



call center

Coach the Coaches

The key to creating a World Class Call Center in today's competitive market environment is to focus on your people. And the single greatest influence on the performance of your telephone representatives is their immediate supervisor. That is why the development of the leadership skills of your frontline leaders is the pivotal factor in the performance of your entire operation.

There is the challenging role! Often people are promoted to positions of frontline leadership with little or no previous training in supervising, coaching, guiding and motivating others. **Coach the Coaches** is a workshop for Call Center Managers, Supervisors, Team Leaders, Trainers and Coaches.

This workshop is focused, concentrated and filled with practical, usable ideas that participants can take back to your call center and immediately put to good use. The workshop is designed around the realities of today's competitive marketplace, including a tight labor market and the information technology explosion with its impact on the modern call center.

Workshop Agenda

- History of the Call Center
- The Impact of Technology on the Call Center Environment
- Managing a Negative Environment
- Creating A Positive Corporate Culture
- Developing Vision and Values for Your Center
- Personal Mastery and the Average Call Taker
- Roles and Responsibilities of Supervisors
- Team Leadership and Team Effectiveness
- Call Center Representative Coaching-- Your First Priority
- The Model of Effective Call Observation
- Coaching Impressions
- Effective Use of Call Center Metrics
- Best Practices of World Class Call Centers

For more information:

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