

resource planning intraday management

manage each day better to maintain your service level through every hour and make your contact centre a great place to work

Resource Planning - Intraday Management manage each day better to maintain your service level through every hour and make your contact centre a great place to work.

Resource Planning - Intraday Management, from QPC, is a fun and intensive 1 day interactive course for those who want to learn more about how to successfully deliver effective intraday management within their organisation. If resourcing isn't managed well within each day, using good intraday processes, service level within the call demand peaks and troughs will inevitably suffer. But, getting people in the right place at the right time during each hour of every working day isn't easy. Inflexible or strict management can lead to employee dissatisfaction and ultimately high attrition, and, too much flexibility can result in poor service levels. Whether you are solely responsible for intraday, or manage a team of intraday staff, this course will help you ensure that you have the right skills to deliver on the day management.

Who should attend?

The Resource Planning - intraday management course will be of benefit to those responsible for managing an intraday function within their organisation, both directly and indirectly. Typically this will include intraday managers as well as the contact centre managers that they report to. The course is also an ideal introduction to managing intraday and for those who will be, or are considering, taking up management responsibility for this crucial operational role.

Course outline

The blended learning format of the course combines taught topics with single/group working and discussion. You will have ample opportunity to apply what you have learned in practical sessions. During the structured discussions you will also have time to ask questions on specific issues that you want help

with and to learn from the experiences of others.

Introduction to WFM

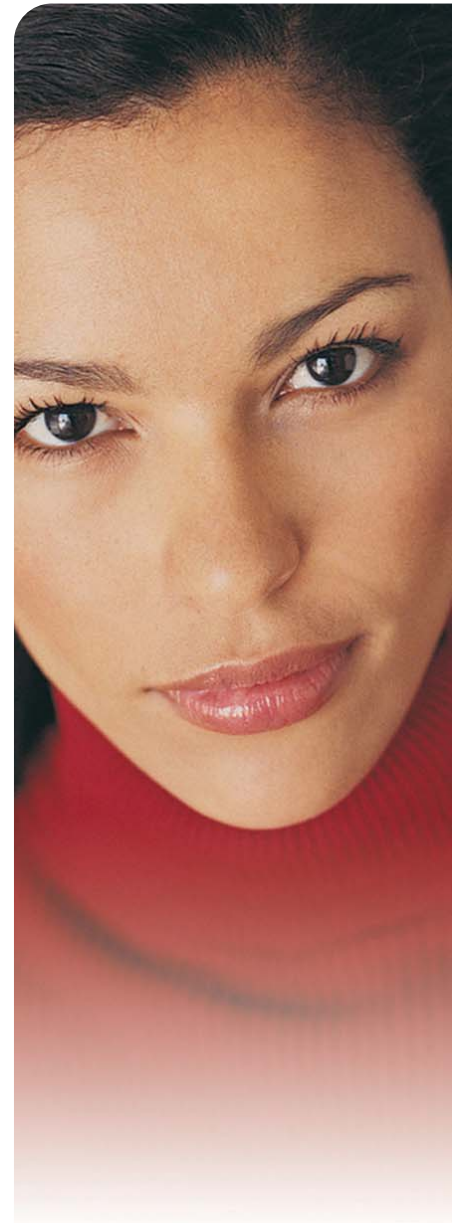
- Define workforce management.
- List the implications of overstaffing / understaffing.
- Describe why contact centre staffing is a unique kind of problem.
- Outline the perspectives and goals of various stakeholder groups and how WFM impacts each one.
- List the basic steps of workforce management.
- Evaluate the steps of WFM and their importance and relationship to other steps.

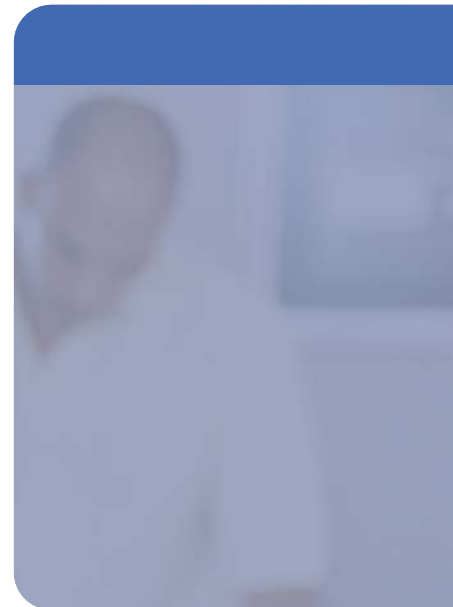
Managing daily performance

- Identify the components used to track daily performance.
- Outline the process for intra-day monitoring.
- Identify communications and reaction strategies when alterations are required.
- Practice and discuss what reaction strategies work.

Managing attendance and adherence

- Quantify the service, occupancy and cost implications of missing staff.
- Describe the options for setting adherence performance goals and gaining support from staff.
- Pinpoint the reasons for attendance and adherence problems.
- Identify ways to communicate and educate staff on the 'power of one' in contact centre staffing.
- Identify reward and consequence programs that support adherence goals.
- Describe software advances in adherence tracking and reporting capabilities and how to justify them.
- Identify strategies for addressing the most troublesome attendance problems.





People management

- Identify why customer experience management is important, not only to the operation, but also to the WFM team.
- Using language effectively to communicate and build rapport quickly.
- Identify and build methods for making decisions the team will support.
- Build effective working relationships through the positive power of NLP modelling.
- Pinpoint ways of dealing with criticism and conflict.

Success has a structure

- Understanding how to turn your WFM goals into a reality.
- Creating an intraday strategy using the Disney creative technique.
- Identify ways of applying the principles of the course practically.

Expert industry training

Resource Planning - Intraday Management is written and taught by QPC's workforce management experts who have over 15 years experience of helping both large and small organisations from Barclaycard to Staffordshire Police, O2 to Cornwall County Council, improve their contact centre resource planning practice.

For over 20 years QPC has been working to create training and qualifications for those within customer service and contact centres who carry out business critical operational functions. Our aim is simply to give organisations the reassurance that personnel have the skills they need to carry out their roles effectively and reward individuals with the professional status they deserve.

Cost

The cost per delegate for the 1 day course is £250 (ex VAT) and includes a comprehensive printed study guide as well as morning / afternoon refreshments and lunch.

Booking, more information and course dates

For more information on the course, the next available dates or to book please go to www.qpc.com/Eu/Products/Training/RPI.

call +44 (0)870 242 1097
www.qpc.com

'Meeting people from other companies and bouncing ideas about. Hearing ideas about processes etc'

Darren Barkey
Data Analyst
Direct Wines

'The fact that the trainers clearly had a lot of experience to draw from and case studies which helped with examples'

Melissa Swabey
Resource Planning Analyst
Helpline Plc

'Well organised and interactive'

Dale Fielding
Forecasting Analyst
O2

QPC - customer service transformation

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