

SUPERVISOR SKILLS FOR CONTACT CENTRE MANAGERS

Introduction

This programme is aimed specifically at contact centre supervisors and team leaders. The programme builds coaching and communication skills to maintain standards.

Who will benefit: Supervisor roles within contact centres

Duration: Two-days

No. of delegates: Up to 10 delegates

Optional value-add services

- Phone coaching for each delegate two weeks after the programme
- Training Needs Analysis prior to design and delivery to establish exact requirements for maximum programme value

"The best training we have ever had"

Nigel Newman, Contact Centre Manager,
Teleperformance UK

Programme content

- Establishing a set of call standards – what they are, their value and how to use them
- How to coach different learning and communication styles
- Practise evaluating, coaching and giving feedback for actual (pre-recorded) calls against the call standards
- Questioning skills
- Dealing with poor performance
- Handling difficult situations
- Video and playback sessions

Benefits

By the end of the programme, delegates will have:

- discussed communication styles within their team
- appraised some evaluation/assessment forms
- identified the barriers that prevent coaching from taking place or being effective
- practised the **coaching cycle**
- practised the use of constructive feedback
- written and set S.M.A.R.T objectives
- recognised the interpersonal skills required to be an effective coach



DELIVERY

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