

PHONATHON TRAINING REPORT

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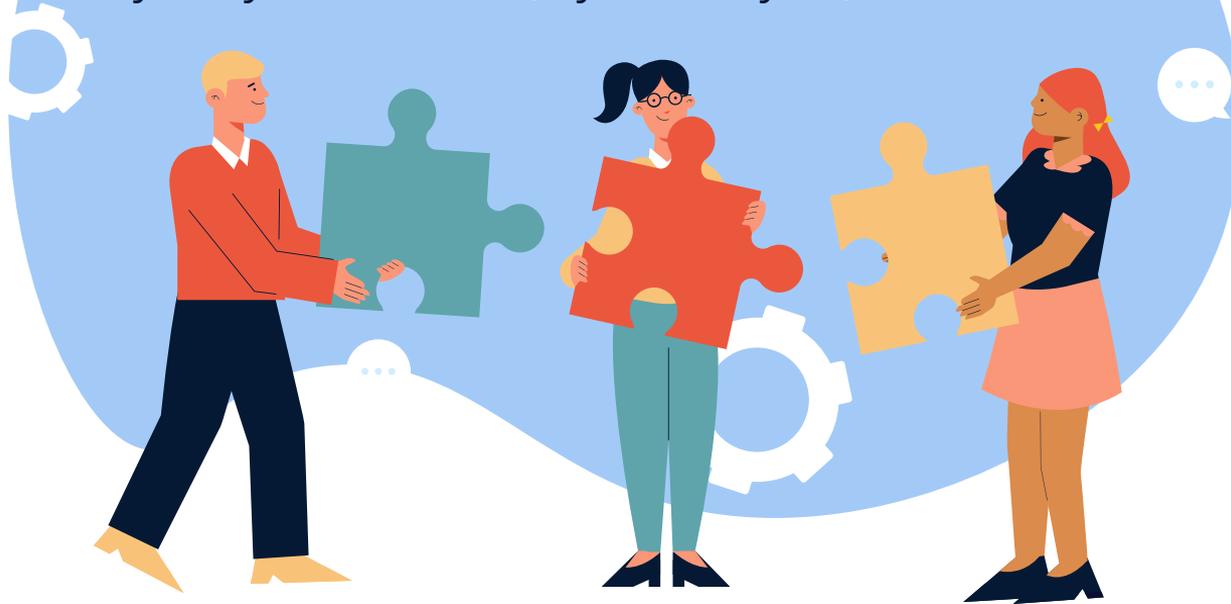


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In summary...

01

COURSE OVERVIEW

what are we trying to teach?



THE TRAINING

SOFTWARE

Reading the information
Navigating the software
Logging the call

PHASE ONE

CALL

Procedure
Expectations
Confidentiality

PHASE TWO

LATECOMER

Software Training
Call Training

BONUS

02

CURRENT STATUS OVERVIEW

how are we doing right now?



THE STATE OF THINGS

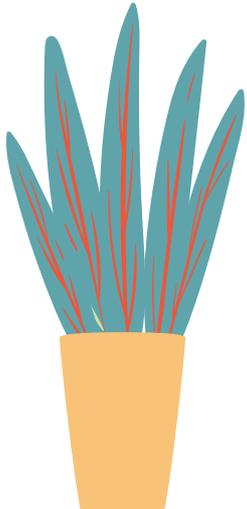
At present, Phonathon is not receiving as many donations as they'd like. They're also having problems with getting callees to commit to donating over the phone, i.e., credit card donations.



03

CURRENT PROBLEMS

and their effects in the
workplace

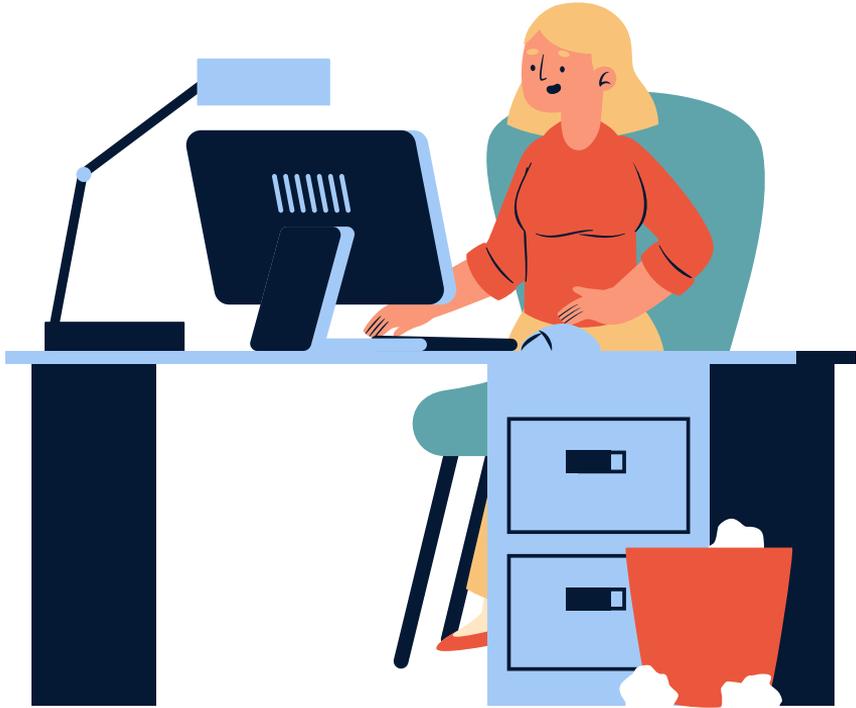


PROBLEM

- Callers are not well-versed on the call procedure
- Callers are not confident in their ability to use the software
- Latecomers do not get the same quality training

SOLUTION

- Explaining as well as practicing call procedure
- Providing a walkthrough of the software on a projector
- Creating resources for latecomers to use



04

SUGGESTED CHANGES

what we'd recommend

SOME OF OUR RECOMMENDATIONS



Software

- A video and PowerPoint to take students through the program
- A Kahoot game to test their knowledge



Call

- A script to start out with to help guide students into doing it naturally
- Roleplaying activities to give experience



Latecomer

- A video and documents to provide the information
- A quiz to ensure they've learned the information

05



FUTURE OUTCOMES

and what we expect to change
with the new training



SOFTWARE

Confidently navigate the software

Properly log calls in under 120 seconds

Use the software to access information scripts, call summary, and caller statistics



CALL

Receive donations at least 30% of the time

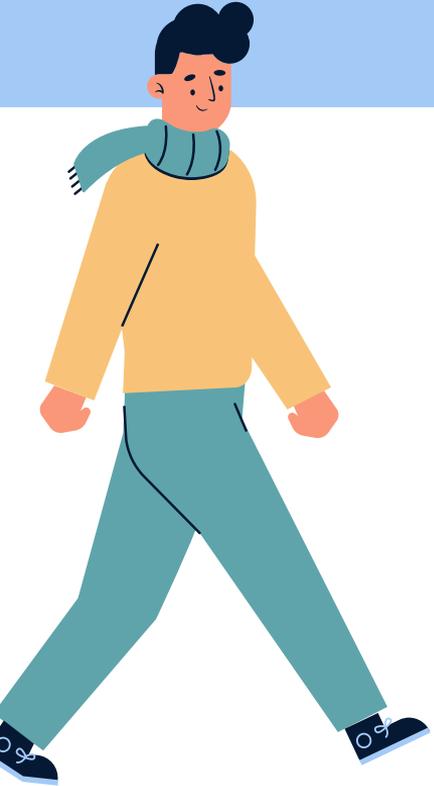
Answer donor questions accurately and concisely

Know when and how to be personable with potential donors

06

CONCLUSION

in summary...



Our Process



THANKS!

Do you have any questions?

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