

## **10 QUESTIONS TO HELP YOU PREPARE FOR YOUR CUSTOMER SERVICE COACHING SESSION**

1. What is the goal of this coaching session?
2. How will I align this session with our goals for:
  - ✓ Customer service delivery
  - ✓ Organizational excellence
  - ✓ Representative development
3. What are the three key coaching topics?
4. How can I build rapport?
5. Which resources will help me prepare?
6. Which coaching activities will I use?
7. What are the potential barriers to coaching success?
8. What are my personal and professional challenges?
9. Is this session scheduled for the best date and time and in the best location?
10. What is my follow-up plan?

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## **FIVE POINTS TO REMEMBER ABOUT CUSTOMER SERVICE COACHING**

1. Coaching programs benefit the Customer, the Representative, and the organization.
2. Coaching is a partnership between the Coach and the Representative.
3. Feedback is a gift you give the Representatives.
4. Feedback is most helpful if it's timely, specific, and clear.
5. Remember: Coach and be coached.

## **ONE QUOTE TO INSPIRE YOU**

From *Coaching and Feedback for Performance*, Duke Corporate Education (2006), page 9:

*We've done research with our clients asking what makes coaching valuable within companies. The answer: to make a difference—it doesn't have to be done perfectly; it just has to be done in a sincere, professional way.*

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