inTELEgent™

Call Center Coaching Skills Certification Workshop

Outline

Somerset Group Consulting, Inc
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Course Length - 2 Days

Overview

This workshop is designed to introduce managers to a proven process to evaluate a supervisor's ability to coach an agent's performance. The workshop provides managers with insight into the supervisor's behavior through observation and the documentation review. The workshop provides a process in certifying supervisors as agent coaches.

The criteria for certification is divided into two categories:

- Certification of supervisor activities in

    o Call and non-call work behavior observation
    o Certification of the supervisor coaching documentation

This workshop provides a model for supervisor performance measurement and understanding. The workshop is designed to provide an interactive learning environment for managers.

Goals

- To introduce participants to a model to consistently evaluate the supervisor's ability to coach performance.

- To provide supervisors' with a model to self evaluate coaching skills and to set standards for documentation of agents' performance.

Workshop Topics

A. Introduction to Supervisor Certification process

B. Introduction to Manager Coaching Certification

C. Development Certification Binder and Worksheet Forms

Prerequisite: Call Center Coaching Workshop

Participants attending this workshop should be call center managers or supervisors.

Materials

The workshop is an interactive learning experience and will require participants to utilize Microsoft Excel.

- A computer with Microsoft Excel
- Easel/paper/markers
- Participants receive workshop workbook