



TPG | TELEMANAGEMENT, INC.



@HOME
series



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



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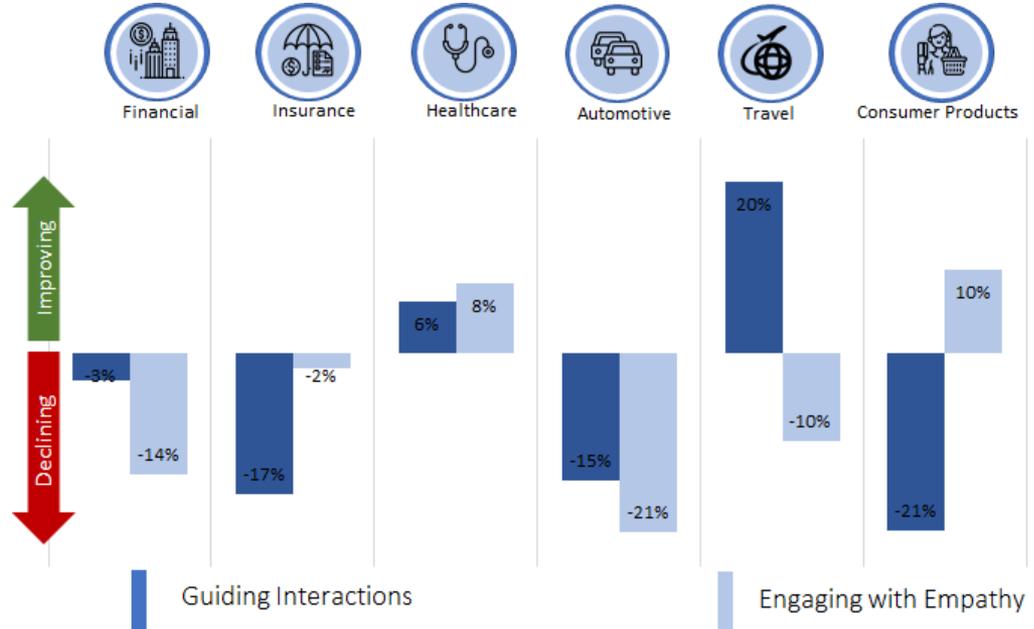
OUR GLOBAL SITUATION AND OPPORTUNITY

OUR POSITION

Strategic investment in our employees, and their development, will be what allows us to create velocity for our businesses during this unprecedented time of global, economic, political, health and environmental stress.

Now is the time to innovate and advance.

2018 - Present	
People Population	577,103
Agent Type	
Brick & Mortar (B&M)	566,233
Work At Home (WAHA)*	10,870



Five Principles of Coaching Adoption: Principle 1

Ensuring your new remote communications are set up for success

What does this mean? Ensure you have sourced your employee coaching strategy for our @Home teams – recognize the change needed in lieu of physical oversight.

Who owns it? Our research suggests we need leaders to incorporate coaching to be greater than 50% of their functional responsibility.

TPG LEARNING: *On average, direct employee coaching represents less than 10% of a Supervisors time allocation in brick and mortar environments.*

How will I measure success? Rethink measuring units of completion. Migrate to focusing on impact and effectiveness of coaching. Connect the dots between business outcomes changing as coaching strategy is applied.

TPG LEARNING: *We observe organizational weakness across industry on people development. Our “Coaches” are managed, not guided. Unlink your coach <-> employee ratio strategy.*

Five Principles of Coaching Adoption: Principle 2

Keeping your employees engaged and fully plugged in

What does this mean? Your employee development strategy must resonate with all team members providing clarity on “what’s in it for me” and “why are we taking this time to develop together?”

TPG LEARNING: *We observe disconnected understanding across industry for the purpose of coaching. We observe a lack of a central coaching themes serving your business strategy*

What should I consider changing? Retire “check box” coaching that sits on the side of leaders’ desks. Coaching is not a compliance process...it is purposeful engagement to better the individual to serve the organization.

TPG LEARNING: *Coaching is ONLY important if you and your organization views it and uses it as a strategic vehicle for change.*

Five Principles of Coaching Adoption: Principle 3

Refining your coaching approach in this new environment.

What does this mean? A coaching strategy, supported by themes, requires a consistent delivery approach or you will not integrate your current theme into your organizational DNA.

Questions to ask yourself? Do I have a disciplined approach? Can I confirm it is driving business results and employee engagement? Have I created time and space for employees to develop deliberately?

TPG LEARNING: *We have observed bringing peers to design coaching tactics and solutions, outside of management, creates employee ownership. The 'champion concept' removes barriers to agent/employee absorption in coaching success.*

Five Principles of Coaching Adoption: Principle 4

Making sure the work matters... Moving the needle.

What does this mean? OUTCOMES. We drive outcomes. Work to work is a bad thing. Your customers, employees and shareholders must benefit from the coaching/development strategy, investment and execution.

What should I consider changing? Coaching and development isn't the responsibility for teams that do not own customer success goals inside of your corporation.

What does my new environment look like? Coaching isn't a function. It is a competitive environment.

TPG LEARNING: *Management/Supervisor heat maps have demonstrated significant levels of coaching change management when applied across Industry with our Clients. (migrate from employee to leader...on your outcome reporting and watch the positive impact it creates!)*

Who asks for your results? If your Executive teams are not requesting results updates on your coaching/development performance management, or demonstrating an overall lack of interest in your reporting...**it isn't working and doesn't matter.**

Five Principles of Coaching Adoption: Principle 5

Using the tools to tie it all together easily.

What does this mean? An effective coaching strategy involves linking all the key components together to assess its investment success: coaching occurrence frequency, time invested, method used, integration of business theme and alignment of business outcomes.

Who benefits from the use of a toolset? Everyone! Your leadership, coaches and front-line employees all benefit from clear goals and simple access to monitor success. We will discuss best practices in simple engagement tactics during our upcoming sessions as we dive deeper in the 5 Principles of Coaching Adoption we have touched on today.

Will my current tools serve my @Home strategy? Tools exist to create a common approach, foster accountability and provide clarity in reported results. If your tools are not designed with those objectives in mind, reconfiguration may be a valuable use of time.

WHAT'S NEXT?



Thursday April 23rd at 11:30amEST:

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

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.