

Contact Center Agent Coaching: Addressing Challenges in Agent Development



"The variety and content of the ICMI seminars are invaluable to taking your call center to the next level."

Reye Kenney
Telecommunications Director,
Hagerty Insurance

COURSE PRICE

Virtual Classroom Course
\$299

Live, virtual two hour course.

On-Demand Download
\$299

Access course recording for 30 days.

REGISTER: icmi.com/training

WHO SHOULD ATTEND?

- Managers
- Supervisors
- QA Specialists responsible for coaching and performance development

Learn to recognize and overcome the challenges many managers face when coaching employees and ultimately achieve better results with contact center motivation and performance.

Effective coaching strategies are truly tested when employees are not working up to expectations. Managers who are able to positively influence people under difficult circumstances prove invaluable to their organizations by saving time, money and customers. ICMI can help you boost your skill set and confidence in this area.

Through ICMI's *Contact Center Agent Coaching: Addressing Challenges in Agent Development* virtual classroom course, you'll examine coaching challenges including employee resistance, stalled performance negotiations, and other behaviors along with the real-world techniques for eliminating them. Learn ICMI's "Dirty Dozen" steps for dealing with special situations or difficult behaviors. And find out how "Sherlock Coaching" can help you discover why certain behaviors are happening so you may better understand how to curb them now and avoid them in the future.

This virtual classroom course will give you the tools necessary to react calmly in difficult situations, be objective, deliver constructive performance criticism and use positive reinforcement to motivate employees. We'll reexamine the SAFE coaching model for delivering specific, concise feedback to employees—even in uncomfortable situations. Whether you're encountering roadblocks with your current staff or just looking to brush up on your team-building skills, this is a must-attend course for call center professionals in charge.

This course covers:

- How to properly address performance challenges
- The real costs associated with ignored or improperly handled performance problems
- ICMI's "Dirty Dozen": 12 points you must remember when addressing concerns with employees
- Why becoming a Sherlock Coach will get you better results
- Creating a SAFE process for dealing with difficult situations and performance challenges

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COURSE OUTLINE

Module 1: Addressing Performance Challenges

- ▶ Responsibility and consequences
- ▶ Two types of challenges

Module 2: Sherlock Coach

- ▶ Locate the source of the challenge
- ▶ Role of disciplinary action

Module 3: The Dirty Dozen Create SAFE Process

- ▶ Individual vs. Group

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.