Side-by-Side Coaching and Development Basics
CX-BUS-1.4

Overview:
Regularly scheduled side-by-side coaching sessions are the cornerstone for performance management. During a side-by-side coaching session, the supervisor observes a call or case work, identifies strengths and opportunities and works with the agent to develop an action plan. The supervisor encourages accountability by having agents elaborate on what they will do differently to improve the identified area of development. The supervisor and agent work together in subsequent coaching sessions toward behavioral proficiency.

This is a highly-interactive session onsite at your location and exclusively for your employees. We will teach attendees to coach to your KPIs. We will provide classroom training followed by onsite mentoring to help attendees work better with their team members.

*Must meet pricing minimum

Course Objectives:
After completing this course, a student will be able to:
- Understand the value of frequent and consistent side-by-side coaching sessions
- Use the side-by-side session as the vehicle to follow up on commitments and progress against goals
- Present a framework for the side-by-side coaching session
- Watch and participate in demonstrations of the side-by-side session
- Use methods to drive self-discovery of performance strengths and areas of opportunity
- Integrate skill transfer into the side-by-side session
- Drive continuous improvement through side-by-side coaching sessions
- Give examples of how to drive KPI improvement through side-by-side coaching

Target Audience:
Director, GM, Manager, Supervisor, Quality Coach, and Trainer

Course Prerequisites:
Attendees should first take the following courses:
- Identifying the Root Cause Through Data-Driven Decision Making
- Making Behavior Stick Through Skill Transfer
Course Outline:
Participants should expect the following business outcomes:

Net Promoter Score
- Do regular follow-up on NPS behavior change commitments through observation.
- Reinforce NPS progress through positive feedback and remediation through constructive feedback.
- Reaffirm the agent’s commitment to changing behaviors that impact NPS.

Average Handle Time
- Do regular follow-up on AHT behavior change commitments through observation.
- Reinforce AHT progress through positive feedback and remediation through constructive feedback.
- Reaffirm the agent’s commitment to changing behaviors that impact AHT.

After-Call Work
- Do regular follow-up on after-call work behavior change commitments through observation.
- Reinforce after-call work progress through positive feedback and remediation through constructive feedback.
- Reaffirm the agent’s commitment to changing behaviors that impact after-call work.

Schedule Adherence
- Do regular follow-up on schedule adherence behavior change commitments through observation.
- Reinforce schedule adherence progress through positive feedback and remediation through constructive feedback.
- Reaffirm the agent’s commitment to changing behaviors that impact schedule adherence.

Close Rate
- Do regular follow-up on close rate behavior change commitments through observation.
- Reinforce close rate progress through positive feedback and remediation through constructive feedback.
- Reaffirm the agent’s commitment to changing behaviors that impact the close rate.