

Customer Service Coaching Plan

1. Objectives

- Purpose and focus of the coaching program.
- Key skills or behaviors to be developed.

2. Coaching Structure

- One-on-one or group coaching sessions.
- Frequency and duration.

3. Roles and Responsibilities

- Coach's role in guiding and supporting employees.
- Employee's role in participating and applying feedback.

4. Coaching Process

- Observation and assessment of current performance.
- Goal setting and personalized action plans.
- Ongoing feedback and progress tracking

5. Tools and Techniques

- Tools for monitoring and providing feedback (e.g., call recording analysis).
- Techniques like role-playing or scenario discussions.

6. Measuring Success

- Metrics to evaluate coaching effectiveness (e.g., improvement in key KPIs, self-assessments).
- Long-term tracking of employee performance.