

Workforce Management Boot Camp

A comprehensive, 4 day workshop that integrates all aspects of workforce management to give workforce management professionals the precise, start-to-finish skills that will improve accuracy, efficiency, increase employee and customer satisfaction, and consistently meet service levels.

ICMI's Workforce Management Boot Camp is an unparalleled opportunity to learn an integrated approach to call centre workforce planning based on the realities that managers and analysts face every day.

Through this boot camp, you'll supplement your on-the-job experience with formal training. You'll focus on gaining a complete understanding of the theory and doing the practice work to:

- Understand the basic WFM statistics
- Examine a variety of forecasting models and determine what works best for you
- Provide more value through reporting and data administration
- Get the most out of Excel
- Use forecasting, scheduling and analysis tools to increase efficiency
- Reduce the "chaos mentality" of real-time management and build a proactive real-time management plan
- Create long-term staffing plans that account for the realities in your centre
- Identify how and when to reforecast

This intensive, exercise-based, team-oriented workshop is designed for practicing workforce directors, managers and supervisors who are familiar with, or even working with WFM, and who want hands-on, expert training in WFM theory and practice to:

- Supplement on-the-job experience with the formal training that will increase the efficiency and effectiveness of WFM planning efforts
- Confidently create forecasts that are consistently accurate on an interval by interval basis
- Create long-term staffing plans that account for the realities in your centre

Course Outline

Module 1: What is WFM

- The planning and management process
- WFM maturity assessment
- Workforce management team structure

Module 2: Statistics and Excel

- Excel - a key tool for WFM
- Weighted Average
- Standard deviation: measuring and controlling variation
- Correlation
- Pivot tables
- Advanced formulas
- Advanced statistics that will help you do your job
- Samples versus population data

Module 3: Forecasting

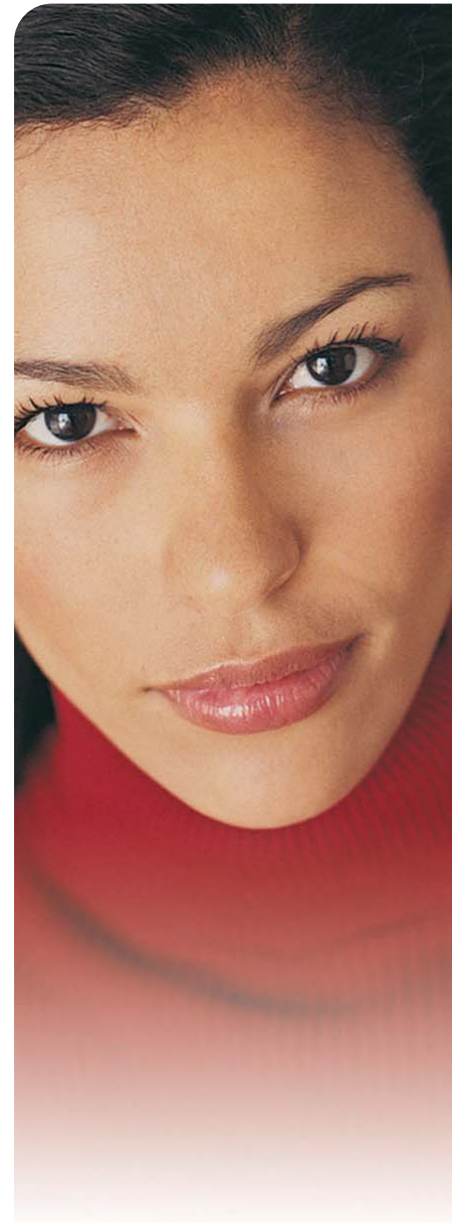
- Cleaning the data
- Statistical methods including:
 - Historical models
 - Driver based
 - Event models
 - Judgement based forecasting
 - Comparing forecast performance with regression testing

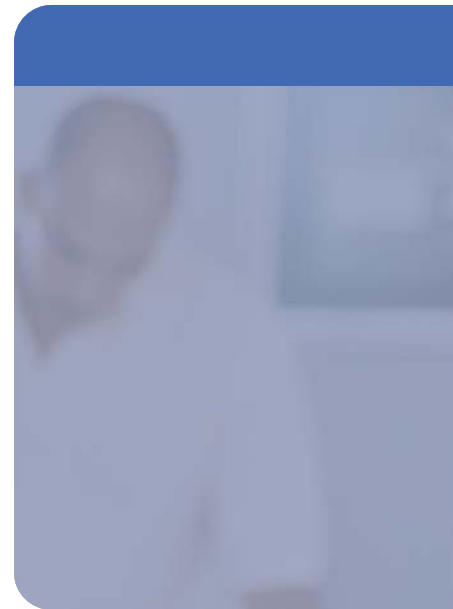
Module 4: Long Term Staffing

- Value of a long term plan
- Shrinkage/RSF
- Vacation and holiday planning
- Staff utilisation
- Staffing models

Module 5: Weekly Staffing and Scheduling

- Zero based staffing
- Scheduling practices
- Determining shifts
- Determining FT/PT ratio





Module 6: Real Time Management

- Proactive planning
- Day before adjustments
- Building a real time response plan
- Adherence to schedule

Module 7: Data Administration and Reporting

- Reporting and data administration
- Communicating the value of workforce management
- Building a real time response plan
- Adherence to schedule

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/ap/products/training/icmi.

call +61 (3) 9239 5600

About ICMI

The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals – from frontline agents to executives – who wish to improve customer experiences and increase efficiencies at every level of the contact centre. ICMI's experienced and dedicated team of industry insiders, analysts, and consultants are committed to providing uncompromised objectivity and results-oriented vision through the organisation's respected lineup of professional services including training, consulting, events, and information resources.

'This is an essential course for all workforce managers.'

Lisa Hower
National Enterprise Workforce Manager,
Discover Card

QPC - customer service transformation

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