

Workforce Management - Advanced

One in a series of courses aimed at making sure organisations have the skills they need to get this critical operational area right

Workforce Management - Advanced, from QPC, is a fun and intensive 1 day interactive course for those who want to learn more about successfully managing the resource planning function within their organisation.

Whether you are solely responsible for resource planning, or manage a team with forecasting, scheduling and intraday staff, this course will help you develop your own resource planning strategy and manage people and processes better, so you can get workforce management right for your contact centre.

The blended learning format of the course combines taught topics with single/group working and discussion. You will have ample opportunity to apply what you have learned in practical sessions.

During the structured discussions you will also have time to ask questions on specific issues that you want help with and to learn from the experiences of others and their current practices.

Who should attend?

The **Workforce Management - Advanced** course will be of benefit to those responsible for managing the resource planning function within their organisation, both directly and indirectly. Typically this will include resource planning managers as well as the contact centre managers they report to. The course is also an ideal introduction to managing resource planning for those who will be, or are considering, taking up management responsibility for this crucial operational role.

The course is a next step for those who have completed the **Workforce Management - Fundamentals** course, as well as those with existing resource planning knowledge and experience.

Course outline

How do we win?

- **Understanding** the responsibilities of the resource planning function within the contact centre.
- **Practical:** Where are you now? A practical assessment to discover whether your resource planning function is *Reactive*, *Tactical* or *Strategic*. What these definitions mean and why understanding where you are on this scale is important.

The workforce management health check

- **Understanding** the steps and key stages for conducting a health check of your workforce management process.
- **Explore** the key areas and questions to ask whilst conducting a review.
- **Practical:** Review and audit of a contact centre.
- **KPIs:** the various ways a contact centre can be measured and which KPIs are most appropriate.
- **Defining** a robust workforce management process.

Roles & responsibilities

- **Key** roles and responsibilities required for an effective workforce management function.
- **Identifying** where these roles and responsibilities fit into the workforce management process.
- **Understanding** the main skills required by key roles, such as forecasting, scheduling, intraday management and reporting.
- **How** to manage the skills within your workforce management team.



Your action plan

- **Identifying** the next steps you will need to take to improve workforce management in your organisation and move your resource planning team forward.

Public & private courses, at your location or at our offices

Public courses are held at our Birmingham office. You can find the scheduled dates for these by going to our website. If you want to arrange a private course for delegates from your organisation, either at our offices or at your own location, please get in touch for available dates.

Tailor made content for private courses

If our course doesn't match your requirements, let us know and we can adapt this to meet your needs exactly.

Cost

The cost per delegate for the 1 day course is £450 (ex VAT) and includes a comprehensive printed study guide, access to software (where appropriate) as well as morning and afternoon refreshments and lunch.

Other workforce management courses

Forecasting (1 day) Accurately anticipate your future workload. Includes free Teleopti forecasting software.

Scheduling (1 day) Create work schedules that reflect your agents' work preferences and make sure the right people are available at the right times.

Intraday Management (1 day) Respond better to unexpected changes in staffing and workload and successfully manage attendance and adherence.

Fundamentals (2 days) Covers forecasting, scheduling and intraday management plus reporting to make sure you get workforce management right for your business.

Expert industry training

All of QPC's workforce management courses are taught by experts who have many years' experience of helping large and small organisations, from Barclaycard to Staffordshire Police, O2 to Cornwall County Council, to improve their contact centre resource planning practice.

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.

'Great interaction with group and sharing of knowledge'

Scott Perry, Senior Analyst, SAGA

'Set at a pace suited for anyone involved in resourcing in a contact centre'

Joanne Kelly, RAC Commercial

'Lots of ideas. Really will allow me to move my team forwards over the next 6 months'

Alastair Tordoff, Call Flow Manager Team Leader, Birmingham Midshires

Booking, more information and course dates

For more information on the course, the next available dates or to book please go to:

<http://www.qpc.com/training/wfm-advanced/>

or call: **+44 (0)870 242 1097**

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QPCTM
better data, better decisions