

TattsBet Call Coaching

ASU Delegates have raised concerns relating to the frequency of call coaching and the potential for performance management to occur as a result.

Call coaching is an important part of your work and assists with ensuring you are up to date and using the best practice in your work. However, coaching at the micro level can sometimes be seen as intimidating, causing stress for an operator which has a knock on affect of making you nervous when taking calls and subsequently make more mistakes! The vicious cycle begins.

Have you been double jacked lately and didn't know? Have you been called in to discuss a pronunciation of a word? Has a coach advised you that if you don't do something correctly you are at risk of being performance managed?

Clause 3.3 of the Queensland Government Code of Practice for Call Centres states:

Call monitoring may be used as a coaching, performance assessment and development tool. The development of the process and outcomes of call monitoring should involve a cooperative and collaborative approach between employees and contact centre management.

Recording of calls also allows for reinforcement of good performance as well as acknowledging areas for improvement.

Employees should be given reasonable notice if their calls are being monitored for performance purposes and over what period of time. It should include a feedback process and should not occur without the knowledge of the following parties which can include but not be limited to employees, their representative, union, the contact centre and customers.

Is this a fair or reasonable change to the custom and practice? Why has the frequency of your monitoring increased without consultation, warning or information?

If you are concerned about the levels of monitoring and coaching please advise ASU Delegates, Peggy Maher or Kim Sunarijana of your concerns.