Contact Center Training Guide: Tips for Training Remote Agents

- High-quality training:

Reduces Employee Turnover

Increases Employee Satisfaction

Encourages Career Growth

Improves Profit Margins

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In-Office VS Remote Agent Training

- **Disconnection**: Unlike face-to-face learning, there is a level of anonymity in remote learning. This means you won't be as connected; and engagement between the instructor and trainee will be more difficult.

- **Delayed Communication**: In person, it's easy to stop by someone's office to say you're missing a resource or need help. When working remotely, this isn't as easy, which means there can be delays getting access to the resources and help required.

- **Lack of Resources**: When training remotely, all resources must be available online, including customer files, knowledge base, CRM, ticketing system, and more.

- **Too Many Distractions**: At home it's easy to become distracted by children, pets, housework, and more. You can be interrupted at any time. Scheduling training in smaller chunks of focused work is critical to overcoming these distractions.

- **Difficulty Monitoring**: Since you can't look over an employee's shoulder to see how they're doing, you have to have a way to continually monitor and track employee performance during remote training to ensure they're following along and taking the necessary steps to succeed.

- **Lack of Trust**: Because you don't meet in person, it can be difficult to build trust with new employees quickly or easily, which makes training more difficult. You have to focus on training that makes accountability, transparency, and feedback essential.

7 Tips for Training Remote Agents

1. Create a Learning and Development Strategy

- The first step to training remote agents is to create a learning and development strategy that will guide all of your efforts. According to McKinsey, this strategy should support your key business priorities and span five essential areas:

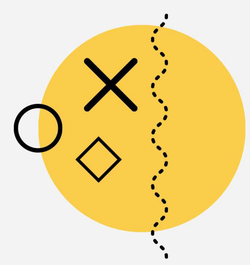
Attracting and retaining top talent

Motivating and engaging employees

Building an employer brand

Creating a values-based culture

Developing employee capabilities



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2. Build Trust with Your Remote Agents

- There are a few things you can do to build trust with your remote agents:

✔ Regularly communicate with your agents so that they feel like they are part of a team. Offer a way to talk through group messaging as well as one-on-one.

✔ Empower and motivate your agents to take responsibility for their job. While it's important to encourage agents to follow procedures, the best agents are those who can think for themselves and think out of the box instead of just following the process.

✔ Engage with your agents through regularly scheduled virtual events, such as virtual drinks. When you engage your agents, you build a community and a culture that offers comfort and safety.

✔ Ask your agents to provide feedback on the remote training experience. This will help them feel like they matter and keep them engaged in the process

3. Hold One-on-One Video Calls

- It's extremely difficult to train in a remote environment **if you don't make communication a priority**. And **one-on-one video calls** play a key role in that. 96% of people agree or strongly agree that video conferencing is effective **for improving the connectedness of remote team members**.

4. Conduct Virtual Classroom Sessions

- To conduct a successful virtual classroom:

It must be interactive.

It must include other resources.

It must have a skilled facilitator.

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5. Create eLearning Content

- Consider creating eLearning content that covers:

1. **Systems and Processes**
2. **Products and Services**
3. **Legal, Compliance, and Standards**
4. **Soft Skills**
5. **Technical Skills**

6. Institute Remote Training Tools

- What remote training tools do you need for success?

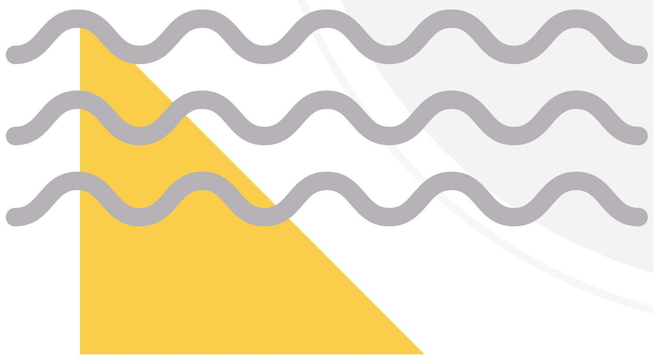
Productivity Tracking

Quality Assurance Monitoring

7. Hire the Right Remote Agents

- We can't conclude our discussion on remote agent training without talking about hiring. **Hiring the right remote agents in the first place** is essential to your success. You should hire high-potential agents from the beginning. You can search for agents with the exact talent and knowledge that you're looking for because it doesn't matter where they live.

  If you change your mindset for remote work, **you'll discover that you have so many people to choose from that you'll be able to cherry pick the right profiles for your company**.



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