

Monitoring & Coaching for Improved Contact Centre Performance

Design a comprehensive, cost-effective monitoring and coaching program that boosts quality, drives performance improvement initiatives, and increases agent performance and commitment

Whether you're starting from scratch or fine-tuning an existing program, this course offers the tools and the know-how you need to design an approach that's tailored to your budget, your culture, and your business objectives. Go back to your contact centre with a plan of action you can implement right away.

You'll learn ways to:

Identify your most critical objectives

Design a streamlined monitoring form that is effective and easy-to-use

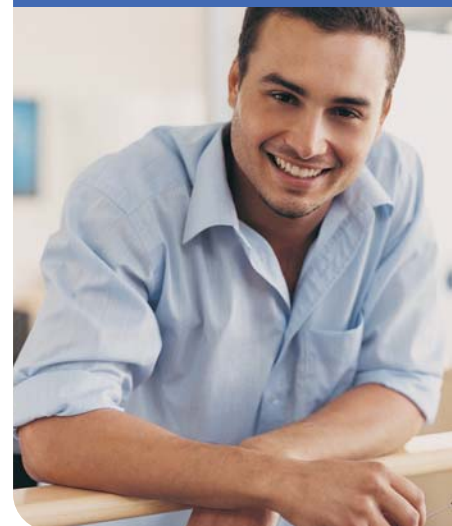
Implement a meaningful rating and scoring system

Design a monitoring process

Learn how to build consensus and gain buy-in

Leverage your goldmine of monitoring data throughout the organization

Plan effective coaching sessions



QPC Educational Services

For over 20 years QPC has been working to create training and qualifications for those within customer service and contact centres who carry out business critical operational functions. Our aim is simply to give organisations the reassurance that personnel have the skills they need to carry out their roles effectively and reward individuals with the professional status they deserve.

Within the Middle East and Africa QPC work with the ICMI whose courses are amongst the most recognised and respected within the region and across the world. So, they will not only help you to gain the essential skills you need to improve your contact centre's performance, but also support your career development too.

Targeted career development

To make it easier to understand whether courses are suitable for you, and how they will support your career development over time, they have been put into one of 3 tracks: Manager, Supervisor and Agent.





'It was a fantastic course, perfect timing as to where our contact centres are at the moment and where we are heading'

Jo McKirdy
National Customer Care Manager
Contact Energy, NZ

Course outline

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

Locations, dates and prices

Public courses take place at various locations across the MEA.

For current dates and prices please go to: www.qpc.com/mea/Products/Training/ICMI

Private courses can be provided at your location by special arrangement. Please contact us for further details.

About ICMI

The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals – from frontline agents to executives – who wish to improve customer experiences and increase efficiencies at every level of the contact centre.

ICMI's experienced and dedicated team of industry insiders, analysts, and consultants are committed to providing uncompromised objectivity and results-oriented vision through the organization's respected lineup of professional services including training, consulting, events, and information resources.

QPC - customer service transformation

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