

Call Monitoring and Feedback Skills

Once sales / customer service training has taken place Team Leaders are then responsible for maintaining skills, confidence and motivation levels.

This course is suitable for Team Leaders, Supervisors, Managers responsible for monitoring calls and giving feedback to improve performance. It is ideal for Team Leaders in Call Centres, Contact Centres, Customer Service departments and Sales Departments

HIGH LEVEL LEARNING

- » You will be able to give motivational and developmental feedback to team members thereby enabling you to 'rate' each team member
- » Adapt your style to the personality and learning style of the team member
- » Plan and structure a monitoring and feedback session
- » Base feedback on measurable, objective standards of performance measurement

YOU WILL LEARN:

- » Why it is important to monitor and evaluate calls
- » How people learn - four learning styles
- » Methods of monitoring: side by side / taping / remote monitoring
- » Overcoming resistance to call monitoring
- » Setting objective standards for call monitoring
- » Agreeing learning objectives
- » Setting the scene
- » The techniques of motivational and developmental feedback
- » Handling difficult situations
- » Evaluating and marking real calls
- » Practice session on video and review

IN ADDITION:

- » Real calls are used for evaluation purposes – participants are asked to supply them in advance of the training.
- » Video is used to demonstrate techniques of feedback.