

Leading a Customer Service Team

GoSkills online course syllabus

Skill level

Beginner

Lessons

13

Pre-requisites

No prior experience needed

Video duration

43m

Estimated study time

43m 33s

Instructor

Darren Lyons

Introduction

1 Customer service leadership done right

Get to Know Your People

2 One-on-one meetings

Effective, regular one on one meetings with your staff is a necessary management discipline.

3 Skip level meetings

Cookie chats are effect ways to connect with your front line staff in a non intimidating way.

4 Management by walking around

If you're in your office all day, you're not engaging your team.

5 Monthly business reviews

It's important to create a discipline around a balanced scorecard. After watching this video, you'll be able to conduct reviews of your effectiveness.

Have a Winning Process

6 Listening to calls

Quality assurance teams help your teams improve their skills.

7 The voice of the customer

Your customers can tell you incredibly insights about your performance.

8

Continuous improvement programs

Continuous improvement programs are a way to consistently be improving..

9

Process management in the contact center

Your product is customer interactions. After watching this video, you'll be able to implement process management techniques.

Assess Performance

10

Leadership: What gets measured gets done

Selecting the correct KPIs will determine the direction of your custom experience.

11

KPI's are not set it and forget it

You need to adjust your KPIs and goals twice a year. After watching this video, you'll be able to update your KPIs around your goals.

12

Advocating for the contact center

Being an advocate for the contact center to the organization ensures your team gets what it needs.

Conclusion

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Take action to have a great customer service team

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