



## CALLERLAB COMMITTEE BRIEF

COMMITTEE NAME: Caller-Coach Committee

COMMITTEE  
FUNCTION:

To encourage and assist interested and eligible callers to become accredited Caller-Coaches; to coordinate with the Caller Training Committee in the training of aspiring Caller Coaches; to monitor the curriculum of Caller-Coach training; to promote the standardization of Callers' Schools.

The chairman of this committee, along with the Vice Chairman of the Board and the chairmen of the Caller Training Committee and the Caller Association Liaison Committee, is responsible for reviewing and approving or disapproving Applications for Financial Assistance for Educational Purposes from caller associations.

ACCOMPLISHMENTS: The Caller-Coach program has produced over twenty-five accredited Caller-Coaches as well as Caller Education Specialists. The committee has worked to improve the training available to interested callers and to make the road to Caller-Coach more inviting and accessible. The committee has developed a recertification program for Caller-Coaches. A Caller-Coach decertification program has also been established.

FUTURE  
ACTIVITIES:

Continue to monitor and work to improve training programs; review the prerequisites for Caller-Coach; continue to emphasize the necessity for all accredited Caller-Coaches to adhere to the professional ethics associated with the title.

MEMBERSHIP  
PREREQUISITE:

Must be a CALLERLAB Accredited Caller-Coach.

COMMITTEE BRIEF  
REVISED:

AUGUST 2003

COMMITTEE  
CREATED BY: