

Contact Center Agent Coaching: Inspiring Employees Through Positive Feedback



"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 how and when to deliver positive feedback that will positively affect your employees for a dramatic change in contact center motivation and performance.

It's a fact that praising employees helps motivate them. So, why aren't more supervisors delivering good news more often? Become a more effective manager by learning how and when to praise desirable behavior in your call center with ICMI.

Through ICMI's *Contact Center Agent Coaching: Inspiring Employees Through Positive Feedback* virtual classroom course, you'll discover how using praise and positive feedback increases acceptance of coaching and reinforces the right behaviors. Learn how to celebrate performance in your call center by identifying and recognizing positive employee behaviors using praise. 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.

This virtual classroom course will give you insight into the psychology of positive reinforcement and look closely at why some forms of praise are more effective than others. Find out if and how you're missing opportunities to appreciate team members in your organization. And learn how to replace the "no news is good news" approach to communication with a more proactive and motivational one.

This course covers:

- ▶ Call Center Psychology 101: What's really going on and how can we improve upon it
- ▶ The best and often missed opportunities to praise employees
- ▶ "Nice Work" is not enough. Learn what praise should really sound like
- ▶ Creating a SAFE process for praising employees
- ▶ Practical applications for integrating regular employee recognition into your coaching style

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COURSE OUTLINE

Module 1: Contact Center Psychology

Module 2: Positive Feedback

Module 3: Employee Engagement

Module 4: Finding Opportunities Employee appraisal

Module 5: Praise Should Be...

Module 6: A Model for Praise

- ▶ Applying S.A.F.E.

Module 7: 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.