



TPG | TELEMANAGEMENT, INC.

@HOME.
series

Course #1: Ensuring your new remote communications are set up for success



LISA DEFALCO, CEO

30 years conducting CX measurement, calibration and coaching in more than 70 contact centers for more than 40 BPOs and corporations.



SCOTT KELLER, President

25 years of experience in executive and entrepreneurial leadership, CRM ideation and consultation, strategy development and transformation execution.



PRINCIPLE #1: CULTURAL ASSESSMENT



ENTERPRISE COACHING HISTORY



Have you executed a corporate training
or change management program/effort/initiative?



Who led the charge?



COACHING TEAM DISCOVERY



Have you identified Coaching Leadership?



What is the impact of moving
the 'back burner' work to your business?



What metrics do you use to define business success?



Who will guide and develop your coaches?



How do you measure coaching effectiveness today?



CURRENT COACHING EXPERIENCE DISCOVERY



Do you have a designed
frequency for coaching touch points?



How often does your coaching staff or any leadership interact with your @Home teams?



What technology is leveraged to
serve these touch points?



Questions?



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Thursday April 30th at 11:30amEST:

Course #2: Keeping your employees engaged and fully plugged in.

Thursday May 7th at 11:30amEST:

Course #3: Refining your coaching approach in this new environment.

Thursday May 14th at 11:30amEST:

Course #4: Making sure the work matters...Moving the needle.

Thursday May 21st at 11:30amEST:

Course #5: Using the tools to tie it all together easily.