

Task #1

1. What would be your top 5 responsibilities as a Team Lead, and what skills do you think are required to accomplish those?
2. What are the biggest problems that you can foresee you or your agents experiencing in a high volume contact role? How would you approach these challenges?
3. How would you close the gap between top performers and low performers?
4. Describe what steps you will take to support new agents on your team?
5. In light of our expansion and high customer demand, Wise has decided to ask their Customer Support Agents to work 1 night shift a month (11pm-7am). This news can be shocking to agents because they currently aren't working any night shifts at all. Draft an email to the agents on your team informing them of the new policy change.

Task #2:

Create a plan for your first 90 days as a team lead. Keep in mind that your team will be a mix of oldies and newbies. What will be your main priorities? What support will you need? Please submit this plan as a pdf in or with your cover letter. You may use google sheets or google docs, whichever you prefer.

Task #3:

You have an oldie on your team who has been consistently underperforming. They have not hit the 90% Critical Error Free Rate target in the last 2 months (75% last month and 80% the month before that). The agent has also increased in their Email MHT as they have been trying to work on their QA. Last month's MHT on email was 12 minutes, and the month before was 8 minutes.

The previous team lead has had multiple conversations with this person but now it is your responsibility to carry out a development plan to get them back on track.

Please use [this template](#) (please make a copy) to create a development plan for this agent. Make sure it is clear how long the plan will last, what are the goals for each checkpoint, what does success look like, and what are the next steps for a passed plan or a failed plan.

Please reach out to **Tracy Grant** or **Kathryn Le** if you have any questions.