### **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.