

Coach the Coaches

Dynamic Call Center Supervisor Training



Program Agenda

- History of the Call Center
- Creating a Positive Culture
- Personal Mastery Strategies
- The Role of the Supervisor
- Team Leadership
- Effective Call Observation
- Call Center Best Practices

Lewis Associates, Inc.

We are a Chicago-based training and consulting and firm. Since 1992, we have helped companies create *strategic business advantage* by developing the skills and performance of their people. We work with companies that want to enhance the results of their sales activities and improve their leadership effectiveness.

Based on a foundation of integrity and respect for the individual, we are responsive and flexible; resulting in a long term legacy of helping others achieve their goals.

Leverage call center performance through frontline leadership.

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.

Theirs 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. During this program, participants learn how to set clear expectations with their team, how to motivate their workers to perform at their very best and how to give effective feedback to maintain performance.

Monte has worked with several of our customer service teams as well as our supervisors. While we constantly focus on the metrics, Monte's training has helped us to create a high energy work environment that is fun and still continues to grow the call center's performance.

*Bonnie Svoboda, Customer Service Manager
Follett Higher Education Group*

