==How do we get convert our young team leaders from Activity Managers to real coaches and People Managers==

The Client – India's largest Insurance and Financial Services Aggregator

Target Audience – Team Leaders from four business units - Life Insurance, Motor Insurance, Health Insurance & Investments.   Also included the internal Quality Team responsible for Customer call evaluation.

The Need
 In a highly result driven call center environment, sales is king. Team leaders have grown from the rank, and people management skills are sorely needed. Pressure is high, and so is employee turnover. As the organization grows, it is time to convert team leaders to turn into Team Coaches.
- How do we replace scolding with effective and respectful feedback
- How do we make team leaders proficient in training?
- How do we enable them to manage different personalities in their teams while achieving sales results?
- How do we reduce turnover and keep motivation high?

The Measure – Reduced employee turnover, improved sales performance

What We Did:

Always – Client First
- Interviewed team leaders to understand their work environment, stresses, cultural elements, mindset

The Intervention
- Curriculum approach
- 3 programs and 2 Projects over a period of 4 months
  - Program 1 – Managerial Essentials + Feedback Skills
  - Project 1 Based on Program 1
  - Program 2 – Coaching for Results
  - Program 3 – Managing and Motivating Different Behavior Styles
  - Project 2 Based on Program 2 and 3
- Realistic case studies drawn from discussions from potential participants
- Self Assessments and individual feedback
- Role plays and practice sessions

And that's not all
- Post program projects
- Individual project presentations to their manager and group head
- Individual level inputs and success planning

The Game Changers
- Realistic examples, situations, cases, practice sessions
- Post program embedding

The Results
- Significant improvement in sales performance of team members
- Coaching project result in improvement in sales performance of team members of these managers
- High engagement evidenced in project presentations by 80% of participants