



Managing Agent Performance

A training course designed to enhance leadership skills while building agent productivity and customer satisfaction

Managing Agent Performance (MAP) is a comprehensive three-day course designed to build a solid call center management system and a positive working climate. Your team's usage of the MAP management system and skills will lead your telephone sales or service reps to higher productivity and quality in their performance. The value to your company is greater profitability and enhanced customer loyalty.

Course Agenda

Leadership: An art (the people) & a science (the metrics)

The Three S's of Leadership: Self development, Style of communication & situation analysis

The Three I's of Performance Management: Identify the metrics, Instruct & coach, Inspire

The Leadership Process:

Coaching Skills:

Praising: Acknowledging correct behavior and results

Correcting: Identifying & changing incorrect behavior

Refining: Coaching the use of specific skills or knowledge

Directing: Using authority to dictate correct behavior

BENEFITS of "*Managing Agent Performance*"

- Use communication styles and situation analysis to effectively and positively coach agents.
- Identify realistic performance measures for your organization.
- Create a monitoring system to enhance call quality without policing.
- Use four specific coaching skills to motivate agent performance
- Develop a motivation plan to enhance agent morale.
- Positively affect the climate in your work place to focus on Persistent Performance™.
- Use effective leadership skills to increase productivity and enhance profits.

Call Amtech Marketing to learn how to maximize the performance of your agents.



Call today 888-546-4844

303-814-1379

www.amtechmarketing.com