

Essential Skills & Knowledge for Supervisors

The fundamental principles of contact centre management that equip contact centre supervisors to fully understand the specifics of operations

Designed for supervisors responsible for customer service, sales, claims, reservations, information centres, helpdesks, emergency services, and consumer affairs, this course will equip supervisors with the information they need 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.

Advance the success of the contact centre and help supervisors achieve professional career goals with a clear understanding of the unique contact centre operating environment and essential coaching skills through ICMI's Essential Skills and Knowledge for Supervisors course. This is ICMI's flagship course - the highest rated in the industry and attended by more contact centre supervisors than any other contact centre course available.

Evolving customer expectations, the rise of social media, proliferating contact channels and the heightened strategic role of customer services are changing contact centres dramatically. Supervisors will come away with an understanding of the core principles of supervising contact centre employees in these critical new environments.

This one-day course is an intensive and effective training program guaranteed to give

supervisors involved in resource planning, call centre analysis, and performance reporting the tools necessary to contribute to workforce management, staffing and scheduling.

Supervisors will learn what thousands of other call centre professionals have learned through this course: practical, proven information and techniques that they can apply immediately to improve the centre's ability to meet the needs of customers, employees and organization

Course Length and Delivery Method

This course is delivered over one day in a classroom setting.

Course Materials

Printable slide presentation

Industry articles:

- A primer on service level agreements
- Are you getting - and using - the data you need?
- Calculating staff required to meet e-mail response time objectives
- Contact centre technology trends: Views from the experts
- Colourful staffing strategies to add to your palette
- Communicating contact centre dynamics to senior management
- Contact centre contact
- Establishing and meeting contact centre performance objectives (Parts I-III)
- Excerpt from contact centre management on fast forward
- Forecasting and scheduling: beyond the basics
- Forecasting without numbers
- Getting more from your quality assurance program



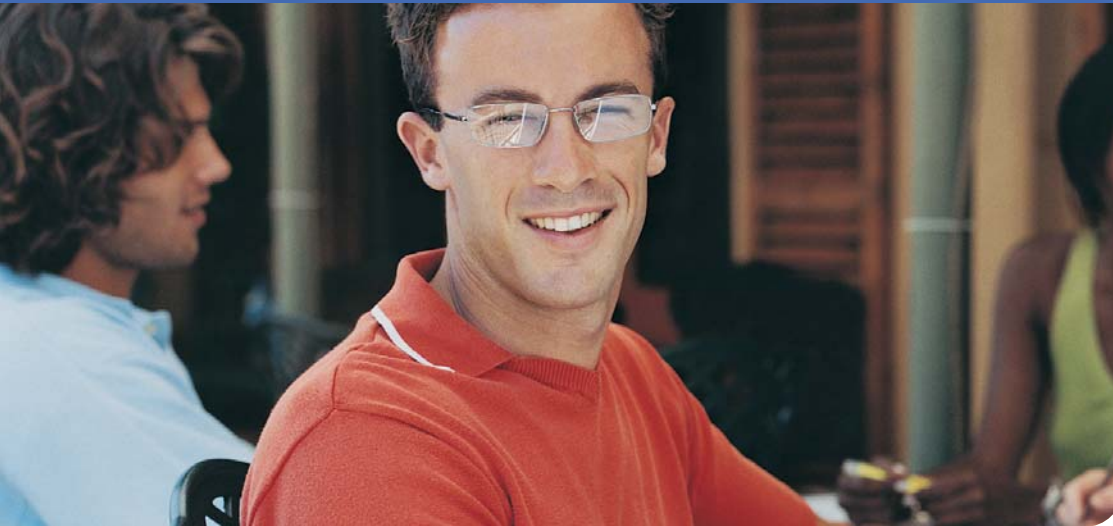
QPC Educational Services

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.

Within the Middle East and Africa QPC work with the ICMI whose courses are amongst the most recognised and respected within the region and across the world. So, they will not only help you to gain the essential skills you need to improve your contact centre's performance, but also support your career development too.

Targeted career development

To make it easier to understand whether courses are suitable for you, and how they will support your career development over time, they have been put into one of 3 tracks: Manager, Supervisor and Agent.



- High absenteeism? Treat the illness, not the symptoms
- How to determine an appropriate agent-to-supervisor ratio for your centre
- Identifying group performance made easy
- Identifying the right call monitoring performance standards
- Monitoring and coaching programs: building company wide support
- Monitoring and coaching programs: ensuring an effective M&C process
- Real-time management...without the hangover
- Real-time recovery should be the exception, not the rule
- Scheduling for today's "Do-It-All" call centre (Parts I-III)
- Six common skills-based routing mistakes to avoid
- Skills-based routing: Top problems and solutions
- The benchmark trap: Three reasons why your comparison data may be flawed
- The contact centre's contribution to strategic business units
- The do's and don'ts of delay message content
- The impact of staffing levels on toll-free costs
- The truth about agent occupancy
- Twelve traits of the best managed contact centres
- Understanding how queues behave
- We must be accessible!

Plus handouts

Course outline

Unit 1: The Dynamic Contact Centre Profession

- Define contact centre management
- Describe the contact centre management profession

Unit 2: The Planning and Management Process

- The driving forces of contact centre
- An effective planning process
- Service level and response time
- Acquiring the data you need
- Forecasting the workload
- Staffing the right way
- Indispensable calculations and projections
- The implications of the "immutable laws"
- Organizing effective schedules

Unit 3: Effective Real-Time Management and Recovery

- Real-time management versus recovery
- Building a real time response plan
- Real time response options

Unit 4: Quality and Productivity

- Improving quality and efficiency
- Continuous quality improvement
- Performance measurements
- Cultivating collaboration and buy-in throughout

Unit 5: Summary and Next Steps

- Examine characteristics of leading contact centres
- Recognize ways to further your professional development
- Identify actions to improve your centre

Locations, dates and prices

Public courses take place at various locations across the MEA.

For current dates and prices please go to: www.qpc.com/mea/Products/Training/ICMI

Private courses can be provided at your location by special arrangement. Please contact us for further details.

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 organization's respected lineup of professional services including training, consulting, events, and information resources.

QPC - customer service transformation

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