

Advancing Contact Center Quality Through Monitoring and Coaching

"Very informative course. This education helped to affirm our direction and also brought new and fresh ideas for our quality program."

*- Brent Curtis,
FedEx Freight*

Course Overview

Through this course, you'll discover how to bring out the best in every agent and deliver exceptional experiences to your customers. You'll start right from the beginning, defining what it takes to create a performance culture in your organization. You'll discover how to use your organization's mission statement to guide you in developing performance standards. From there, you'll move on to the monitoring process. Why do we monitor? Who should monitor? How often? What should you be monitoring for? Armed with this information, along with sample forms and exercises, you'll develop your own monitoring form that meets your unique needs. Finally, you'll explore the ways to use the data you gather to make lasting improvements in your contact center through coaching. You'll also practice your coaching skills through role-playing exercises.

What You Will Learn

- ▶ Utilize monitoring and coaching practices that increase quality
- ▶ Structure a program to increase agent satisfaction and reduce turnover
- ▶ Build consensus and gain buy-in from the entire contact center
- ▶ Align monitoring and coaching practices with hiring and training
- ▶ Fine-tune monitoring and coaching skills
- ▶ Leverage business intelligence mined from quality monitoring to improve processes across the board

Who Should Attend

— Managers, supervisors, team leads, and quality assurance personnel who need a thorough understanding of the monitoring and coaching process.

Course Prices



Public Classroom Training: Interactive two-day course among peers.
Price: \$1,795



Onsite Training: A two-day course conducted at your company's site.
Call 800.248.5667 for pricing.

Register

Call: 800.248.5667 Visit: www.ThinkHDI.com/MAC

Course Outline

Advancing Contact Center Quality Through Monitoring and Coaching

Unit 1: A Performance Improvement Culture

- ▶ Challenges of people management
- ▶ Increasing retention
- ▶ Powerful agent motivators
- ▶ Communication

Unit 2: Define Goals

- ▶ Identifying the right performance standards
- ▶ Defining mission, vision, and values
- ▶ Determining customer expectations
- ▶ Defining and documenting standards

Unit 3: Measure Reality

- ▶ Developing an effective monitoring process
- ▶ Choosing type of monitoring and the frequency
- ▶ Ensuring all the quality of all contact types
- ▶ An overview of monitoring technology
- ▶ Creating the monitoring form
- ▶ Rating scales and scoring
- ▶ Calibration

Unit 4: Achieve Goals

- ▶ Process Improvements
- ▶ Improving and developing training
- ▶ Communicating the voice of the customer
- ▶ Developing an effective coaching process
- ▶ Benefits of effective coaching
- ▶ Making time to coach
- ▶ Types of coaching
- ▶ The value of praise
- ▶ Corrective coaching
- ▶ Coaching practice
- ▶ Creating Individual development plans

Unit 5: Implementation Strategy

- ▶ Turning theory into reality
- ▶ Your action plan

This course is delivered in partnership with ICMI.



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