

COURSE PRICE

Online Course
\$699

COURSE LENGTH

This course is delivered in three sessions, each is a two hour session. Purchasing this on-demand will give you access to the recording for 9 days.

REGISTER

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Learn to effectively use coaching and positive feedback to reinforce training and monitoring efforts for a dramatic change in contact center motivation and performance.

In part one of ICMI's **Contact Center Coaching** course, you'll examine the coaching process step by step so you'll know what actions to take at each point of the coaching session. You'll learn the method for delivering specific, concise feedback to employees, and experience improved employee motivation and commitment to your call center's objectives.

In Part two, you'll examine coaching challenges. You'll learn the "Dirty Dozen" steps for coaching and find out how "Sherlock" coaching can help you discover why certain behaviors are happening, giving you a clear coaching path.

In part three, you'll discover how using praise and positive feedback increases acceptance of coaching and reinforces the right behaviors. You'll discover how often you should be praising and develop a model you can use to quickly and easily deliver praise that will inspire excellent performance.

Designed for managers, supervisors and QA specialists responsible for coaching and performance development, and who want to use coaching to:

- ▶ Improve working relationships, boost productivity and increase retention.
- ▶ See dramatic employee performance improvements through positive feedback.
- ▶ Evaluate the quality of coaching in your center.
- ▶ Determine who should be involved in the coaching process and how often you should provide feedback and coaching.
- ▶ Handle escalating performance issues when performance doesn't improve or continues to decrease.

SALES CONTACT

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COURSE OUTLINE

Unit 1:

- Benefits and Effective Coaching
 - Improve Work Relations
 - Satisfy Need for Recognition and Appreciation
 - Increase Retention
- Process
 - A Roadmap
 - Framework
 - Decision Process
 - Types of Coaching
- Model
 - Change can create Risk
 - Expectations
 - S.A.F.E.
- Seven Pitfalls: Evaluate your Approach

Unit 2:

- Addressing Performance Challenges
 - Responsibility & Consequences
 - Two Types of Challenges
- Sherlock Coach
 - Locate the Source of the Challenge
 - Role of Disciplinary Action
- The Dirty Dozen
- Create SAFE Process

Unit 3:

- Contact Center Psychology
- Positive Feedback
- Employee Engagement
- Finding Opportunities
 - Employee Appraisal
- Praise should be...
- A Model for Praise
 - Applying SAFE
- Practical Application

About ICMI

The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals – from frontline agents to executives – who wish to improve customer experiences and increase efficiencies at every level of the contact center. ICMI's experienced and dedicated team of industry insiders, analysts, and consultants are committed to providing uncompromised objectivity and results-oriented vision through the organization's respected lineup of professional services including training, consulting, events, and information resources.