**10 Feedback Examples to Improve Contact Centre Performance**

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| # | Positive Feedback for Coaching Examples |
| 1 | “Thanks for your great work in… and setting a really great example for the rest of the team.” |
| 2 | “From listening back through your calls, I have noticed that you have a superpower in…” |
| 3 | “When you did… that was really great. It worked so well, that I’d like you to use that technique on future calls.” |
| 4 | “Thank you so much for… I have made a note of your… skills and I’ll keep them in mind for the future.” |
| 5 | “Absolutely. I also feel that you have improved in that area. For example, last week when you…” |
| 6 | “What is really great is that a customer wrote in to thank you for all of your support. Here is what they said…” |
| 7 | “The progress that you have made since the last session is really great. I appreciate how you are taking my advice on board and improving.” |
| 8 | “I’ve noticed that your performance statistics have dropped a little in the past few weeks. Why do you think that might be?” |
| 9 | “If you can make this change, that will benefit you /the customer / the business. This is because…” |
| 10 | “Think about your day-to-day contact centre experience and tell me what you would like us to start, stop and continue.” |