

Contact Centre Management Coaching

Supporting the development of contact centre management

Situation

A large government department had undergone a massive transformation from a legacy processing department into a multi-channel Customer Contact Centre. New systems had been implemented and processes amended but centre managers had little experience in managing a dynamic environment.

Action

One of the Mpathy Plus directors was asked to provide support to Centre Managers and coach them in managing contact centres (between 300 and 800 seats). This 6 month project consisted of identifying specific requirements at 3 separate centres and delivering a wide range of coaching to all levels from Centre Managers to Team Leaders. The content varied depending on need, but contained subject matter such as Power of One, forecasting and scheduling, adherence, matching resources against varying demand, delivering one-to-one feedback and many other areas.

Result

On completion of this initial assignment, Martin Jukes was asked to lead the implementation of a Performance Management programme into a single site. This was done very successfully through workshops and on-site coaching leading to an improvement in service to a position that had never previously been attained.

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