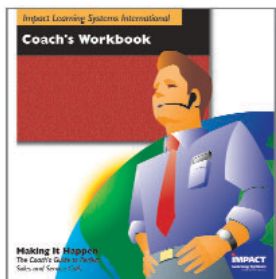


## Making It Happen™ Blended Learning Version



*The perfect course for contact center supervisors and managers of:*

- Sales representatives
- Customer service representatives
- Technical support and help desk representatives
- On-line services and e-mail support representatives



### Make the connection

with the complete training program for coaching contact center representatives. *Making It Happen™* teaches team leaders, supervisors, and managers how to coach to reinforce skill use on the job. They'll learn how to create a positive work environment and build a top-performing team.

### Course content

#### Module One: It's Who You Are—Coaching From Within

- A definition of high-quality coaching
- Understanding the impact of managing with integrity
- Creating a coaching mission statement

#### Module Two: The Measures of Success—Tools to Measure Performance

- Understanding productivity and quality measurements
- Setting performance Standards and Objectives
- Evaluating your assessment forms

#### Module Three: Aiming High—Setting Team and Individual Goals

- Crafting meaningful goals
- Setting team goals
- Setting individual goals

#### Module Four: Tuning In—Tips and Techniques for Observing Performance

- Methods of monitoring performance
- Determining how often to monitor
- Preparing to give feedback

#### Module Five: In a Flash—The Art of Giving Quick Feedback

- Praising strong performance
- Refining performance that is almost—but not quite—correct
- Correcting poor performance

#### Module Six: Playing It Back—Conducting One-on-One Review Sessions

- Methods of tracking performance
- Analyzing performance
- Leading a review session

#### Module Seven: Taking It Out—Dealing With Challenging Situations

- Troubleshooting performance issues
- Discussing negotiable performance issues
- Resolving non-negotiable performance issues

*"I highly recommend this training module and customized instruction program to anyone interested in implementing a monitoring and coaching program. The cost was well invested because without the direction and expertise of Impact Learning Systems, we wouldn't be where we are today...ready to make our call center world class!"*

SUE KINNESTON, CUSTOMER OPERATIONS MANAGER, CELLULAR ONE

*"A super way to get a supervisory team with the same common goals and objectives."*

HARRIET WHITE, MEMBER SERVICES MANAGER, INLAND EMPIRE HEALTH PLAN

## About Impact Learning Systems

We've been helping businesses improve and sustain the performance of their sales and service departments since 1995. Our goal is to help your employees measurably improve their customer contact skills so that your business prospers and your employees feel good about their contribution. Our programs teach usable skills while building team enthusiasm and a positive work environment.

## What is blended learning?

Blended learning combines online delivery of content with classroom practice sessions and on-the-job exercises.

- **Online content**  
Participants complete online modules at their desks, in a learning lab, or from a remote location. Each of the modules takes about 45 minutes to complete and is full of examples, exercises, and action plans to help participants immediately put their newly learned skills into practice.
- **Live, instructor-led sessions**  
Classroom follow-up sessions of 45-90 minutes per module give participants the opportunity to discuss the learning, review exercises, interact with peers, and practice skills through innovative group activities.
- **On-the-job exercises**  
Participants put their learning into practice through valuable exercises that can be completed when coaches are back on the job.

The course takes approximately 14-16 hours to complete, and is delivered in flexible increments to meet the needs of your schedule. A 3-4 hour Bonus Module is included for those who are just getting started and need to create their monitoring form and quality guide.

## Sustained Impact™ tools

Research has shown that there is a 15-25% drop in performance immediately after training if it is not reinforced on the job by managers or supervisors. Implementing *Making It Happen™* is the first step to take in making sure a high level of performance is maintained by your representatives. Protect your training investment even more with these additional Sustained Impact™ Tools:

- **Coach's Toolkits**  
This practical toolkit contains action plans, examples of correct and incorrect skill use, job aids, and refresher games and exercises to help team leaders and supervisors continually improve team performance.
- **Professional Certification**  
Ask about our certification programs for your representatives, team leaders, and trainers. Impact-certified professionals are able to achieve the sustainable results you need to dramatically improve your organization's sales and service.

## Need more information?

Please contact us at 800-545-9003 or [info@impactlearning.com](mailto:info@impactlearning.com).

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The logo for Impact Learning Systems International features a red circle above the word "IMPACT" in a large, bold, black sans-serif font. Below "IMPACT" is the text "Learning Systems" in a smaller, black sans-serif font, and at the bottom, "INTERNATIONAL" in an even smaller, black sans-serif font.