
inTELEgent™

Call Center Coaching Workshop

Outline

inTELEgent™ Call Center Management
Workshop

Somerset Group Consulting, Inc
Phone: 301-868-7343
Fax: 301-868-4402

Course Length - 2 Days

Overview

This course is designed to introduce Contact Center Managers and Supervisors to successful coaching methodology and to the underlying behavioral variables that encourage improved Agent performance.

This course will introduce participants to our proven coaching model. The course defines the role of the Supervisor as Coach and the attributes that a Coach is responsible for cultivating in his or her Agents. Participants will learn how to communicate with the Agent and learn the value of self-assessment as a tool for continuous improvement in coaching skills.

This course will also teach participants how to prepare for a coaching session and will utilize role-plays to build confidence needed to carry out a coaching session.

Goals

At the end of this course, the participant will learn:

- The components of the coaching model;
- How to communicate in your coaching role;
- How to conduct a coaching session; and
- How to self-assess coaching skills to continuously improve.

Workshop Topics

- A. Introduction
- B. The Coaching Model
- C. The inTELEgent™ Coaching Communications Process
- D. Conducting a Coaching Session
- E. The Value of Self-Assessment
- F. Calibration Exercises
- G. Summary

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.

- Participants receive workshop workbook