



# **Coaching: Tips and Tricks to Make it Effective**

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## Your Hosts:



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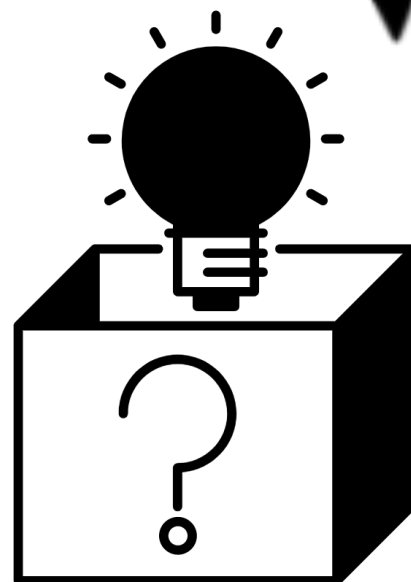


# MENTORING

Establishing bonds within the team to pair strengths and weaknesses.

- Use mentoring for “soft” skill development such as closing skills, transitioning skills, and other communication issues.
- Mentoring allows for less structured learning in a peer to peer environment and may be less intrusive education for more developed team members.





# DEVELOPMENT TOOLS

Building performance is just like building a house; You need good tools!

- Demonstration calls
- Self coaching through review of interactions
- Role playing
- Skill set checklists

# FIVE-STEP COACHING

- Education
- Validation
- Confirmation
- Escalation
- Accountability



# INTERPERSONAL COMMUNICATION

## Communicate to build trust

1. Respect your followers
2. Watch how you say it
3. Communicate openly
4. Follow through
5. Listen and don't argue
6. Avoid the "digs"



# INTERPERSONAL COMMUNICATION

## Communicate to build trust (continued)

7. Point out the positive
8. Appreciate what others have to say
9. Realize trust and hope come from mutual exchange
10. Be truthful with yourself
11. Show your human side



# QUESTIONS?

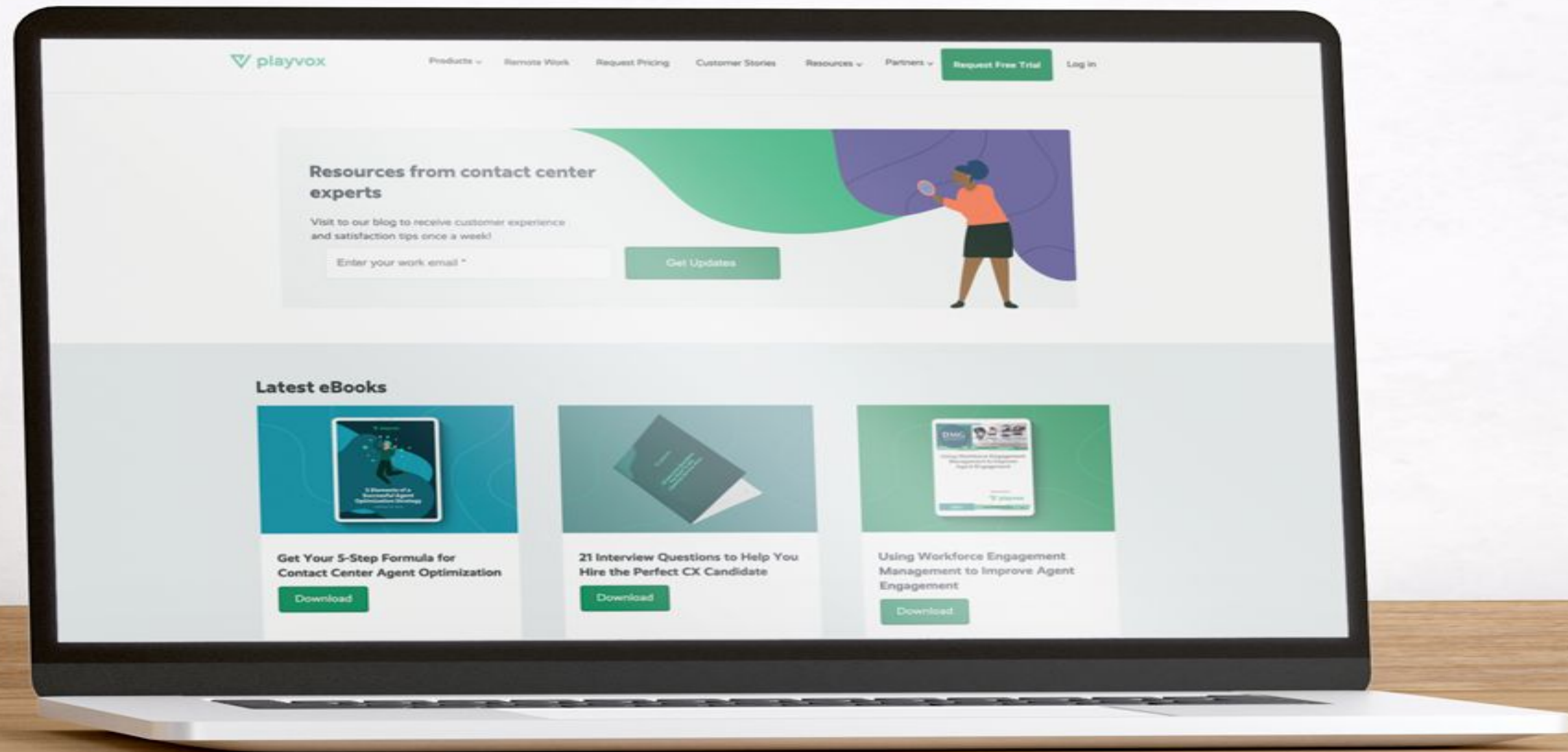


# Poll



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# Workforce Engagement Management

## Workforce Management

Intelligently forecast, schedule, and monitor your workforce without the need of specialized resources or data analysts

## Performance

Track agent performance and measure the impact of your QA process

## Customer AI

NEW

Uncover sentiment, intent and interaction topics with advanced text-based analysis and direct customer surveys

## Learning

Easily create and provide your customer service teams with courses, learning paths and quizzes to ensure continual skill development

## Quality

Easily identify and prioritize areas for skill development in your customer service teams

## Coaching

Solve and improve issues in quality, behavior, compliance, soft skills, customer experience, among many others

## Motivation

Recognize and reward your agents with points that they can exchange for gifts, based on their Quality, Coaching, Learning and overall Playvox results

