

# Mentoring program for a call center

Business



Call Center Mentorship for Morale Overview This mentoring program is designed to assist seasoned call center representatives to partner successfully with new ones in order to assist them learn job tasks (Allen et al, 2011). It involves familiarization with the work environment and demonstration on how tasks are performed at the call center so that they can become productive in their works and have a large customer base for the mortgage services. The program will help in reducing the number of calls to the assistance line by giving the new representatives the required skills to handle tasks alone.

#### Acquire Mentors and Establish their Requirements

The mentorship program begins with the acquisition of mentors from the existing seasoned representatives. All mentors must be seasoned representatives. They must be willing to participate in the program. They must have demonstrated superior high performances standards in the call center.

#### Establish requirements for Participation:

The participants in the program are new call center agents. They must complete the mentorship forms and participate fully throughout the mentorship program (Allen et al, 2011). Seasoned representatives, not willing to participate must state in writing, their reasons for failing to do so.

#### Establish the Mentorship Activities and Objectives

The activities will be related to the job tasks of the new representatives  
Mentors must make initial contacts with the new employees within three days of the assignment

Mentors must engage in healthy and regular communication with the new representatives

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The new employees must attend group mentorship meetings

Mentors will conduct individual and group meetings to familiarize the new representatives with their duties, encourage them and build significant morale in them

Measure the Program Results

It is at this point that the results of the program will be monitored and evaluated.

Evaluate whether the program meets its objectives. Have a checklist for the program objectives and assess whether each element in the checklist is met

Observe how the new employees interact among themselves and with the seasoned representatives. Healthy and positive interactions exhibit positive results.

Establish a customer feedback system and evaluate the feedbacks on the new employees. More positive feedbacks imply success of the program and negative feedbacks imply failure.

Monitor the new employees' time management. In most instances, good time management shows high morale. Satisfied employees report to work early.

Obtain information from the assistance line on the number of calls from new representatives. Few calls mean success and many calls imply that the program failed.

Conduct regular meetings to address any anomalies in the program and improve the work morale of the new representative.

Reference

Allen, T. D., Finkelstein, L. M., & Poteet, M. L. (2011). Designing Workplace

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Mentoring Programs: An Evidence-Based Approach. Hoboken: John Wiley & Sons.