

**Objectives**

Discuss progress against performance objectives.

**Brand Values**

Demonstrate evidence to support brand values.

**Keep up the good work**

Discuss activities that are creating a positive improvement, and how to continue this behaviour.

**Opportunities for development**

Demonstrate areas for improvement and what actions can be put in place to support this development

**Action plan**

Review actions from previous session. Evidence and close action OR carry forward with a new deadline.

# Call Center Coaching Form Template

**CO Houle**



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