TPG | TELEMANAGEMENT, INC.

@HOME series

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

@HOME series

DEVELOP YOUR TALENT

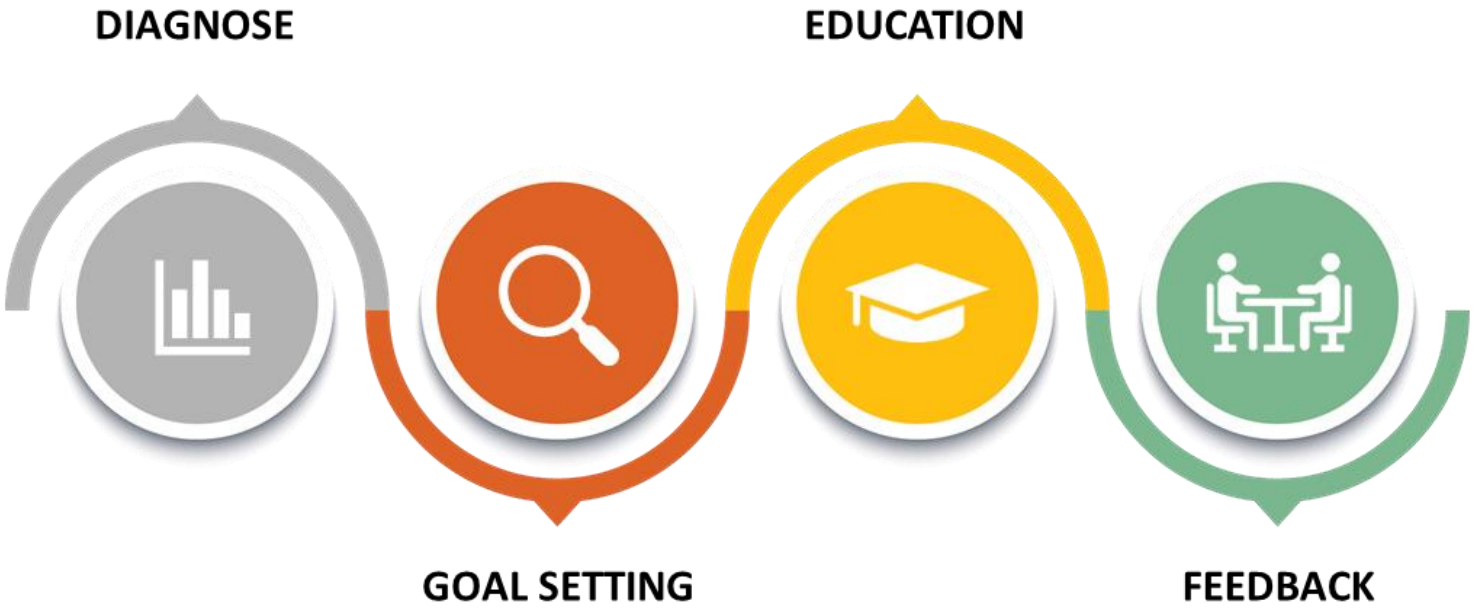
WHAT IS DEVELOP YOUR TALENT?

Intent

Integration

Deployment

THE DYT-POWERED COACHING PLAN

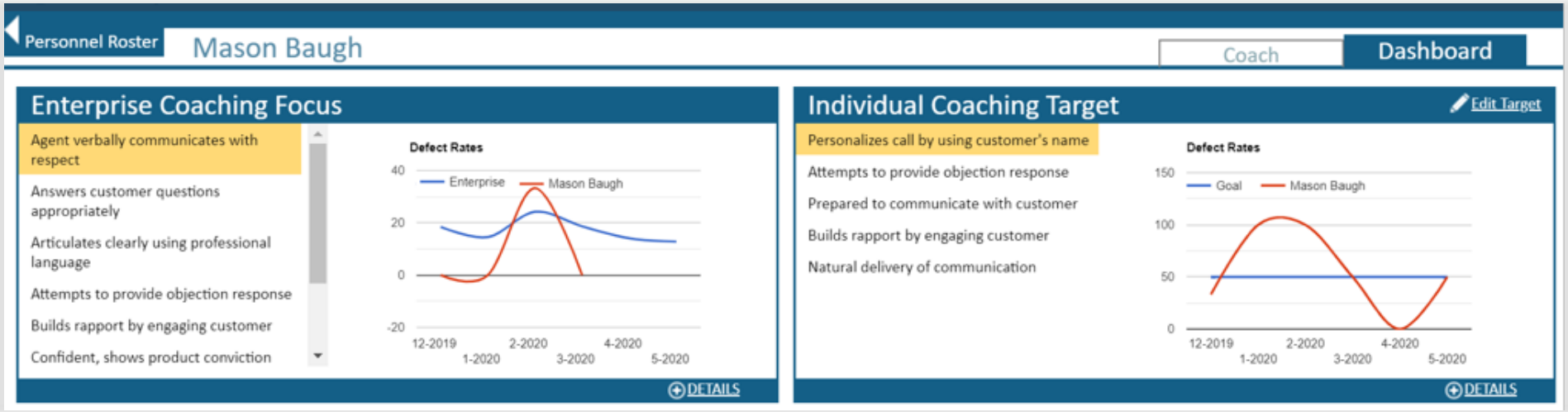


Heatmaps

Visualize where your strengths and opportunities reside

Agent Name	Total Calls Evaluated	Opportunities	Defect %
Daisy	13	26	4%
Minnie	12	25	8%
Zoe	12	16	13%
Nick	11	22	14%
Doug	10	19	16%
Aaron	11	29	17%
Tim	12	23	17%
Chad	12	11	18%
Gladys	12	21	19%
Michael	11	15	20%
Jackson	11	15	27%
Aretha	12	22	27%
Franklin	8	3	33%
Diana	7	19	37%
Ross	13	13	46%
Team Total	**167**	**279**	**19%**

DIAGNOSE


Personnel Roster
Mason Baugh
Coach
Dashboard
Enterprise Coaching Focus
Agent verbally communicates with respect
Answers customer questions appropriately
Articulates clearly using professional language
Attempts to provide objection response
Builds rapport by engaging customer
Confident, shows product conviction
Defect Rates
Enterprise
Mason Baugh
40
20
0
-20
12-2019
1-2020
2-2020
3-2020
4-2020
5-2020
DETAILS
Individual Coaching Target
Edit Target
Personalizes call by using customer's name
Attempts to provide objection response
Prepared to communicate with customer
Builds rapport by engaging customer
Natural delivery of communication
Defect Rates
Goal
Mason Baugh
150
100
50
0
12-2019
1-2020
2-2020
3-2020
4-2020
5-2020
DETAILS

GOAL SETTING

Individual Coaching Target

Personalizes call by using customer's name

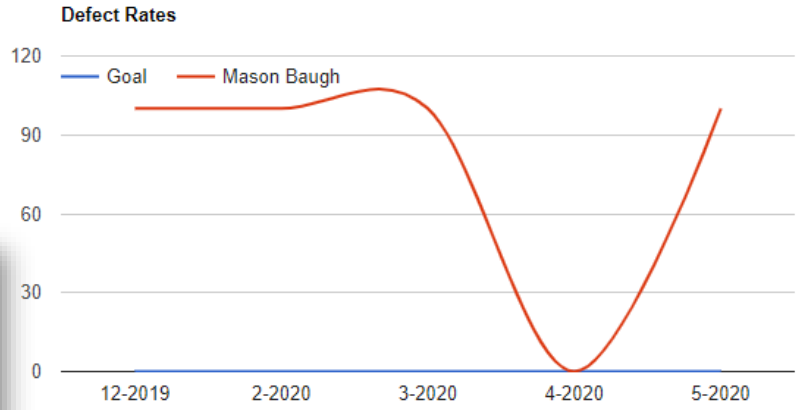
Attempts to provide objection response

Prepared to communicate with customer

Builds rapport by engaging customer

Natural delivery of communication

Uses benefit statements to create need



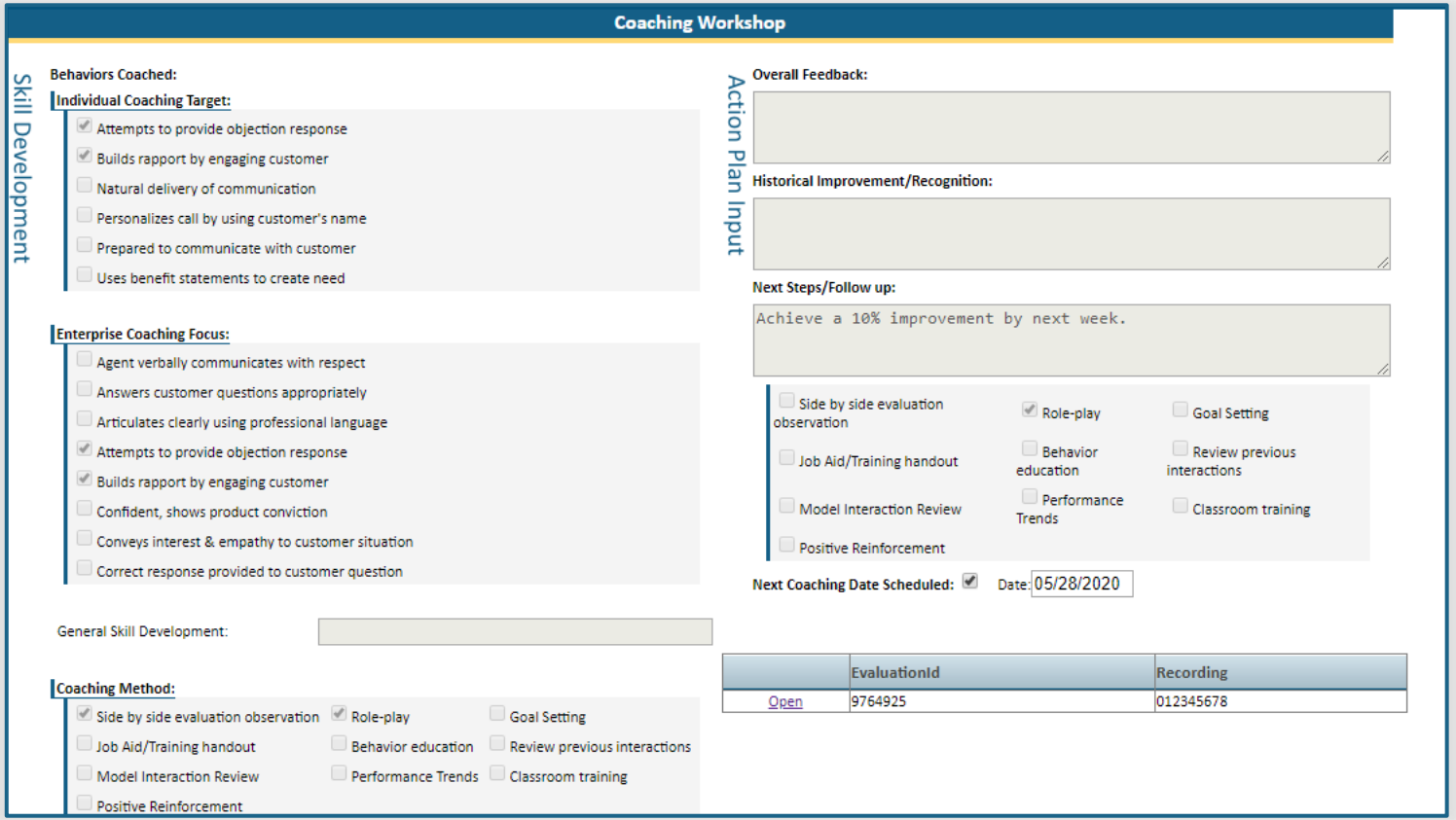
Edit Individual Coaching Target

	Behavior	Goal	Comments
Remove	Personalizes call by using customer's name	50	11/3: Maintain this goal; inconsistent progress shown in past 6 mont
Remove	Attempts to provide objection response	30	11/3: Making this goal more aggressive from 50- 30%.
Remove	Prepared to communicate with customer	15	6/13: Opportunity per the last conversation
Remove	Builds rapport by engaging customer	25	By EOY
Remove	Natural delivery of communication	0	
Remove	Uses benefit statements to create need	0	

ADD | Actively listens | SAVE | CANCEL

2020	5-2020	Goal	Comments
	50	50	11/3: Maintain this goal; inconsistent progress shown in past 6 months.
0	0	30	11/3: Making this goal more aggressive from 50- 30%.
	0	15	6/13: Opportunity per the last conversation
0	100	25	By EOY
	50	0	
	100	0	

EDUCATION



Coaching Workshop

Skill Development

Behaviors Coached:

Individual Coaching Target:

- [x] Attempts to provide objection response
- [x] Builds rapport by engaging customer
- [ ] Natural delivery of communication
- [ ] Personalizes call by using customer's name
- [ ] Prepared to communicate with customer
- [ ] Uses benefit statements to create need

Enterprise Coaching Focus:

- [ ] Agent verbally communicates with respect
- [ ] Answers customer questions appropriately
- [ ] Articulates clearly using professional language
- [x] Attempts to provide objection response
- [x] Builds rapport by engaging customer
- [ ] Confident, shows product conviction
- [ ] Conveys interest & empathy to customer situation
- [ ] Correct response provided to customer question

General Skill Development:

Coaching Method:

- [x] Side by side evaluation observation
- [x] Role-play
- [ ] Goal Setting
- [ ] Job Aid/Training handout
- [ ] Behavior education
- [ ] Review previous interactions
- [ ] Model Interaction Review
- [ ] Performance Trends
- [ ] Classroom training
- [ ] Positive Reinforcement

Action Plan Input

Overall Feedback:

Historical Improvement/Recognition:

Next Steps/Follow up:

Achieve a 10% improvement by next week.

- [ ] Side by side evaluation observation
- [x] Role-play
- [ ] Goal Setting
- [ ] Job Aid/Training handout
- [ ] Behavior education
- [ ] Review previous interactions
- [ ] Model Interaction Review
- [ ] Performance Trends
- [ ] Classroom training
- [ ] Positive Reinforcement

Next Coaching Date Scheduled: [x] Date: 05/28/2020

	EvaluationId	Recording
Open	9764925	012345678

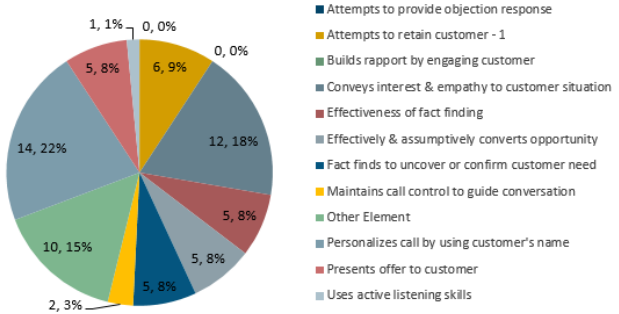
FEEDBACK

FeedBack	Recognition	Follow Up
Mason has improved since our last session but still has opportunity with personalization.		new evaluation and coaching session in 2 weeks
Today we chatted through the opportunity to put yourself in the customer's shoes and really relate to what they are conveying. Using language that not only allows the customer to know you are listening, but that you are attempting to relate to their experience. When a customer verbalizes a complaint, it's our responsibility to listen, acknowledge, show you care, and then resolve their issue.		I would like to see the defect rate for Conveys interest drop by 10 points by the end of January (8 weeks). Scheduling follow-up for this conversation to check in 4 weeks from today.
Mason has an opportunity to focus more on what the customer is stating to avoid repeating information. It causes the customer frustration.	Great job navigating a difficult process complaint. You maintained professionalism and aligned with the company's process (didn't throw the brand under the bus).	I expect 5% improvement in Builds Rapport.
Pay attention to the customer, don't play in your email.	Good job navigating the systems.	Expected improvement by 2/24/2020...
Mason, you need to show up to work!		Show up to work
Moving forward Mason will try to build rapport with customer's during the service portion of his dialogue by engaging the customer within the dialogue more. Also, when discussing the website, it's important to appropriately advise of the portal login requirements, specifically the password requirements.	Great job on sounding natural even through there is a script within the various elements. It really sounds as though the dialogue is created for that customer versus scripted.	We will chat in a few weeks regarding the rapport behavior modification we are expecting to see. Scheduling for March 24th.
		Achieve a 10% improvement by next week.

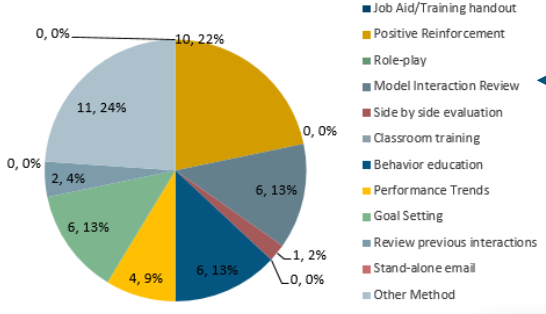
DYT Dashboard

Coaches Overview

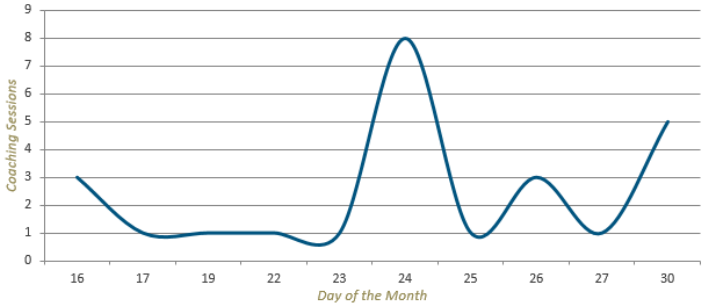
Coached Elements



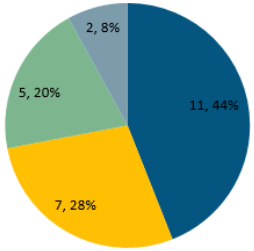
Coaching Methods Used



Frequency of Coaching Through Month



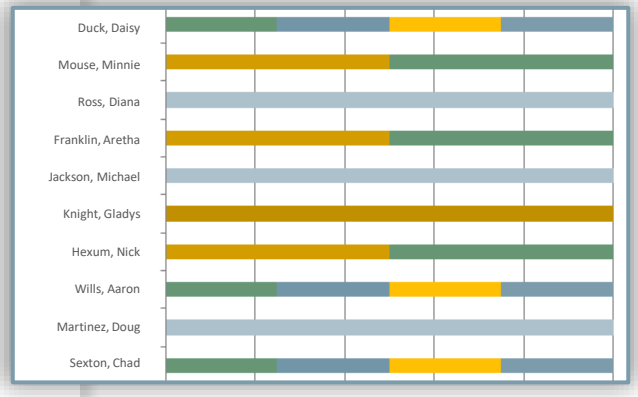
Supervisor Teams Coached



Coaching Sessions by Agent

Coaching Methods by Agent

Visualize coaching at several levels of depth



@HOME series

PERFORMANCE TRENDING

TALENT DEVELOPMENT

CAREER MANAGEMENT

Develop Your Talent

@HOME series

THANK YOU!

We have appreciated getting to bring these webinars to you and look forward to how they shape the conversations that we will have in the future!