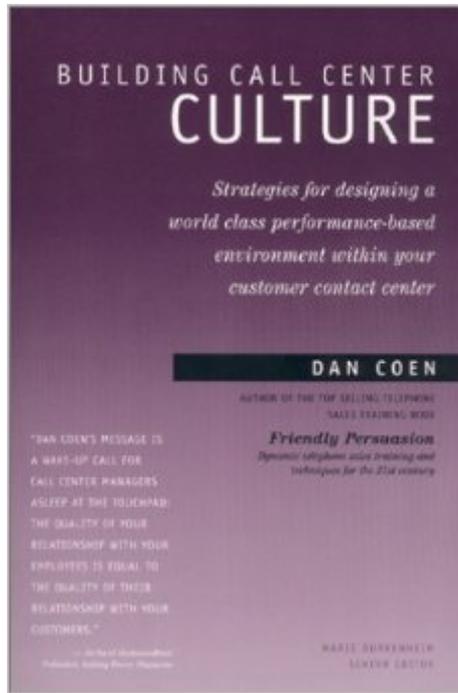


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# Building Call Center Culture



## Synopsis

Book by Coen, Dan

## Book Information

Paperback: 200 pages

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Language: English

ISBN-10: 0966043626

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Average Customer Review: 4.2 out of 5 stars [See all reviews](#) (18 customer reviews)

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## Customer Reviews

Until this book, I had not read a call center management book that was so right on the money. This book deals with supervising people. I manage a team, and the things that happen in my "real life" are talked about in the book. Building feedback, putting together teams, creating contests and supervising new reps. It's all here. Very well done! A real targeted book about the human aspect of the call center.

I've read this book twice and took notes the whole way through. Very well written. It's clear the author understands the call center inside and out. His techniques on how to supervise people are well thought out. The book deals with the human element of call centers, and that's what the call center is all about. Very on the money! I'm buying copies for my team leads."

I found this book to be right-on-the-money. It covers people to people skills real well. The book is all about call center supervision. It's real life. More importantly, there are literally dozens of fantastic tips that call center managers can utilize to manage and motivate their teams. I found Building Call Center Culture to represent every call center I've ever been in!

I'm a new call center director, and have enjoyed this book, and taken it to heart. I plan to use a lot of the ideas in the book in our call center. It has accelerated my knowledge by years, probably. I'll probably make fewer mistakes thanks to the insights he relates.

This book does a great job of covering the various types of call center agents and their attributes. Invaluable information to someone who is interested in positively changing their call centers culture.

and have limited experience in call center management, then this book may be of some value. If you are a reasonably experienced supervisor or manager in a decent organization, this book will be of little to no value. If you are new to management in a call center, and don't feel you've been part of quality organizations in the past, you may glean a few best practices from this book. The writing though is truly wretched. Words are embarrassingly misused throughout the book, and the overall writing quality is poor enough to be a constant distraction. This book is only for the truly desperate. There are so few books specifically on call center management, I decided to order this for myself without reviewed a copy. It was a mistake. Note that the book is self-published by the author. No reputable publisher would have published this.

This book is real life. I have spent 15 years managing call centers throughout the United States and Dan Coen puts it all on paper in a way everyone can understand. There isn't a manager out there that can't relate to what this book says about agents, upper management, and the environment of the call center in general. Dan uses analogies from sports to American history to get his point across, that building the proper culture will be the difference between a mediocre call center and a world class call center. Whether you are a seasoned call center manager or just starting out, this book is something that should be in your library. Dan tells great stories of his own experiences in the call center, such as the white-out story, that reminds me of the wild things that happen on the sales floor. Give it to your supervisors and team leaders to read. It can only help them.

This is a terrific book for call center managers. It has more detailed information in it then I ever expected. Call Center Management is a challenge. It isn't easy supervising people who never wanted to do this job in the first place. Throughout the book I came away extremely impressed with how many contests, management practices programs and games can be utilized to build a better culture for the call center. Among other things I was amazed at the detailed information. It's clear the author really has thought out the programs and then developed strategies to make them work.

Great job!

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