



EXCEPTIONAL NEWS

Exceptional Solutions, LLC. Newsletter



Back To School Rules

Summer is ending, school buses are running, home work has to be done and the kids are running you in circles to and from. Every super-parent wants to support their offspring in what they love to do. Extracurricular activities, during and after school programs, award ceremonies, annual physicals and check-ups are all apart of back to school. Scheduling ones hours around their kid's school schedule and activities is of utmost importance. One of the perks of virtual work is being able to balance all of these magical shows with ease.

Exceptional Solutions highly encourages each one of our independent contractors to schedule your work hours during the school season that will make life easier to manage at home and for your families, but to also keep the workflow in consideration. While we do not want anyone to miss out on important events and even unforeseen circumstances beyond your control, we encourage that work hours are set in a manner that would not conflict with or interrupt the day to day productivity and business flow for our clients. The best way to do this is to be proactive when planning your life events. We totally understand there will be times you will need the flexibility to sign out early for parent teacher conferences, dropping off and picking up for appointments or practices. Planning ahead of time always works in the favor of both the client and the employee when done with intent.

5 Healthy Ways to Handle Conflict Like a Pro

It's no doubt that colleagues and team mates will fall into disagreements from time to time. Differences in opinions are what make us all unique. Sometimes conflict will arise but it's the technique in which one uses that exemplifies true leadership skills. Healthy conflict is agreeing to disagree, but finding a common resolve. Here are five ways to handling conflict effectively for a positive resolution:

1. **Be hypothetical.** You can use common logic while asking hypothetical questions to the opposed that will provoke a response which allows them to provide facts.
2. **Be assertive.** Always keep the needs of others at the forefront when addressing issues. Let all criticism be constructive in nature, being careful not offend.
3. **Avoid being aggressive.** Aggression in conflict arouses emotions to an imbalanced high. The goal in healthy conflict resolution is to get your needs met without overpowering others.
4. **Always approach with a solution.** If you don't have suggestions for a solution be sure you make it known that you are willing to make finding a solution a joint effort.
5. **Be a team player.** Healthy conflict resolution requires all hands on deck. While you may consider yourself a leader, everyone on the team is equally important and deserves to feel important. Don't be a know it all. Take all opinions into consideration.

Monthly Reminder:

ACD Drive is Alive!

ACD Drive is upon us! Exceptional Solutions expresses the importance of knowing and being prepared for the increase of call volume during drive time. Employees who maintain the following guidelines can potentially keep their contracts long term:

- ◆ Commit to the hours selected in gateway.
- ◆ Constructively apply the coaching feedback provided.
- ◆ Submit tickets for hours you're unable to work or when you have to release your hours within the 24 hour time frame.
- ◆ Stay abreast of changes .
- ◆ Frequently check your emails.
- ◆ Submit a ticket through Knowledgebase if you inadvertently enter the wrong information when taking pledges.
- ◆ Avoid receiving a Do Not Meet Client Expectations rating by submitting tickets timely.
- ◆ It is recommended that you work 15 hours or more a week. (This looks favorable when offering a contract extension)

Helpful Tips:

When emailed and asked to up-skill, view this as a great opportunity for you to earn more money (remember this project is based on talk time).

The more up-skills you have the more calls you will handle.

Should you have questions on how to re-que a call, locate contact ID or transfer a call, you can locate this information in Knowledgebase. Please print this information to review frequently.

When call volume is slow (out of peak season) agents can self-deactivate. Depending on your performance you can be asked to rejoin future projects when call volumes become heavier.

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Famous Quote :

"The most important thing in communication is hearing what isn't being said. The art of reading between the lines is a lifelong quest of the wise."

-Shannon L. Alder

What's New for You?

Exceptional Solutions now pays for training classes. Inquire within for more details!