

New Book by Contact Center Coaches and Trainers – Coach Dummies – All of your dynamic, Brilliant Ideas for Titles etc. are expected and appreciated. (i.e. **Ultimation, Callerama, Master-ish, Drivel for All Coaches...who have a sense of humor. Laugh and Be Happy - You are an Enlightened Coach, Break One Rule a Day...by making sure you forget about negativity, Coaching Smoaching. What?)**)

Topics - All About Contact Centers - The theme is Coaching and Appropriate Training Topics only, **not quality assurance, NOT managing conflict.**

If this works, we will do book 2. You are all qualified to share your expertise. By doing this you will gain credibility and what you do with that is up to you.

YOUR JOB:

Name: Experience—Get a “Buy In” to read your stuff. Where you work, website connection, and e-mail address—phone if you want to...EXAMPLE on the next page.

Two Sections:

Section One: Mental Mind Set—Motivation and Inspiration.

Section Two: How-To? - do something...anything in sales or customer service/care—relationship management, customer experience gratification.

You may write one short page for each section if you wish. If I get too many topics or too many offerings about the same thing, I will be the judge on what goes in.

1. **Font Ariel 12**
2. **Double spaced for ease of editing – so this will come out to two pages printed.**
3. **Content – Purpose – Title – Write your stuff here. Put in a call to action. Notes page???**
4. **Two pages Maximum – One page preferred. Date for final pages due; not set yet. Start thinking of one or two pages you would like to write. They can be funny, fascinating, inspiring, How-to or Tips, Scripts that work, Informational.**
5. **Topics:**
 - “ **Motivation and Inspiration**
 - “ **How to do something**
 - “ **Tone of voice**
 - “ **Selling tips that worked for you**
 - “ **Customer Service responses to whatever you want**
 - ✓ **Scripts for various items**
 - “ **Handling Difficult People or Situations**
 - “ **Openers and Closers – wrap it up! It’s a WRAP!**

Stick to Coaching in the Contact Center. Make it EASY to read.

If you are worried someone will steal your stuff or good idea...please do not write here. We are not into law suits or worrying about anything. All I want is for us to be published and give each of us a book to sell, to share, to give away. I will write something at the top of every section and for each topic. I will include an index of people who contributed.

I will give information that you request. I will self-publish for FREE on a FREE publishing site. It will be available on AMAZON and you can sell it on your site, your Amazon page, or other place. I will get your opinions on Cover, fonts, headers and footers or leave it up to the editor. I don’t know who that is yet.

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“Motivate Me!”

Remember “You don’t get what you deserve in life, you get what you think you deserve.”

Jacob Glass

What can you do to motivate & inspire yourself?

When I need motivation, where do I turn? Who motivates the motivator? Do I send myself balloons?

No balloons -

Instead, I call a friend. I have about five people in my life who never forget who I am and what I am about. They will always let me be petty, or feel sorry for myself, and even listen to me grumble about life and whatever is bothering me. They let me do this for about five minutes, or less and then they say...“Hold the phone while I get a crying towel.” Then, they have my attention.

I begin to see that I must sound like a real complainer. They will then remind me of the people I have trained, the difference I have made to them and others. They always let me know that my work is where my joy is...find the joy and give up the pettiness. These people love me and will always be there for me and not let me give-in too much to the dark side. The rule is always the same, let me vent just enough to be able to get over it. They never let me go over it again and again and keep charging it up to get that negative energy back in the game. They also do not play – “Aint’ it awful?” with me. They never let me vent to the point of a complete pity-party or whiner.

This method always works! The only hard part is finding those five precious friends who will never let you down.

Ice cream works, too! Pralines and cream yummmm!

Action Item – Try this – It works!

There is a list on my desk top called “Thanksgiving” and “Appreciation” or “Positive Aspects” or “Grateful for What?” It says “Thanks for my Jobs” “Thanks for my Health” “Thank You, that I didn’t break my right wrist” “Thanks for letting me get it right!” Thankings... it’s a variation on “Count your Blessings” It works every time! It’s also very inspiring @>--- ;-) - Judy McKee

Notes Page...Optional: If we need filler...this is what we will do. Or if we make a WORKBOOK for the BOOK. Also there is a chance we could make a CD of the people talking and reading their page. It’s a thought....

Where I got it right today: _____

Acknowledgements: _____