



workshops & ICMI seminars

Operational training and tailored workshop courses to give your people the skills they need to improve your contact centre



QPC, in conjunction with ICMI, the world's leading provider of contact centre management seminars.



meet your instructors

ICMI Seminars are facilitated by practicing professionals who have an unparalleled base of knowledge and experience. All instructors are ICMI Certified Associates and among the contact centre industry's best and brightest. Through their ongoing exposure to everyday contact centre challenges, they foster an interactive, real-world classroom atmosphere that ensures a rewarding and enjoyable learning experience

stephan wagener

Stephan has operational management experience over 15 years within many of Australia's leading companies including Commonwealth Bank, Lufthansa, GE Money, UCMS and Service Stream. This operational experience has given Stephan an exceptional ability to adapt training into real life situations.

Workforce Management has been one of Stephan's passions for over 10 years and he has worked with many software solutions in this time ensuring application of best practice WFM processes whilst leveraging the investment in the software.

Key strengths include the ability to easily translate information for his audience and a consultative approach ensures all members of the team are on board.



graeme gabriel

A well known presenter and respected contact centre industry voice, Graeme has worked in the area for over 20 years. He also has over 10 years experience of working with workforce management systems and processes, gained both as head of planning at a well known travel company and as a consultant specialising in IEX TotalView.

Graeme has led QPC's Professional Services team since 2006 providing training on resource planning principles and systems, as well as business consulting on issues from the introduction of flexible working practices to back office workforce management.



Learn what the best contact centres are doing today and how they are preparing for tomorrow. Network with other management professionals from a wide variety of contact centre businesses. If you are a contact centre professional who wants to increase your value and help your organisation gain a competitive advantage, you can't afford to miss these seminars.



'unlock the secrets of the best contact centres and find out how to apply them in your organisation'

seminar materials

- A comprehensive course manual
- Complimentary copy of Call Centre Management on Fast Forward by Brad Cleveland and Julia Mayben, valued at \$53.95 (ESK only)
- Glossary of contact centre terms
- Article reprints and studies
- FREE software including a suite of useful tools (ESK & STR only)
- Trip report and action plan (ESK & STR only)
- Certificate of completion

essential skills & knowledge

for effective contact centre management

the seminar

Unlock the secrets of the best contact centres and find out how to apply them in your organisation!

The industry's highest-rated seminar, attended by more managers than any other contact centre seminar.

Attend the ICMI flagship course and build a solid foundation for successful contact centre management. You'll learn breakthrough strategies and techniques you can apply for years to come to ensure extraordinary customer service and achieve your personal career goals.

who should attend?

ICMI's program repeatedly earns high praise from directors, managers, analysts and team leaders in a wide range of commercial and government.

you'll discover powerful ways to:

- Create a planning culture
- Meet service levels consistently
- Forecast the workload with accuracy
- Develop accurate schedules
- Manage the queue in real-time
- Communicate unique contact centre dynamics
- Set the right performance objectives
- Improve quality and efficiency
- Win the support and recognition of top management

Manager track

Available as public or in-house seminars.

essential skills & knowledge

for Supervisors

the seminar

Provide your Team Leaders with the bigger picture so they understand and contribute to an effective planning process that will improve your centre's quality and efficiency. Reduce call centre costs and improve the organisation's bottom line.

Meet service levels consistently and measurably. They will learn how forecasting and scheduling affect the operation of the contact centre as well as increasing their skills so they can win the support and recognition of senior management.

Adapted from ICMI's foundation, Essential Skills & Knowledge for Effective Contact Centre Management, this one day course gets your whole team talking the same planning language.

you'll learn practical methods to:

- Understand and contribute to an effective planning process that will improve quality and efficiency.
- Reduce call centre costs and improve the organization's bottom line.
- Meet service levels consistently and measurably.
- Learn how forecasting and scheduling affect the operation of the contact centre.
- Win the support and recognition of senior management.

Supervisor track

Available as public or in-house seminars.

advancing quality

through monitoring and coaching

Design a comprehensive, cost-effective monitoring and coaching program that boosts quality, drives performance improvement initiatives, and increases agent performance and commitment.

Through ICMI's Advanced Contact Centre Quality Through Monitoring and Coaching course, you'll discover how to bring out the best in every agent and deliver exceptional experiences to your customers.

who should attend?

Developed for managers, supervisors, team leaders, and quality assurance personnel who need a thorough understanding of the monitoring and coaching process and want to learn ways to:

- Identify your most critical objectives
- Design a streamlined monitoring form that is effective and easy-to-use
- Implement a meaningful rating and scoring system
- Design a monitoring process
- Learn how to build consensus and gain buy-in
- Leverage your goldmine of monitoring data throughout the organization
- Plan effective coaching sessions

Manager track

Available as public or in-house seminars.

smart strategy = strong leadership

an executive workshop on call centre strategic planning

the seminar

This high-level workshop will impart the information and direction necessary to manage the changes in customer relationships driven by today's multi-channel environment. When all is said and done, you'll be an even stronger leader with the capacity to unleash a new, up-to date customer contact strategy that drives value and recognition.

Increase call centre value, uncover proven strategies and conquer new challenges.

who should attend?

Directors, Vice Presidents, and Managers with leadership, budgetary, and strategic responsibilities.

you'll learn practical methods to:

- Develop a comprehensive customer access strategy
- Integrate multiple customer contact channels
- Strategize for improving contact centre return on investment
- Align people, processes, and technologies with a single vision
- Build a strong case for needed investments
- Inspire customer loyalty
- Improve your organisation's strategic value
- Implement a solid strategic planning process

Manager track

Available as public or in-house seminars.

workforce management

the basics and beyond

the seminar

The Basics and Beyond training course uses a hands-on workshop approach that brings principles to life, encourages participation and generates results.

The perfect ICMI seminar to teach your workforce management team how to maximise your workforce management processes and to leverage the power of software.

who should attend?

Anyone new to Workforce Management and those who have only attended software training. Your Contact Centre Manager will gain valuable tools and levers by attending this course.

you'll learn the most effective ways to:

- Improve the quality of historical data
- Use advanced tools to build better forecasts and schedules
Integrate staffing needs for other channels into schedules
- Develop a tiered staffing approach that improves efficiency and morale
- Create a plan to 'react in advance'
- Account for the impact of advanced routing schemes
Prepare for the future with long-term models

you'll increase your value to the organisation by:

- Increasing forecast accuracy
- Preparing more effectively for long-term planning and budgeting
- Reducing the chaos in your centre
- Improving the consistency of operational results
- Generating higher levels of employee and customer satisfaction

Manager track

Available as public or in-house seminars.

workforce management

bootcamp

Improve forecast accuracy, increase employee satisfaction, and consistently meet service levels; all while taking your forecasting and scheduling processes to the next level.

This four day, hands-on workshop will not only teach you proven techniques to improve forecasting and scheduling, but allows you to practice those techniques with input from expert instructors. This unparalleled opportunity to learn an integrated approach to call centre workforce planning is based on the challenges that managers and analysts face every day.

you'll learn ways to:

- Examine a variety of forecasting models and determine what works best for you
- Discover keys to forecasting workload demand at the monthly, weekly and intraday levels
- Identify what accounts for your staff utilisation
- Learn about flexible scheduling practices that improve employee morale
- Reduce the 'chaos mentality' of real-time management
- Provide more value through reporting and data administration

Manager track

Available as public or in-house seminars.

about us

QPC helps leading Asia Pacific companies like Fuji Xerox, Telstra and National Australia Bank to improve business performance by enabling their customer service operations to surpass their operational and strategic goals.

Our workforce optimisation solutions, contact management systems and educational services have a substantial track record of reducing costs, increasing revenues and improving both customer and employee retention within contact centre and other service environments.

our clients include

Australia Post	Maroochy Shire Council
Brisbane City Council	Mindpearl
Citec	National Australia Bank
Citistreet	Office of State Revenue
Dodo	Primus
Energex	Qsuper
Excelior	South East Water
Fuji Xerox	Telstra
Hogan Marketing	Aegis

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