

The Art of the Employer Engagement Telephone Call – Feedback and Coaching Essentials.

Ideal for managers and team leaders.

Format: Online. 2 x half days, plus 2 x 1:1 sessions with course trainer.

Effective employer engagement calls continue to contribute to increased job and training outcomes, yet many staff dislike making outbound calls and managers struggle to provide meaningful feedback without the right skills.

This practical workshop is designed specifically for managers in the welfare to work and skills sector who oversee teams conducting employer engagement activities by phone. Over the course of two interactive in person half-days, supported with 4 online modules, managers will build their skills in providing meaningful feedback and coaching to boost team performance on employer engagement calls.

The unique element of this course is the opportunity for managers to evaluate a real live call made by one of their own team members and deliver feedback. Through hands-on practice and observation, managers will gain confidence in assessing call quality and identifying opportunities for improvement.

The key objectives:

1. Gain invaluable knowledge on a tried and tested framework to use to ensure calls are being made right first time.
2. Evaluate live calls from your team using a proven quality framework. Gain hands-on practice assessing real calls, not just hypotheticals.
3. Learn targeted coaching questions to deliver feedback on calls that motivates skill growth.
4. Practice providing meaningful feedback in small groups and receive peer feedback.
5. Get personalised 1:1 coaching with Audrey Bodman to help you tailor and implement sessions for your own teams that stick.
6. Leave with real word-for-word approaches to use on the phone, checklists, and a customised action plan for follow up coaching to encourage consistency.
7. Gain a blueprint to follow to ensure any future bitesize internal 'employer engagement days' are reaping the right rewards and motivating the team.



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This course includes:

- 2 x online half day workshops.
- 2 x 30 minute online feedback and coaching sessions with Audrey Bodman to help implement learning.
- Access to the remote call recording service, giving you the ability to record and listen back to calls to enable you to quickly identify areas for improvement.
- Electronic copies of all templates, worksheets, and checklists.
- Programme notes.
- 60 days of email support following the training.
- Certificate on completion of both sessions, 1:1's and final assessment.

Fee: Early bird fee **£475.00 + VAT** per person. Payment required in advance. The standard fee of £575.00 + VAT applies from 1st March 2024.

Dates:

- Cohort 1 - Thursday 21st March 9.15am-12.30pm and Thursday 11th April 9.15am-12.30pm.
or
- Cohort 2 - Wednesday 24th April 9.15-12.30pm and Thursday 9th May 9.15am-12.30pm

Registration: All attendees will be onboarded via our learning platform for this course. A pre-course questionnaire will need to be completed prior to the training date.

Background of Trainer

- As an established telephone skills, employer engagement and sales trainer serving the welfare to work, employability, social care, and skills sectors since the 1990s, Audrey Bodman brings deep insider knowledge of what makes employer engagement calls successful.
- Beyond training alone, Audrey continues to regularly conduct new and first calls herself. This enables her to incorporate current best practices into her trainings, while also empathising first-hand with the real challenges faced by teams making employer engagement calls.
- Her dual practitioner-trainer background allows Audrey to provide actionable coaching to managers that is grounded in the day-to-day realities of employer engagement.
- Designs training that is highly interactive, memorable, and FUN.

Past and Present clients include: Remploy, Seetec Pluss, Workpays, Catch 22, Serco, Jobs 22, Shaw Trust, Ingeus, Richmond Fellowship, Growth Company, United Response, Scope, Mind, Nottingham Trent University, Councils and NHS Trusts.

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