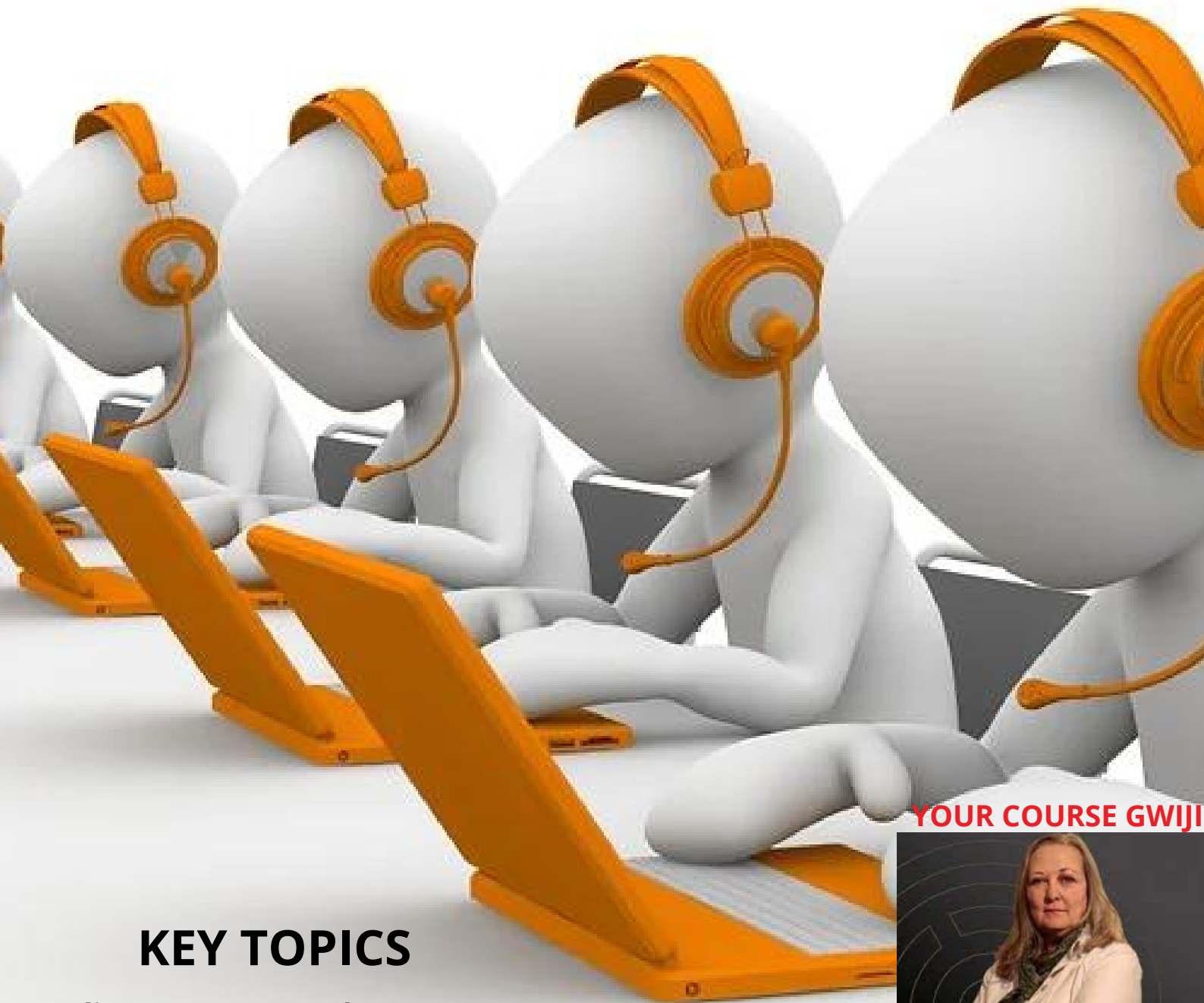




Quality Assessing and Calibration

JULY 25TH-28 TH 2023
ONLINE.



YOUR COURSE GWII

KEY TOPICS

Quality Assurance and Assessments
Communication
Job Descriptions, KPAs and KPIs
Calibration



DEBBY WEBSTER



Triskel Consulting

Rationale for the Programme/Course:



Quality Assurance isn't an option for Contact Centres; it is essential for the success of the Contact Centre, Customer and Consultant satisfaction, improving Consultant and Team Leader productivity and effectiveness, and keeping management in touch with their staff's performance. To achieve the best results and foster confidence in a Quality Assurance Programme, Managers must ensure that they are evaluating the right components of Consultant performance during customer interactions and using appropriate measurements and weights. Building an effective QA Programme is an iterative, multi-step process that requires senior management support, planning and input, and buy-in from all levels of Contact Centre staff. The programme is aimed at Contact Centre staff members who are involved in assessing any of the interactions between Consultants and Customers to ensure an exceptionally high level of service.

Who Should Attend

- Team Leaders or Trainee Team Leaders
- Quality Assessors
- Staff Members who are involved in the Quality Assessing process



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Delivery Mode



2 Hour Modules over 3-days on Teams and 1 hour on 4th day for assessment.

Programme/Course Expected Outcomes

At the end of the course participants should be able to:

- * Describe and define Quality
- * Explain the various aspects of Quality and what they mean
- * Describe and explaining what Quality Assessments are and why they are necessary
 - * Explain the Quality Assessment process
- * Explain the importance of Call Recordings and why they are necessary
 - * Demonstrate the ability to develop Quality Scorecards and Guides
 - * Define Calibration and its benefits
 - * Explain the Calibration process
- * Explain the various communication skills required to ensure a Quality interaction with a Customer
 - * Demonstrate the various communication tactics required by a Consultant during the course of an interaction with a Customer
- * Demonstrate the ability to assess the performance of a Consultant against scorecards
 - * Describe the communication skills required to ensure a quality interaction with a customer
 - * Demonstrate the ability to assess Consultant interactions and calibrate with others
- * Explain the importance of Job Descriptions, KPAs and KPIs in relation to Quality Assessments
 - * Explain and demonstrate the complaint management process



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Meet your course Gwiji



Triskel Consulting

Debby Webster has been in the Customer Service, Contact Centre and Service Management Industry for the last 28 years, with expertise ranging across the design, scoping, development, implementation, re-engineering, management and operational running of areas dealing with Customer Service.

During this period she has worked with some major Blue Chip clients in various sectors including banking, mining, petroleum, IT, Government, Municipalities, wholesale and retail. More recently she has been involved with organisations throughout Africa in developing or re-engineering their service offerings specialising in Customer Service training.

Debby is known for her ability to develop people and for developing staff to meet their full potential. Her skills have also been proven by the achievement, and in most instances the exceeding of, standard KPIs through training initiatives, re-engineering and implementation of business processes, as well as providing staff with a clear understanding of their task analysis and KPIs. Staff morale is improved through customised individual career development plans for the staff as well as succession plans.

Debby has a passion for the Service Industry and drives service delivery in line with exceeding customer expectations. Regardless of whether an organisation is in its infancy, a growing or existing concern, customers will demand, and expect, a high level of service and support. An increasing problem is that management often become complacent, resulting not only in a deterioration in the service provided and extremely high levels of customer frustration, but a break down in confidence, resulting in negative feelings by the customers concerned, and this is reflected on the bottom line of the business.



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Quality Assurance and Assessments

Quality and Total Quality Management

What is Quality

What is Total Quality Management

What are Quality Assessments?

Why are Quality Assessments necessary in Contact Centres?

The Quality Assessment process

The importance of call recording and why they are necessary

What determines a Quality Interaction

The 3 faces of Quality

Developing Quality Scorecards

Developing Quality Assessment Scorecard Guides

Quality Assessment Reporting

Complaint Management



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Communication

Communication skills

Communication skills to ensure quality interaction with a Customer

Understand various Customer communication styles and behaviors

Barriers to effective listening

Listening and speaking skills

The dos and don'ts of communication

Tips for Consultants to ensure a quality interaction

Job Descriptions, KPAs and KPIs

The relationship between Quality, Job Descriptions and Key Performance Areas



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Calibration

Defining Calibration and its benefits

What is Calibration?

Why do we Calibrate Agent interactions?

Who is involved in Calibration Sessions?

How often should we Calibrate?

Preparation for Calibration Sessions

Best practice for Calibration Sessions

Calibration Feedback



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This course is available as a public and in-house and is delivered as a LVT- Live Virtual Training



\$ 265 PER PERSON

****\$ 225 PER PERSON (GROUP RATE)****



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