



How Performance Slips Turn Into Profit Loss



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Not all performance issues show up in the metrics- at least, not right away.

The longer they go uncoached, the more expensive they become.





Longer calls →
higher cost per
sale

Every extra minute on
the line eats into
margin.





Missed SLAs
→ damaged
client trust

When deadlines slip,
so do renewals.

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 More
callbacks →
more
escalations

And escalations =
higher churn risk.

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Strong frontline coaching plugs the leak.

- Clear expectations
- Consistent feedback rhythm
- Coaching that sticks to real work

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When a missed KPI goes uncoached, it becomes a missed contract.

DM me if you're ready to plug the leaks in your team's performance.

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