

Customer Care Coach Program Timetable - Intake 3



Online course

Coaching Program

Digital Workshops

Program Leader

Program Progress & Actions	Complete Action By:						
	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022
Program Enrolment and Welcome Email to Participants	2 nd June						
Attend Launch Session via Zoom	12:00PM AEST 9 th June						
Module 1 Completion	23 rd June						
Module 2 Completion		7 th July					
Coaching Session via Zoom – Covering Modules 1 & 2		12:00PM AEST 7 th July					
Module 3 Completion			4 th August				
Digital Workshop via Zoom – Promoting Value			12:00PM AEST 4 th August				
Module 4 Completion				8 th September			
Coaching Session via Zoom – Covering Modules 3 & 4				12:00PM AEST 8 th September			
Module 5 Completion					6 th October		
Digital Workshop via Zoom – Dealing with Difficult Situations					12:00PM AEST / 1:00PM AEDT 6 th October		
Module 6 Completion						3 rd November	
Coaching Session via Zoom – Covering Modules 5 & 6						12:00PM AEST / 1:00PM AEDT 3 rd November	
Program Debrief with Clinic Leader via Zoom							Individually scheduled