

Team Leader Training

The Continuous Improvement Cycle



Supporting your team with feedback and coaching around their performance is not only crucial for driving continuous improvement in the quality of customer interactions, but it can also positively impact staff engagement.

Our Continuous Improvement Cycle training workshop will:

- Upskill your team leaders in providing powerful feedback on staff performance
- Provide them with skills and knowledge to support ongoing improvement through effective coaching.

Real-life scenarios bring our training programs to life

At CSBA we believe the most effective training is that which reflects your work environment as closely as possible. That's why we incorporate real-life scenarios in all our training programs, to bring to life the skills and techniques discussed in the workshop.

During this workshop leaders will have the opportunity to practice how they will use the skills and techniques discussed, to enhance the quality of feedback and coaching conversations with their team.

Put the person before the process

INTENDED AUDIENCE

Team Leaders

DELIVERY MODE

Onsite (or Video Conference)

DURATION

Full Day (or Virtual Equivalent)

GROUP SIZE

Up to 6 participants

CONTACT

Narelle Warburton

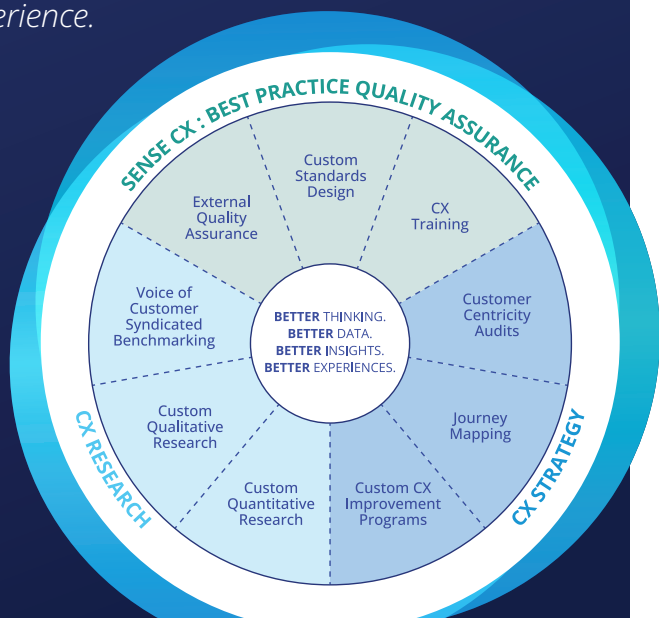
General Manager, QA and Training

+61 3 9605 4900

info@csba.com.au

www.csba.com.au

We provide a 360-degree view and work with you to improve your customers' experience.



Aim

To provide Team Leaders with a consistent delivery approach to coaching and providing feedback in consultative service provision, with practical guidelines and strategies for effective conversations with their team members.

Benefits

- Team Leaders will come away with clear guidelines for providing effective feedback to individual team members
- Team Leaders will be calibrated with CSBA's coaching and feedback approach.

Course content

- What is Consultative Servicing? Interaction vs Transaction
- The continuous development cycle: Measure, feedback, develop, coach, measure again...
- Feedback and coaching: what's the difference?
- Preparing for your feedback session checklist
- How to manage challenging learners
- Framing content to deliver a positive message – use your EARS
- Framing feedback to deliver a positive message – the COIN framework
- Dealing with resistance to feedback
- Practicing facilitation of feedback and coaching conversations

Learning outcomes

By the end of the workshop participants will:

- Have language to help them discuss the SenseCX consultative servicing framework
- Understand new techniques for maintaining engagement with feedback and coaching sessions
- Understand the role of a coach in providing effective feedback
- Understand the feedback cycle
- Understand how to address barriers to providing effective feedback
- Understand the “COIN” framework for delivering on-the-spot feedback
- Be equipped to handle resistance to feedback

Learning activities

- Structured and organic whole group discussions
- Individual reflection and sharing
- Interactive group activities
- Applied practicing of new skills and techniques
- Build your coaching toolkit in your own words