



# CAREER PATHING

## Agent to Supervisor

***Workbook***

**C.O.M.P.A.S.S.**

Career of Meaning, Purpose, Action, Success and Significance





Welcome and **CONGRATULATIONS!!** You have been recognized as an outstanding employee by the leadership at GlowTouch. We are so proud of you and look forward to helping you in your career goals!

This is a very special program at GlowTouch. It was created to assist our employees in meeting both personal and professional goals. It is special because it is an elite program for high potential employees interested in growing their career with GlowTouch.

The Workbook you are receiving is for current Customer Service Representatives that have the desire to become a Supervisor. It is intended to give you a comprehensive, high-level understanding of the Supervisor's role and responsibilities. You will be exposed to multiple departments and leaders in the company so you can see the business in a different perspective. It will help you appreciate the role you hold today and how important each and every role is for the success of the company.

First of all, congratulations on meeting the criteria for the program. You stood out among your peers because of your commitment and drive. Thank you for your stellar performance and attendance in your current role! Let me elaborate a little... We know our clients and our customers rely on top notch performance each and every day. Our employees are well trained, coached, and developed on our key performance metrics! But not many people recognize the importance of attendance. For GlowTouch, good attendance is the most important system of measurement of a great employee. If you show up, we can develop your skills and it is a sign of commitment. Not only to our company and our clients, but also to your peers and coworkers. Whenever anyone misses a day, they push more burden on their coworkers. So, thank you from EVERYONE at GlowTouch for doing your part in our success.

This program is estimated to take you anywhere from 2-6 months. You will be responsible for setting your personal time frame goals for completion. Our Program Managers and all the other leadership staff will be as flexible and as supportive as they can to help you meet your target.

As you will see when you review this workbook, we have divided the program into bitesize modules. This will allow you to learn at your appropriate pace. The module session will not require more than an hour or two of lesson from the leaders, but you will want to space the sessions out with at least a week between them. This will give you time to absorb what you have learned and then observe what you have learned. In some cases, you may be able to immediately apply what you have learned.

Once you have completed all the modules in the Workbook, you will go through a small panel interview. We want to make sure you are comfortable with the training you received. If there are areas you need to repeat, that's totally fine too! We recognize it is a lot to absorb! I think you will be amazed at what your Supervisor and PM need to know! If you compete everything and the interview goes well, you will be awarded a certificate of completion. You will also receive a new title of Sr Customer Service Rep including a bump in your hourly wage to signify your distinction! Your role will not change at this time, but we will find opportunities to let you practice your new skills. Once a Supervisor role opens up, you will now have the skills required to apply for the role. We don't think you need to be reminded, but we'll say it anyway- your performance as a Sr CSR will be even more important to get the next role!

Welcome again to the **C.O.M.P.A.S.S.** Program! We're super excited to learn how we can improve this initiative! GO GET 'EM!

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Program Title: **Agent to Supervisor**

Module: **Call Center 101**

Chapter: **Communication**

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**Purpose:** To gain understanding of skills related to effective communication, and the critical role communication plays in successful leaders.

**What You'll Learn:** Importance and how to effectively communicate.

**How You'll Learn:** Teams/Zoom

**Estimated Length of Time:** One hour

**Date:**

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**Manager Signature**

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**Agent Signature**



## Career Pathing - Communication

### NOTES:

**Objective:** To gain understanding of skills related to effective communication, and the critical role communication plays in successful leaders.

**Why:** While every role requires communication skills, as a leader you need to think with clarity, express ideas, and effectively send and receive information with a multitude of different audiences. The ability to handle the quick flow of information within the company and among customers, peers, and clients, builds a solid foundation for success as a leader.

**When:** Always! Communication is mission-critical in every single aspect of life, specifically in the workplace. Communication is the process of sharing information between team members in a manner that thoughtfully considers what you **want** to say, what you say, and what your **audience interprets**.

**How:** There are many different types of communication required in a normal day at the office, so being aware of who you are interacting with and your end goal with your communication is extremely important. Here's some tips for how to communicate:

- **Be mindful of your audience:**
  - High level executives
  - Agents
- **Be aware of the type of communication:**

**Examples:**

  - Coaching conversation
  - Company-wide policy change
  - General updates
  - Action required after receipt
  - HR-sensitive
- **Check your communications against the Seven C's:**
  - Clear
  - Concise
  - Concrete
  - Correct
  - Coherent
  - Complete
  - Courteous



Program Title: **Agent to Supervisor**

Module: **Call Center 101**

Chapter: **Empathy and Active Listening**

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Why is empathy and active listening important in the role of a Supervisor?

*(content that leads into the goals of this portion of the workbook)*

Gain understanding of the importance of demonstrating appropriate empathy and proper active listening skills. Knowing that their leader cares about and appreciates them makes each team member feel valued as an individual and is a mission critical factor in employee engagement.

**What You'll Learn:** Empathy and active listening.

**How You'll Learn:** Teams/Zoom

**Estimated Length of Time:** One hour

**Date:**

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**Manager Signature**

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**Agent Signature**



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PUTTING PEOPLE FIRST

