Supervisor Sessions Synopsis

Appreciating & Motivating Employees

Make your business a pleasant place to be. What does your company do to give your employees a boost? Come and share ideas during this buzz session with fellow supervisors. Go away with ideas that are sure to energize your staff.

Agent/Supervisor/Management Communications

Effective communication is an important part of operating a business. How is communication handled in your company? Does your company have a communication policy? Come and participate in the discussion on this thought-provoking topic.

Avoiding Tension in the Workplace

What causes tension in your call center? How is tension avoided? Come and compete in this interactive game format session. Go back to the office with suggestions and ideas for relieving the pressures of everyday stresses for employees in the telephone answering service industry.

Run the Shift, Don’t let it run you

Sharing ideas and tips on how to successfully run a shift. Share and interact with current supervisors explaining the routines and helpful practices used to run a shift successfully.

Proactive Customer Service

Building a strong rapport with your clients is key to establishing a lasting relationship. What can you do to avoid problems before they start? Discuss how you can defuse a situation (or be proactive about it) so that it does not turn from a mole hill to a mountain.

Smoothing Out the Ruffles

Share tips on how to stay calm during stressful situations in the workplace. What is the plan for unforeseen events? What should happen when your call center is suddenly flooded with one client’s calls for no apparent reason? What should happen when a client’s office is supposed to open at 9am and you are still receiving calls at 9:30am. What happens when a client is a “no show” and we don’t know when they will return? How do you handle “sudden service” and “volume volcanoes” and still have your staff retain a good attitude? Let’s put our heads together and share objectives and plans that are advantageous to keeping things running smooth during situations that cause ruffles.

 Yes, it’s a real job!

What makes a job “real” Is it the interview process? Is it the training? Is it the company culture? Is it the pay and/or benefits? What makes our environment “real” for some folks and not others? Is it “us” or is it them? Help us put the “buzz” on this one.