Management by Walking Around to Reinforce Behaviours
CX-BUS-1.8

Overview:
Performance management doesn't end after the monthly performance review or side-by-side coaching with a contact center agent. Using the real-time coaching tactic of management by walking around (quick-lap) allows the supervisor to check in with agents on their performance improvement commitments. The quick-lap is a swift interaction with the agent on the production floor. Asking individual agents a few quick questions on how they are applying what they have learned will keep them focused on their behavioral and KPI commitments.

*Must meet pricing minimum

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

Course Objectives:
After completing this course, a student will be able to:
- Discover the quick-lap tactic and its purpose in holding agents accountable to their commitments.
- Watch and participate in demonstrations of the quick-lap.
- Review how to vary quick-lap execution to drive different behaviors.

Target Audience:
Director, Manager, Supervisor

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