

Month Three - Becoming Independent

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Your Growing Independence

By month three, you're handling the majority of call types independently. Your team leader checks in less frequently, and you're developing trust in your own judgment. This is an exciting milestone-you're becoming a fully functioning team member.

Mastering Complex Scenarios

You'll now handle debt collection calls, vulnerability situations, and multi-issue customer contacts. These require sensitivity, judgment, and knowledge of various policies. You'll learn to balance company requirements with customer circumstances, finding solutions that work for everyone.

Understanding Vulnerability and Priority Services

Good Egg Energy takes special care of vulnerable customers. You'll learn to identify vulnerability indicators, register customers for our Priority Services Register, and apply appropriate protections. This training covers regulatory requirements, our company policies, and how to have sensitive conversations with dignity and respect.

Quality Standards and Consistency

Your quality scores become more important as you move toward independence. You'll understand what makes a "quality call"-accurate information, appropriate empathy, clear communication, and proper documentation. You'll learn to self-assess your calls and identify improvement areas before your team leader points them out.

Contributing to Team Goals

You're now included in team performance metrics. You'll learn how your individual performance impacts team targets and what you can do to contribute. This might include first-call resolution rates, customer satisfaction scores, and efficiency measures.

Handling Escalations Smoothly

You'll get better at recognizing situations that need escalation and how to transition customers to team leaders or specialists seamlessly. This includes setting proper expectations, summarizing the situation clearly, and ensuring the customer feels heard and valued throughout the process.

Learning Regulatory Basics

You'll understand the regulatory framework governing energy supply: Ofgem requirements, customer rights, switching processes, and complaint handling timelines. This knowledge helps you provide accurate information and understand why we have certain policies.

Developing Expertise Areas

Many agents begin specializing in certain areas-billing, technical support, or tariff advice. Notice what you enjoy

and where you naturally excel. This can guide your development path and future opportunities within Good Egg Energy.

End of Probation Preparation

Most probation periods end around three months. You'll have a formal review with your team leader covering your progress, strengths, development areas, and next steps. Prepare for this conversation by reflecting on your journey and identifying where you want to grow.

Looking Ahead

As you complete your first quarter, you'll begin thinking beyond basic competency. What additional skills do you want to develop? Are you interested in mentoring new agents? Do you want to specialize in technical support or vulnerable customer care? Month three is the foundation for your future career path.
