

EVALUAGENT	Date of session//
ОЫ	ectives
Discuss progress against performance objectives.	
Bran	d Values
Demonstrate evidence to support brand values.	
Keep up ti	he good work
Discuss activities that are creating a positive improvement,	and how to continue this behavious.
Opportunities	for development
Demonstrate areas for improvement and what actions can b	be put in place to support this development

#### Action plan

Review actions from previous session. Evidence and close action OR carry forward with a new deadline.

Agrent

Team Leader

# **Excel Call Center Coaching Template**

**Didier Musso** 



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