

AGENTS & MANAGERS PERSONAL COACHING

PERSONAL COACHING FOR AGENTS

A call center is a challenging environment, where many agents and managers deal with great stress and uncertainty. They are supposed to behave like centipedes, handling with problems, giving feedback, resolving conflicts, being appreciative but straight and friendly.

Often, call center employees complain about how they don't get appreciation for their personal performance, successes and personality – they complain that they only get feedback when something went wrong. Usually they are interested in what they can improve.

One-to-one coaching is a powerful tool for personal reflection of communication styles. Our analytical approach includes an online personality test that offers an extensive feedback of strengths and weaknesses. Participants will benefit from insights on preferences and favoured communication styles. They'll find out what they are especially good at and they'll be able to find out about overlooked problems or complications.

PERSONAL COACHING FOR MANAGERS

Call center managers often face the same problems as employees, they miss feedback and especially when they are new in their role they often feel insecure and overstrained. While working in an extremely challenging position, they face another challenge in finding and establishing the 'right' leadership style. Coaching helps them to recognise behavioural patterns and to improve impact. Management coaching is a solid tool to support managers in (e.g.)

- decision making
- resolving (inner) conflicts
- avoiding burn-out and stress

Coaching is also highly recommended for people managers who are facing change and transformation. A management coaching makes a great difference for those who are responsible for implementing this change.

Our coaches are certified and have already executed over 100 coachings.

CONTACT

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OVERVIEW AGENT COACHING

- First meeting between coach & agent: Getting to know each other, identify key challenges and define targets
- Online personality test (GPOP)
- Receive printed report and get important insights about ones' personality
- 3x personal coaching, exercises to implement insights to daily work

COSTS

€ 999, - per participating agent

OVERVIEW MANAGEMENT COACHING

- First meeting between coach & manager: Getting to know each other, identify key challenges and define targets
- Online personality test (GPOP)
- Receive printed report and get important insights about ones' personality and communication habits
- 3x management coaching, support on leadership questions & skills

COSTS

€ 1199, - per participating manager