Support and Supervision Competences

Module 11 – Contact centre supervision

11A – Support the use of contact centre systems and technology	
1. Provide guidance to staff on relevant systems and technology 2. Deal with immediate problems with technology 3. Produce reports 4. Monitor any specific health and safety requirements	a) Understand the functions of the relevant contact centre systems b) Know what problems can be dealt with and how to progress those outside your scope c) Understand the purposes of system reports and available content d) Analyse numerical data e) Identify issues f) Be aware of health and safety issues in a contact centre setting

11B Plan contact centre workload	
1. Plan workload for a contact centre team 2. Plan rotas 3. Work to defined deadlines 4. Prioritise work for the team to ensure targets are met and tasks are completed to deadlines 5. Deal with any problems in meeting targets and deadlines 6. Implement operational continuity plans	a) Be able to use workforce management software b) Understand theories and methods of planning rotas. c) Be aware of the importance of meeting targets d) Understand possible problems in meeting targets and how these might be resolved e) Know the content of continuity plans and your role in implementing them

11C – Manage performance	
1. Agree team and individual performance plans	a) Know the targets for the team and individuals
2. Review and monitor team and individual performance against targets	b) Be able to use performance management tools eg call monitoring
3. Monitor quality through listening and observation	
4. Support team and individuals to improve performance	c) Be able to identify ways of improving performance

11D – Support customer care in a contact centre setting	
1. Provide guidance to staff on customer service procedures eg logging customer information	a) Understand customer service procedures
2. Support staff to provide a high level of customer care	b) Understand elements of good customer care
3. Support staff in diffusing volatile situations	c) Know some techniques for dealing with difficult situations
4. Resolve routine complaints	d) Know the complaints procedure and which complaints you can deal with
5. Contribute to improving working practices	e) Know how to feedback and make suggestions for improvement

11E – Support staff in a contact centre environment	
1. Motivate staff in a contact centre environment 2. Set achievable targets for staff and plan to reduce stress 3. Identify increased stress levels in staff 4. Use and monitor appropriate stress management techniques	a) Understand the importance of motivation in a contact centre environment b) Know appropriate strategies for motivating staff c) Be aware of the particular stresses of working in a target-driven environment d) Be able to negotiate achievable targets for individuals within the overall organisational targets e) Be aware of signs and symptoms of stress f) Know some stress management techniques