



TAKING THE CALL

TO TALENT DEVELOPMENT IN
CALL CENTERS

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Coaching

- Monthly One on One Meetings
- Side by Sides
- Buddy system
- Calibration Session



Active

- Build relationships
- Show recognition
- Be adventurous



L Learning

- Team Huddle
- E-Trainings
- Classroom Trainings
- Knowledge Source
- Pilot Groups
- Lunch and Learn



Listening

- Solicit Feedback
- Company Meetings
- Monthly Newsletter



ARE YOU READY TO TAKE THE CALL?

Coach
Active
Learn
Listen





Questions



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