



FAB Solutions - The Contact centre Summit

Best Practices for Agents, Leaders and
Managers

FAB
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● **SOLUTIONS**



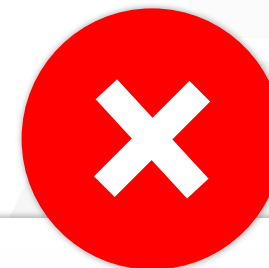
Two Types of Performance Management?

Engage, Inspire and Lead



- ✓ Positive way to discuss what behaviours are important
- ✓ Shows care and concern about employees performance supportively.
- ✓ Share Success, Challenges and developmental actions

Transactional, Reactive, Controlling



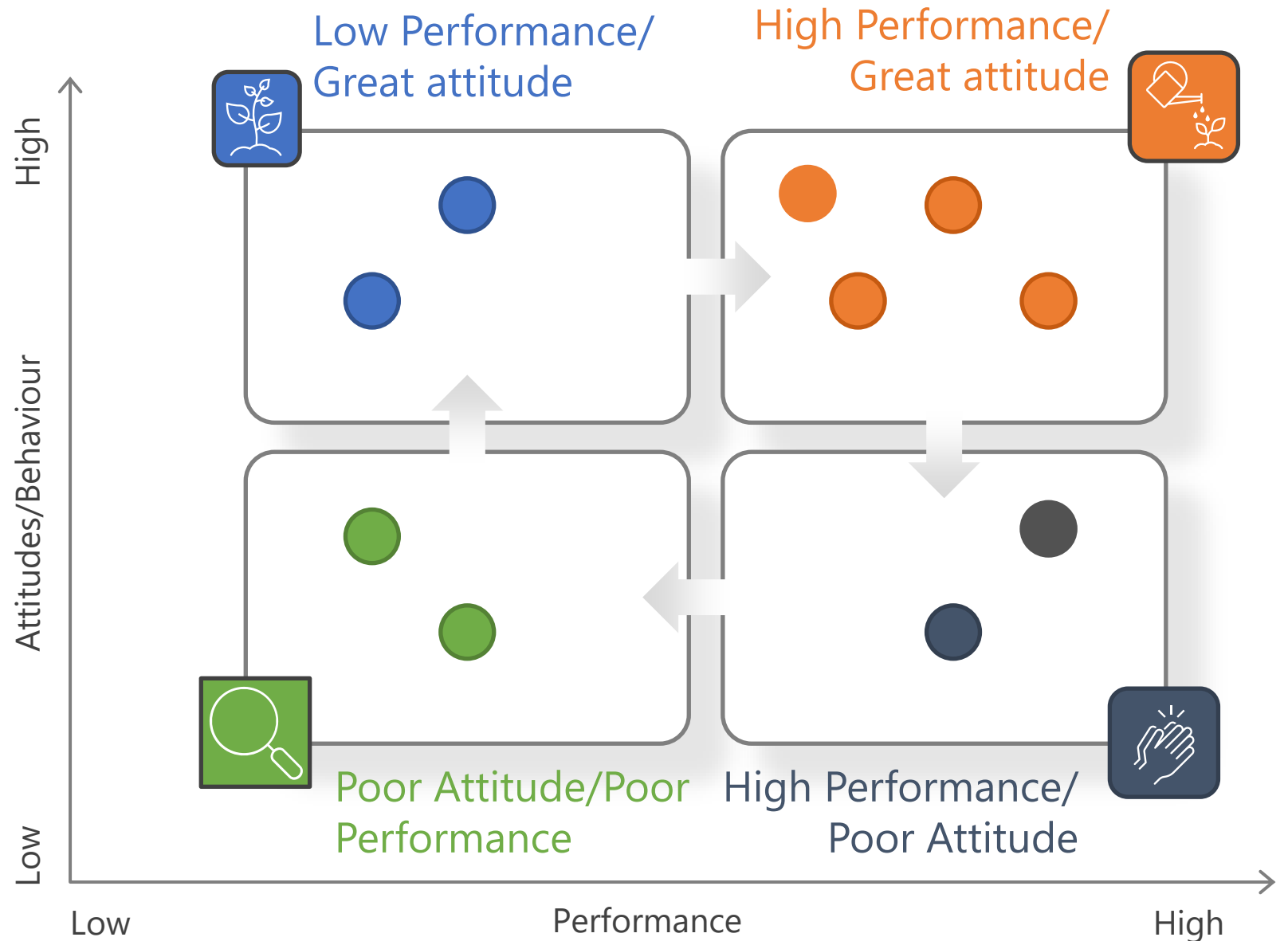
- ✗ All about the Numbers and stats – transactional conversations
- ✗ Uses PIPS to change behaviours rather than coaching driving a negative culture
- ✗ Uses performance management to fast-track people out of the business

Performance and behaviour are intrinsically linked

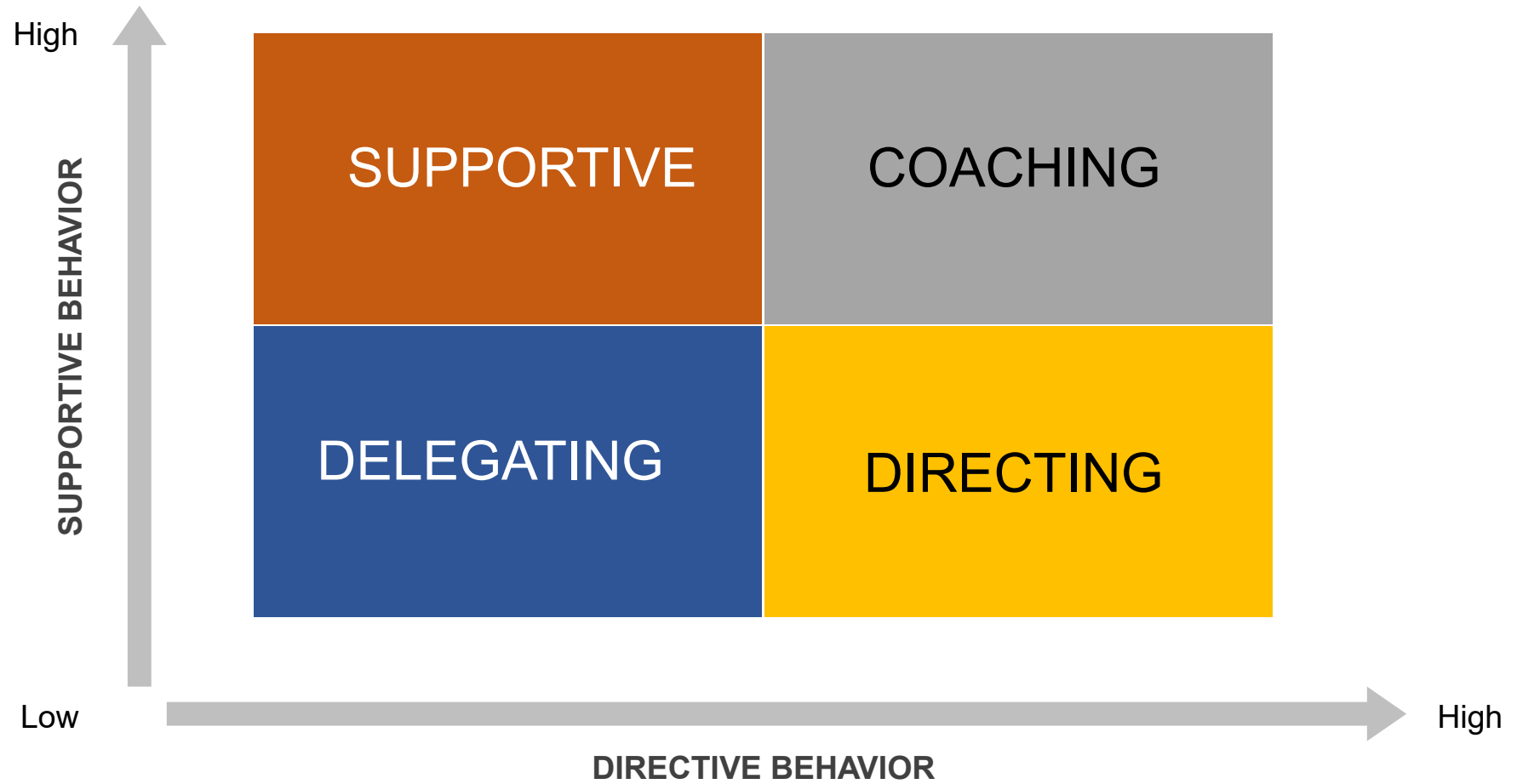
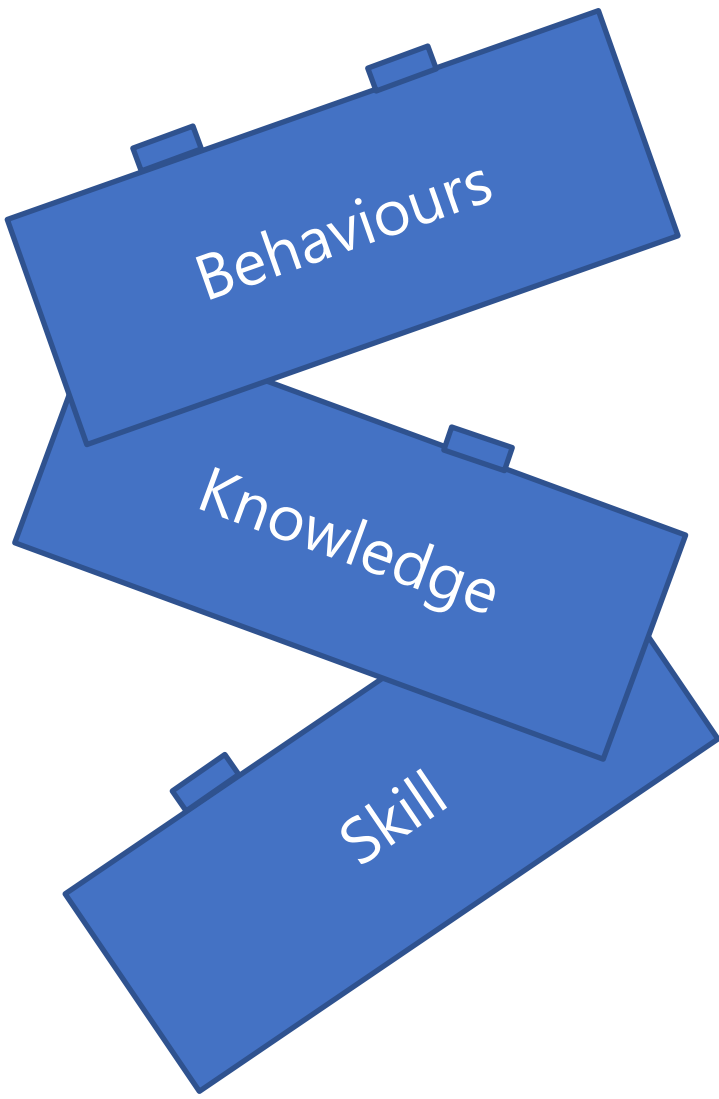
People come in all different shapes and sizes

Their Challenges and issues aren't always visible

We need to understand how performance differs and why




When we understand the root cause of behaviour we can then flex our leadership style to the action required



How do we make sure our coaching and feedback lands well, here's how to give your feedback a BOOST!





Thank you!
Any Questions

For more Information and detail [Click here](#)

Visit www.fabsolutions.co.uk for more information on any of the below

- ⇒ Contact Centre Training solutions
- ⇒ Leadership coaching and development
- ⇒ Contact Centre Technology
- ⇒ Process improvement consultancy



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