

9 Steps for Training Phone call Facility Agents

The call document approach is, in my viewpoint, among the very best techniques to training representative phone calls and ensuring top quality. Here's a 9-step prepare for successfully mentoring phone call facility agent phone calls:

1. Randomly record 2-3 phone conversations. Random recording is necessary. Do not record 3 calls back to back or on the very same day, as your worker might be having a bad day and this may be reflected in all of one afternoon's calls, yet is not necessarily reflective of their common efficiency.
2. Evaluate the calls and note strengths and possibilities. Prior to meeting with your employee, listen to the calls and note what they did well and determine 1-2 opportunities for efficiency improvement.
3. Play one tape and let your worker pay attention. Throughout the having fun of the tape, you do not need to react.
4. Have your employee react to the tape. After the tape is played, ask your staff member to respond. The majority of employees will certainly be excessively self-critical. Your worker will likely keep in mind numerous opportunities for renovation and struggle to verbalize what they've succeeded.
5. Train the phone call. Make use of the sandwich approach. Tell your staff member what s/he did well, followed by positive responses, and after that end with positive feedback. When offering positive responses, share just one chance for renovation. The worker has most likely observed and mentioned several enhancement chances so there is no requirement to bring these up once more. Attempt to state one thing the employee did not raise and provide this as your useful responses.
6. Gain commitment for performance enhancement. Ask the worker, "What specific actions will you take control of the following 5 days to improve in this field?" Write down what the employee states and repeat it to her. Sum [Kristin Brown Stuart FL](#) up the session by stating toughness and using a vote of self-confidence that she can improve in the identified area.
7. Repeat actions 2-6 with a second and maybe third tape if necessary. The point of countless recording is that a worker may respond defensively mentioning that was simply a poor phone call. If that is the action, you may select to assess a 2nd or third tape.
8. Follow-up prior to the next representative mentoring session. Talk to your employee in between coaching sessions to maintain the commitment top of mind. You can touch base with your staff member by means of e-mail or an individual conversation.
9. Talk about improvement in next mentoring session. Prior to paying attention to calls in the next coaching session, ask your worker how she's proceeding toward the goal of the last session. Seek improvement standing by assessed in this session.



This 9-step phone call center agent coaching model is basic, clear and it both praises staff members and supplies support for renovation possibilities. When you follow this 9-step process, you will certainly set clear performance expectations, coach efficiently and constantly and at the same time you will certainly be inspiring your employees.