

## Workforce Management Boot Camp

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 contact centre workforce planning is based on the challenges that managers and analysts face every day.

Bring your laptop and discover techniques to improve forecasts, calculate staffing resources and review new scheduling approaches. You and your peers will work through realistic exercises to solve common forecasting, staffing and scheduling challenges.

Supplement your on-the-job experience with formal training on how 'the best in the industry' provide accurate forecasts and schedules that balance the needs of the organisation and employees. Leave this workshop with a laptop full of true-to-life examples.

Increase the accuracy of your forecasts and schedules and save tens of thousands of dollars, month after month.

### You'll learn ways to:

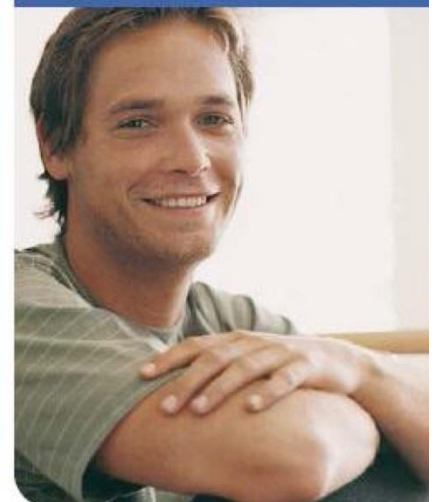
- Examine a variety of forecasting models and determine what works best for you
- Discover keys to forecasting workload demand at the monthly, weekly and intraday levels
- Identify what accounts for your staff utilisation
- Learn about flexible scheduling practices that improve employee morale
- Reduce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

### Who should attend?

Workforce Managers, Directors, Managers and Supervisors responsible for workforce management planning. Whether you have a few agents, or a lot; Workforce management software, or not ... you'll benefit from this workshop.

### Laptop Requirements:

This seminar requires the use of a laptop for the duration of the four day seminar.



### 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.



*'I came into the course with zero 'workforce' knowledge, now have an understanding of the key aspects of WFM, factors affecting queues, AHT, service levels ... great and easy to follow'*

**John Ward**  
DHS Centrelink

## Course Outline

### Unit 1: What is WFM

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

### Unit 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

### Unit 3: Forecasting

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

### Unit 4: Long Term Staffing

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

### Unit 5: Weekly Staffing and Scheduling

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

### Unit 6: Real-Time Management

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

### Unit 7: Data Administration and Reporting

- Reporting and data administration
- Communicating the value of workforce management

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](http://qpcaustralia.com.au/products) and follow the link to ICMI Seminars to complete an online registration form.

### Course costs

This 4-day course is AUD\$4125.00 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.*