

# Verint Coaching

The quality of service your organization delivers depends on the skills of your employees. But in today's hectic work environment, supervisors are challenged to find the time needed to effectively coach and train staff for continual performance improvement.

Verint® Coaching™ is a powerful solution that provides out-of-the-box workflow for scheduling, delivering, and tracking coaching that's integrated with individual quality monitoring evaluation scores and key performance indicators (KPIs). By tying coaching together with scorecards and training and making this information available right on the desktop, Verint Coaching can help your organization provide employees with guidance on how to develop and enhance their skills.

Verint Coaching is included as part of Verint Workforce Optimization™, Verint Quality Management™, and Verint Performance Management™ solutions. It can help you better coach your staff, gain a clearer picture of employee performance and supervisor effectiveness, improve employee retention, and — ultimately — deliver better service to your customers.

## Assess and Improve Performance

Although scorecards measure employee performance, they don't provide the personal guidance or encouragement individuals need to improve or extend their skills.

Verint Coaching addresses this gap by leveraging scorecards, KPIs, evaluations, and other benchmarks to trigger coaching "events." If you're already using Verint Performance Management, the solution can automatically send an email or pop-up alert to the appropriate manager if an employee's scores drop below a predefined threshold.

Managers can view coaching events for their teams and even schedule coaching sessions proactively using Verint Coaching's intuitive interface. Point-and-click fields make it easy to set up meetings and attach relevant information to the online coaching form, such as recorded interactions, KPIs, or evaluations. The solution provides coaching templates that can be tailored to your business, helping you ensure consistency across coaching sessions. Managers can either deliver the coaching sessions themselves, or assign the coaching role to others.

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## Now you can:

- Provide employees with personalized guidance on how to improve their performance and extend their skills.
- Streamline administration around coaching, freeing managers to spend more time developing staff skills.
- Supply an audit trail/history for reference and trend reporting.
- Ensure visibility, accountability, and fairness in staff development practices.
- Offer a forum for collaboration and communication between employees and supervisors.

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## Improve Retention and Performance

During coaching sessions, managers can provide one-on-one feedback that's substantiated by the documents or recordings attached to the coaching form. This not only helps expedite the sessions, but also provides employees with specific examples of behaviors or skills that are commendable or need improvement. The net result can be more objective, meaningful sessions that can help employees better focus their efforts.

At the conclusion of a session, coaches can enter their comments into the coaching form to underscore the key points covered during the discussion. Employees then have the opportunity to provide their feedback on the session. Unique session IDs make it easy for managers to refer to and quickly locate coaching sessions. You can configure how long coaching sessions are retained and receive alerts when the storage area dedicated to Coaching is reaching capacity.

Coaches or managers can assign — and monitor the completion of — specific training courses or eLearning materials to help employees enhance their performance. Managers can even schedule follow-up sessions to review the results of the coaching and incorporate their findings into future coaching sessions and performance reviews.

## Extend the Value from Verint Workforce Optimization

Because Verint Coaching is part of the unified Verint Workforce Optimization suite, it shares many of the same foundation services, such as alerts, user administration, reporting, and more.

Better still, it can help you receive extended value from your other Verint solutions, including:

- **Verint Quality Management™** — You can capture screens and recordings that show strengths or areas for improvement, and attach them to the Verint Coaching form to provide examples during a coaching session.
- **Verint Workforce Management™** — You can set up a coaching session in Verint Coaching, then use Verint Workforce Management to help schedule it at the most opportune time.
- **Verint Scorecards™** — You can use the KPIs in scorecards to trigger coaching sessions.
- **Verint eLearning™** — You can assign a variety of content from Verint courseware, third-party pre-packaged content, eLearning created using SCORM and AICC standards, and existing documentation during coaching sessions. With Verint Lesson Management™, employees can access their assignments — and managers can monitor completion — without ever leaving their desks.

## Part of the Verint Customer Engagement Portfolio

Verint Coaching is part of a patent-protected portfolio of customer engagement solutions that help organizations enrich customer interactions, improve business processes, and optimize their workforces to enhance loyalty, increase revenue, mitigate risk, and manage operational costs.

## The Customer Engagement Company™

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