>	<p><i>Time</i> 1-Day</p> <p>“Coach-the-Coach” hours are also made available for follow-up after the course.</p>