How to Run an Effective Team Huddle
CX-BUS-1.7

Overview:
Conducting quick and frequent team huddles is an effective way to motivate the team toward its goals, recognize top performers and communicate updates. A supervisor must be able to engage their agents to keep them focused and interested in the huddle objectives. An effective huddle involves agents in learning new tactics, and the end result is a highly motivated team ready to deliver a best-in-class service experience.

*Must meet pricing minimum.

Course Objectives:
After completing this course, a student will be able to:
- Understand the purpose and objectives of running an effective team huddle.
- Review sample huddle agendas and each topic's purpose in the huddle.
- Watch and participate in demonstrations of successful team huddles.
- Become acquainted with several examples of huddle boards.

Availability:
Method: Instructor-Led
Duration: 2 Day(s)

Target Audience:
VP, Director, GM, Manager, Supervisor

Course Prerequisites:
Attendees should first take the following course:
- Week in the Life of a Supervisor (WLO)