



IDEAL LEADER

Leaders who inspire achievement are closer than you think.

It's no surprise that the most productive, most effective agents are also the ones who respect their leaders.

An IDEAL leader is one who:

- Recognizes employees' internal barriers
- Addresses issues at the root
- Protects morale
- Boosts productivity
- Is an expert listener and communicator
- Is a confident, competent coach
- Fosters a team mentality
- Inspires achievement

Agents relate to IDEAL leaders and want to please them.

Which applicants in your hiring pool have what it takes to be an IDEAL leader? Who among your current employees has IDEAL leader potential? Choosing your managers based on the wrong criteria has material effects on staffing, operating costs, and customer satisfaction.

IDEAL Leader identifies and develops leaders who inspire achievement.

It's selection component, IDEAL Leader Assessment Center, applies practical testing of the skills and habits proven to drive long-term success in the call center setting. The training component, IDEAL Management Development, steeps your leaders in the behavioral habits of an IDEAL leader.

IDEAL LEADERS:

- Improve morale
- Reduce turnover long-term
- Drive consistency across sites and borders
- Increase employee referrals
- Improve adherence
- Achieve authentic customer engagement
- Banish mediocre service
- Maintain your IDEAL Dialogue standards

IDEAL Leader can be administered at your site or The Ideal Dialogue Company's learning lab. Our instructors are unparalleled in their experience, knowledge, and enthusiasm. We look forward to boosting team performance and lasting value for your company.



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LOSE THE BINDER.

In contrast to typical training courses that push three-ring binders full of process and cliché, IDEAL Leader challenges learners to analyze their communication styles and behavioral tendencies. It breaks habits and builds character.

IDEAL Leader is focused on the root of people management—human behavior. After 15 years of highly successful execution in corporate settings, the training approach behind IDEAL Leader has been fine-tuned for the call center setting.

IF having a reputation for great customer service matters to your company, IDEAL Dialogue is a must. The IDEAL Dialogue suite of selection, training, and strategy systems equips you to master the human component and lead your competitors in customer satisfaction.

iDEAL VOICE

iDEAL AGENT

iDEAL LEADER

MERCATOR **i**d

For a more thorough introduction to IDEAL Leader, email us at tellmemore@idealdialogue.com or call us at 1.800.648.5526. We can introduce you to the program in a half-hour conversation. We can set up your training in less than a week.

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DIALOGUE
COMPANY