

Introducing the UKCCF Coaching & Mentoring Programme



Introductions



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Personal Coach & Mentor
Over 30 years' experience
in delivering customer
excellence

What is the UKCCF Coaching & Mentoring Programme?

- Industry specific coaching and mentoring programme
- Designed to provide support for all levels. Directors/Head of's/Managers/Team Managers/Supervisors/Super Agents.
- Retains good valuable people
- Supports company health and wellbeing strategy
- Peer group support from around the industry
- Can provide individual company support for individuals if required
- Led by industry professionals with experience and knowledge within our sector



How does the programme work?

- 12 month programme (minimum)
- Peer groups of between 10 and 15 from different companies but same sector (Solus company support available if required)
- 1 2 1 individual session every other month with mentor.
- Mentor support throughout the programme
- Bi monthly half day meetings with peer group
- Discuss and resolve problems
- Share successes and advice
- Support from peer group and mentor



What are the benefits?

For the individual

- Provides you with a panel of peers allowing experience to be leveraged
- Sharing best practice amongst peers
- Sharing issues with a non-competing and confidential peer group
- Breaks down the isolation at the top
- Helps career development
- Health and wellbeing - a confidential independent outlet for the stresses and strains of the job
- Access to an external, experienced professional mentor



What are the benefits?

To the business

- Retaining good people
- Better leaders make better decisions
- Provides your senior people with access to an industry peer group to share and learn
- Supports company succession planning strategy
- Support people in times of change
- Supports and retains high achievers
- Helps support performance management for under achievers, those struggling or those recovering from personal life changes
- Supports company duty of care strategy and health and wellbeing programme



Who can attend?

- Open to anyone working within a call centre function
- UK wide

When does the programme start?

- Next group starts January 2023

What does it cost?

- Depends on job level

How can I sign up?

For more information, please contact:

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THANK YOU

**For more information on UKCCCF
please visit our website: www.uk-ccf.co.uk**

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