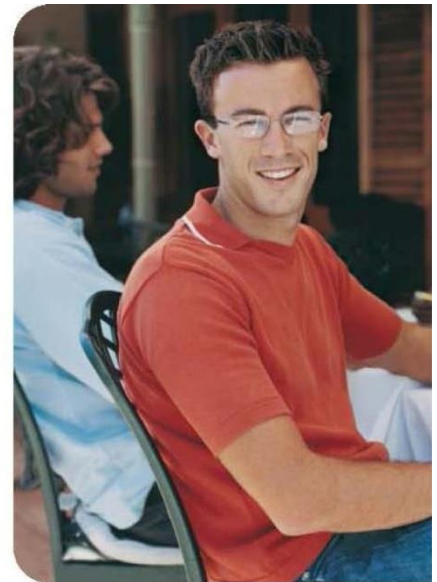


Essential Skills & Knowledge for Effective Contact Centre Management

Attend the ICMI flagship course and build a solid foundation for successful contact centre management



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

This is the industry's highest rated seminar; attended by more managers than any other contact centre seminar.

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.

You'll learn 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

Who should attend?

Directors, managers, and team leaders responsible for customer service, sales, claims, reservations, information centres, hotlines, emergency services, and consumer affairs.

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

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 Asia Pacific, QPC have delivered ICMI Seminars to over 5,000 call centre professionals.

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.



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'I have learned some new techniques and gained greater insight into how to be a more effective contact centre manager'

Julie Bingham
Service Delivery Manager
MFB

Course outline

Module 1: The Dynamic Contact Centre Profession

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

Module 2: The Planning and Management Process

- The driving forces of contact centres
- 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"
- Organising effective schedules

Module 3: Effective Real-Time Management and Recovery

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

Module 4: Quality and Productivity

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

Module 5: Summary and Next Steps

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

QPC have partnered with the International Customer Management Institute (ICMI) for over 15 years to provide internationally recognised contact centre training solutions. Seminars are delivered in either a class environment with industry peers, or on your own premises – just let us know what works for you!

Go to:
qpcaustralia.com.au/products
and follow the link to ICMI Seminars to complete an online registration form.

Course costs

This 2-day course is
AUD\$1950.00 pp*

Discounted rates for larger on-site groups are applicable. Contact us for further details.

**Based on a minimum class of 4, and covers all trainer travel and accommodation costs.*