



**We've been there
...and we get it!**

Call Center Coach Academy provides emerging and existing Supervisors a proven success path for continuous career development along with a private and supportive peer-driven community to support your specific needs, successes, and performance responsibilities. Learn from the best in the industry who have walked in your shoes. Join us to close the decades long supervisor learning and development gap and become a Certified Contact Center Supervisor!



Members get...

- **Support from Coaches and Advisors with over 200 years of collective experience**
- **Community of Practice** – Private Facebook Community of like-minded supervisors and experts to gain perspective and support in a safe place to ask questions and share
- **Supervisor Success Path** - elearning modules, tools, and certification
- **QUICKWINS** - short on time? No problem. These micro-courses. On-point...anytime...on-time.
- **LIVE Mastermind Webinars** - gain industry insight and innovation from thought-leaders
- **Weekly LIVE Q&A Webinars** - ask any question and get your answer
- **Inside the Industry** - get an insider's look into industry events, trends, and the hype to avoid
- **Boot Camp Challenges** - targeted accountability challenges where members commit to building a key skill, every day, for 14 days
- **1:1 or Group Coaching** - PLUS and PREMIUM Members receive tailor-made content & courses to accelerate development

1:1 or Group Coaching

PLUS and PREMIUM Members receive tailor-made content & courses for specific learners or groups of learners and receive special support, service, and assistance.

Each member or group experiences private, secure and real-time live chats & conversations with coaches.

Both member and coach easily share files between each other, publish private action plans, call replays, share links from around the web and more.

Specialized coaches in organizations may also be included as part of the member or group coaching sessions.



<p>Personalized Learning</p> <p>A virtual classroom for each individual member or group of members. Get a personal coaching experience with specific and private learning.</p>	<p>Live Conversations</p> <p>Private, secure 1:1 or group conversations. No page reload is necessary, new comments are visible immediately on any device.</p>	<p>Private Content</p> <p>Tailor-made and special content, courses, lessons, files, and action plans for specific members or groups are private and not available to others.</p>
<p>Email Notifications</p> <p>Members and coach get notified by email each time a conversation is updated, allowing for the ability to keep moving forward on time.</p>	<p>Conversation Search</p> <p>Nothing gets ever lost. A dedicated search box enables members to easily and quickly search through the conversation history.</p>	<p>Works On Any Device</p> <p>No matter if you're on your mobile, tablet or desktop. All personalized learning features work flawlessly everywhere.</p>

Success Path Modules - Supervisor Competencies



Learn how to develop a vision and mission that can be operationalized, and how to monitor and coach to foster the spirit of team work for winning results. Study ways to create an environment for enthusiastic, productive and satisfied employees.



Learn how to wow customers, anticipate their future needs with continuous improvement initiative, and creative innovation. Listening effectively to what your representatives tell you, what your customers are saying, and then using good judgment.



Identify how to get results while being fiscally responsible. Learn how to prioritize competing initiatives, create measures, policies and procedures to meet bottom line results, and proactively plan for success. Find winning ways to deal with performance issues.



Learn how to communicate with multiple channels and departments. Improve your influence skills so new ideas get adopted, use specific tools to persuasively present your position. Find out how to leverage diversity and others' perspectives.



Uncover how to foster communication, and create an open environment for others to exchange ideas and tools to create for understanding complex information. Learn the important tools to prepare and manage change for a positive impact on your team and organization.



Discover how to stay up to date and understand the industry, how to assess competition, and expected future developments and challenges. Know how the business operates and analyze potential impacts of decisions to establish yourself as a value to the organization.

85% of agent engagement and performance is a direct result of their supervisor's skills

Learn More about Enrollment
CallCenterCoach.com



Schedule a Demo
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Supervisor Success Path

LEARN MORE