

H12B 04 (CFACC27) Contribute to performance management in a contact centre

Overview

What this standard is about

Efficiency and effectiveness in contact centres rely on close management of performance. With defined business objectives, clear procedures and many repeated transactions the environment is right for active performance management. Within a contact centre team you and your colleagues must share ownership of managing your own performance. Organisation systems and procedures will direct and guide how you contribute to performance management. Within a team you are expected to monitor performance, provide colleagues with feedback on performance and work with team colleagues to improve performance.

Performance Criteria

You must be able to:

Monitor individual and team performance in a contact centre

- 1 Identify organisation procedures and guidelines on monitoring performance in a contact centre team.
- 2 Agree with colleagues how performance will be monitored within the team.
- 3 Participate in performance monitoring activities within a contact centre team.
- 4 Collate and interpret results of performance monitoring to provide individual and team feedback.
- 5 Check individual objectives and development plans alongside results of performance monitoring.

Provide performance feedback to individuals and teams in a contact centre

- 6 Identify performance goals relevant to individual and team performance.
- 7 Use performance monitoring data to plan feedback for colleagues on performance in contact centre work.
- 8 Provide individual feedback to colleagues on performance that is motivating and clearly identifies areas for improvement.
- 9 Provide team feedback on performance that is motivating and clearly identifies areas for improvement.
- 10 Use feedback to colleagues as part of day to day teamwork to improve performance.

Work with team colleagues to improve performance in contact centre work

- 11 Contribute to the management of change within a team in contact centre operations.
- 12 Take actions that balance individual, team and organisational needs.
- 13 Develop individual and team understanding of how their work contributes to organisational objectives.
- 14 Work with contact centre colleagues to devise strategies for dealing with more pressured work situations.
- 15 Provide buddying and coaching support for colleagues seeking to improve performance in contact centre work.

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Knowledge and Understanding

You need to know and understand:

- (a) The services or products offered or supported by your contact centre.
- (b) Organisational requirements and external regulation and legislation that impact on contact centre operations.
- (c) Organisational procedures and guidelines for the delivery of contact centre services.
- (d) The importance of active performance management for achieving effectiveness and efficiency in contact centre operations.
- (e) Organisational procedures and guidelines on performance monitoring.
- (f) The importance of agreeing performance monitoring methods with contact centre colleagues.
- (g) Techniques for collating and interpreting performance monitoring results.
- (h) The links between personal development plans and use of performance monitoring data.
- (i) How to plan feedback for colleagues relating to performance in contact centre work.
- (j) The importance of providing feedback that is both motivational and identifies actions for performance improvement.
- (k) Techniques for using feedback on performance within everyday management.
- (l) Why changes in contact centre operations need to be managed.
- (m) The importance of balancing team, individual and organisational objectives when improving performance in a contact centre.
- (n) The causes and effects of working under pressure in contact centre operations.
- (o) Strategies for helping individuals and teams to work under pressure in contact centre operations.

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Evidence Requirements

To achieve this Unit you will need to ensure that your evidence covers all Performance Criteria and Knowledge and Understanding.

- 1 All evidence must be based on candidate performance at work.
- 2 You may collect the evidence for the Unit through work in a private sector organisation, a not-for-profit organisation or a public services organisation.
- 3 You must provide evidence that shows you have done this over a sufficient period of time on different occasions for your assessor to be confident that you are competent.
- 4 You must provide evidence of using the following performance monitoring activities:
 - ◆ Participating in reviews of individual performance, eg remote monitoring, appraisals
 - ◆ Analysing results from pre-defined reports.
- 5 You must provide evidence that you have provided both formal and informal feedback to colleagues.
- 6 You must provide evidence that within your role you have taken account of:
 - ◆ regulatory and/or legislative requirements
 - ◆ the policies and procedures of your organisation.

Comments
Statement of competence
I confirm that all evidence (including Knowledge and Understanding), for the entire Unit has been met:
Candidate's signature _____ Date _____
Internal Verifier's signature _____ Date _____
Assessor's signature _____ Date _____ Date sampled (by IV) _____