



# The Challenge



Best

Performance  
Gap

70%  
Of  
Budget

# WHY?



Worst



# Tip#1



**The Ability To Improve  
Begins With  
The Ability To Measure**



**Expensive  
Manual  
Process**

**Performance  
Changes  
Missed**

**Situations  
Remain  
Unaffected**

**Low  
Sample  
Size**

**Non  
Behavioural  
Scoring**

**Weak  
Proof  
Points**

**Low  
Credibility  
Evidence**

**“Unfair!”**

**Low  
Behavioural  
Impact**

**Non  
Specific  
Coaching**

A person's hands are shown holding a black clipboard with a silver clip at the top. The word "POLL" is written in large, bold, black capital letters on a white sheet of paper. The person is wearing a dark blue long-sleeved shirt and holding a blue pen in their right hand, positioned as if about to write.

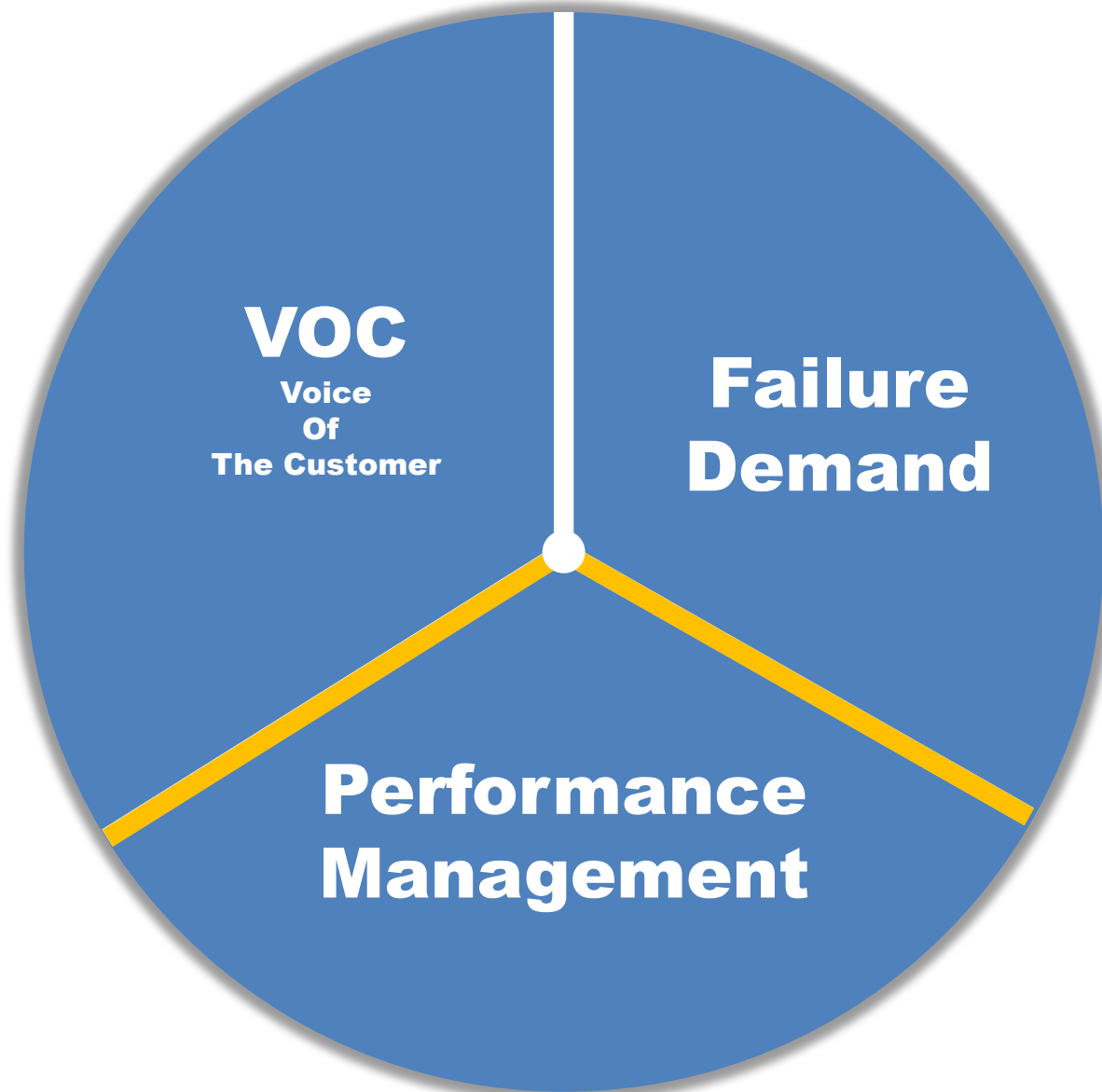
# POLL

## What restricts your current approach?

- Time to find suitable calls
- Changes go unnoticed
- “Not Fair” reaction
- Enough time to coach
- Outcome based coaching
- Reverting back to old habits



# Using Interaction Analytics



# Tip#2

## Effective Coaching Is About Focussing On The Detail Of Micro Behaviours

"People think we're all numbers here. We're not," he says. "Shane Sutton is the least 'numbers' person you'll get. He will work with a rider and he'll see something that we can't see. He'll spot something and we'll go and have a proper look at it and he'll be right. It's as if he's watching colour television and we're watching black and white. He doesn't get that from numbers.





# Tip#3

## Focus On High Yield Behaviours

Script/Compliance  
Adherence

Reversing Customer  
Attrition

Solving New Hire  
Attrition

Sales Conversion Technique

High NPS Technique

Same Result In 50% Less AHT





# Tip#4

Re-invent the way  
resources are used to improve  
Quality Monitoring & Performance Mgt

- 1. Automate The Search For Risk/Opportunity**
- 2. Then Pass Over The Exceptions For Human Intervention**

time to re-invent



MAKING IT

HAPPEN





# Tip#5



**Sustaining Improvement  
Begins With  
Maintaining Attention.**

A person's hands are shown holding a black clipboard with a silver clip at the top. The word "POLL" is written in large, bold, black capital letters on a white sheet of paper. The person is wearing a dark blue long-sleeved shirt and holding a blue pen in their right hand, ready to write.

**POLL**

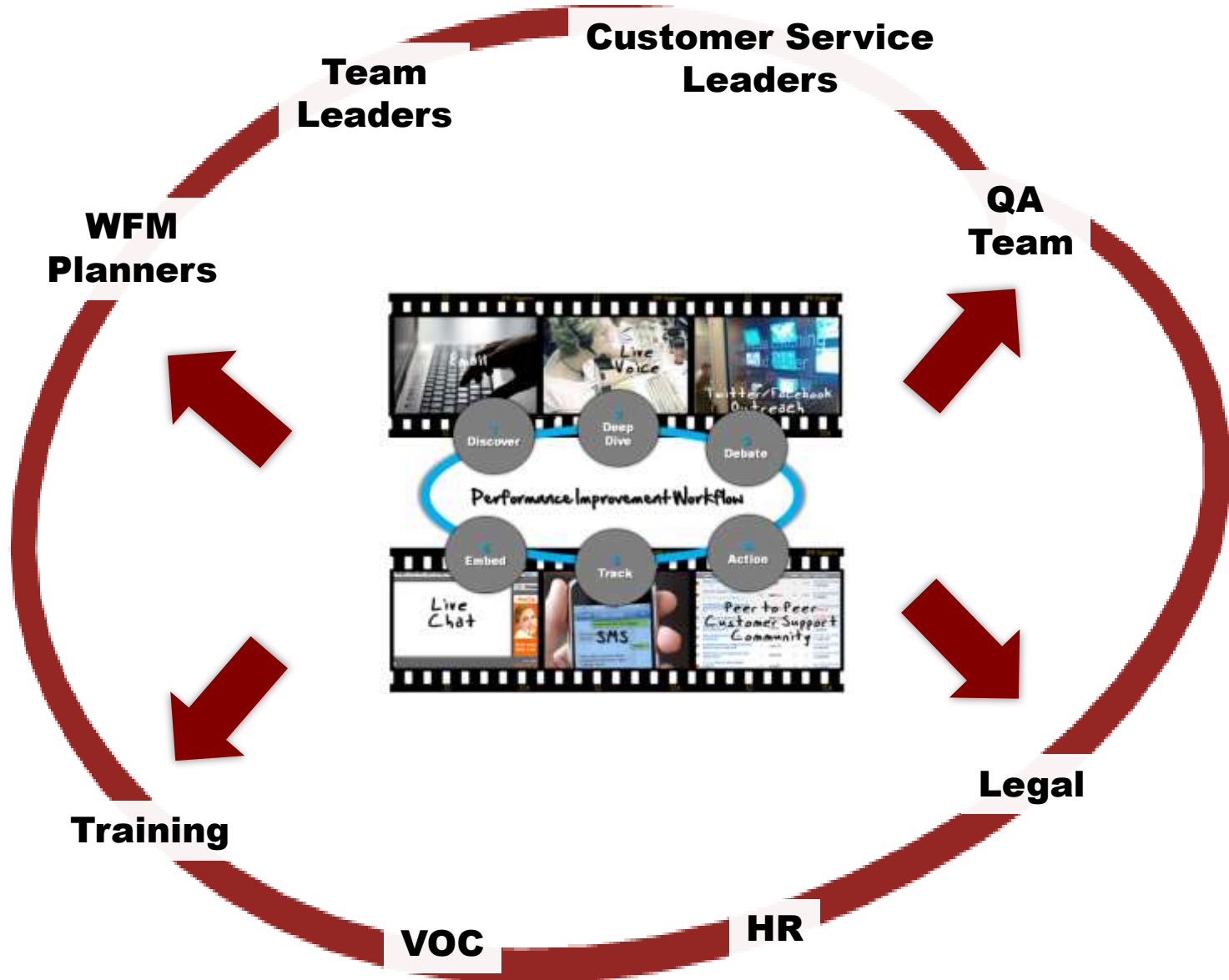
**Which step in the Performance Cycle matter most to you?**

- Discover
- Deep dive
- Debate
- Action
- Track
- Embed





# Closed Loop Management



# Tip#6



**Ongoing Improvement  
Is Facilitated By  
Closed Loop Mgt**



