

Take advantage of our **free quality monitoring offer.**  
Call us to learn more!



# Quality & Performance Improvement

Stafford enhances your internal call center's performance with monitoring, coaching, training and other quality improvement initiatives.

## Quality Plan

Do you have a fully developed quality plan for your contact center? Stafford will assess your current quality processes and provide you with the tools for an effective quality plan for your organization.

## Training

Performance management begins with training representatives on effective contact handling, honing writing skills for all communication channels and accurate documentation. Our customized training programs include representative skills training and management development to support your performance improvement initiatives.

## Monitoring and Coaching

Contact monitoring and coaching are key elements of performance management. Our team of professionals at Stafford will:

- Complete existing or customized call monitoring scorecards
- Provide objective, substantive and actionable feedback to managers
- Deliver 1:1 coaching to your agents
- Facilitate call calibration sessions with your leadership team



**CUSTOMER  
CARE**

**RISK  
MITIGATION**

**CRISIS  
MANAGEMENT**

**CONSULTING**



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