ALVARIA®

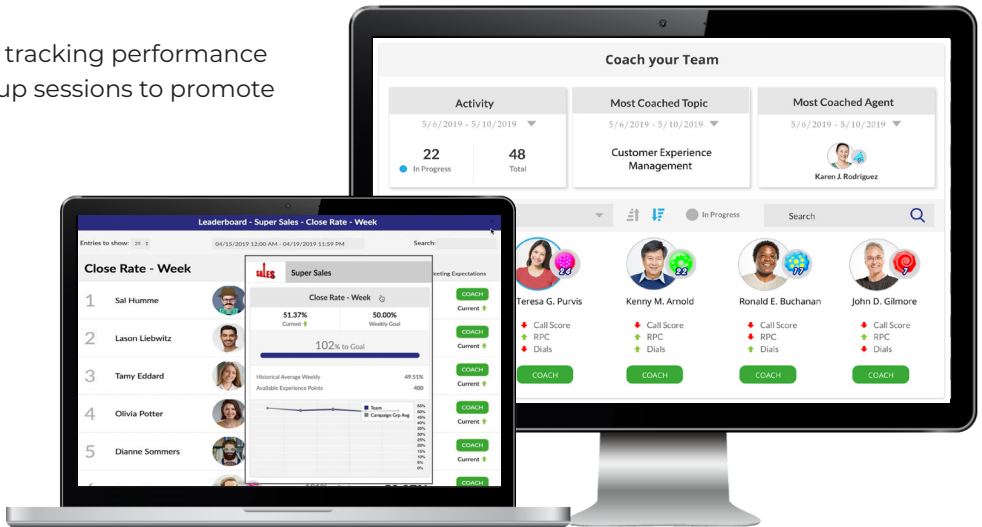# Alvaria Motivate - Coaching™
Ignite Better Performance with Ongoing Feedback

Keeping agents motivated and engaged is a difficult task. Coaching can help agents improve performance to meet their goals, increasing engagement & improving overall results for the team. A unified solution that identifiies gaps and handles scorecards, follow-up, feedback and rewards can improve results while reducing costs.

Coaching is a key part of the supervisor's position. It is crucial to help new or struggling agents improve their performance, increase their confidence, and know that they have support and help available. Regular coaching and positive reinforcement can drastically improve agent engagement, performance, and retention. Alvaria Motivate - Coaching is integrated directly in the user interface and allows for immediate course correction.

Continuous and Directed Feedback to Help Employees Improve Performance & Reach Their Goals

- Provide assistance to under-performing agents with 'live coach' tools for business managers and supervisors or by scheduling coaching and follow-up sessions

- Identify downward performance trends; filtering by Scorecard value helps to isolate coaching efforts

- Easily locate performance gaps; under-performing agents will display in red, indicating where continued coaching is needed to move agents into the green zone

- Allow Agents to submit coaching requests from their desktops, helping them achieve their targets

- See the impact of a coaching session by tracking performance in the coaching window, and set follow-up sessions to promote continued improvement

- Award Experience Points for Supervisors and Spendable Points for Agents on completion of a coaching session to encourage positive participation

- Encourage employee collaboration by facilitating peer group interaction to help each other, in addition to support from up-line managers

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