



## Case Study

# Innovative Learning Leadership Solution Enhances Program Performance

**Pain Points:**

"I need to innovate to stay competitive."

**Industry:**

Healthcare

**Solutions and Products:**

Learning Innovation, Leadership Learning

### Business Challenge

This client, a large healthcare insurance company, was in need of an effective coaching program for team leaders. In the past, when coaching was utilized, the team leads used different methodologies and were typically unable to provide effective solutions that resulted in an impact on key metrics. The healthcare company came to TeleTech in search of an innovative learning solution.

### Solution

TeleTech recommended that the client implement and participate in a newly designed team lead class. This team lead class included 40 hours of classroom training that focused primarily on coaching and building competencies for new frontline customer interaction leaders. After classroom training concluded, participants completed a four-week nesting period, where students received heightened coaching and mentorship support from a designated nesting manager.

The leadership team developed a syllabus specifically for managers and students in the nesting period. Team lead key competencies were scored, tracked, and coached each week. This provided time for students to practice, adopt, and retain skills learned during training sessions. Operations managers also had the opportunity to establish the goals, expectations, and performance guidelines for each of their team leads.

TeleTech's Global Leadership Development team partnered with the program operations team to create delivery schedules for all team leaders for the training program and the nesting component. The learning leadership solution was developed to enhance consistent communication between the operations team and the client. The executive leadership team also supported the completion of these training courses.

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**Results**

The operations managers provided feedback about team leaders at various stages throughout the process. Their performance was reported on the nesting scorecard with metric data provided 30, 60, and 90 days beyond completed training. The Global Leadership Development team and the program's dedicated manager examined the feedback in order to provide the operations team with an analysis of the program's effectiveness, as well as with recommendations that would continue to drive the coaching culture. Tangible results are reflected in the table below.

**Results From Learning Leadership Training**

Measurement	Base Line	Performance	Improvement
AHT (Program #1)	439.13	379.50	14%
AHT (Program #2)	406.88	373.43	8%
CSAT % (Program #2)	71.55%	95.41%	33.35%
Reliability % (Program #2)	96.28%	97%	1%