



## Contact Centre Skills Series Coaching Skills

**When: <As Required>**

**Duration: 1 day**

**Time: 9.30-4.30**

**Where: <Venue of your Choice>**

At some point in our lives all of us have benefited from a good coach. It may have been the person we learned our job from, a longer-term supportive relationship or just a few passing words of encouragement at exactly the right moment.

In this course we examine the qualities of a good contact centre coach and analyse why the role of a contact centre coach is so important. Participants will learn how to make objective assessments of calls and how to give feedback that is constructive. With clear directions and the opportunity to practice, delegates will leave feeling confident in their own ability to coach and inspire others.



### Who should attend?

Coaches, floor walkers or team leaders with coaching responsibilities in a contact centre environment and those identified as future coaches.

### Learning Outcomes

- ✳ **Identify the qualities of a good coach.**
- ✳ **Utilise a call scoring matrix to make objective assessments of calls –practice these during the workshop.**
- ✳ **Be able to give structured feedback to the person you are coaching using specific praise and constructive coaching questions to improve performance.**
- ✳ **Practice a coaching session and receive live guidance from the trainer.**

## About Real Results Training and Carolyn Blunt

Real Results Training is a North West learning and development consultancy that specialise in people skills. Carolyn Blunt is the lead consultant and founder. Carolyn has worked in strategic positions for Tesco HQ and Fujitsu Services Ltd, the world's third largest IT company with geographical responsibility for the Call Centre Division in Northern England and Ireland.

Carolyn was responsible for people development strategy, analysing training needs, designing programmes, delivering training, evaluating programmes for the 1000 Call Centre employees and management. Fujitsu Services Call Centre Division was Highly commended by National Training Awards 2002, Winner of European Call Centre Awards for Best People Development Programme, 2002. Real Results is a preferred supplier for the University of Central Lancashire. Carolyn has most recently worked with clients such as The University of Manchester, Vertex, Woolworths and United Utilities. Carolyn's operational experience, people development knowledge and engaging delivery style ensure a unique learning event.

## Testimonials

"We have never had such positive feedback. I will have no hesitation in recommending Real Results to my colleagues and contacts in the future."

**Mike Taylor, United Utilities**

"Thoroughly enjoyable and useful. Hard to improve the format" **SMART Telesales**

"Excellent trainer delivery" **Carphone Warehouse**

## Register now!

**Tel: 0161 408 2003 • Fax: 0161 338 8099 • Email: [hello@real-results.co.uk](mailto:hello@real-results.co.uk)**

## Fees

### To attend this one day workshop

£ In-house (on your premises) £POA + VAT for up to 15 participants

## Contact Real Results Training

### **Carolyn Blunt BSc (Hons) MCIPD**

Results House, 3 Bowercup Fold, Stalybridge, Cheshire SK15 3RN

Mob: 07775 734858 • Tel: 0161 408 2003 • Fax: 0161 338 8099

Email: [Carolyn@real-results.co.uk](mailto:Carolyn@real-results.co.uk) • Web: [www.real-results.co.uk](http://www.real-results.co.uk)