

Workforce Management - Intraday Management

One in a series of courses aimed at making sure organisations have the skills they need to get this critical operational area right, and supporting staff career development with recognised training from subject matter experts

Forecasting and scheduling are key to workforce management, but if the plan isn't managed using robust intraday processes, service level targets will be missed.

Workforce management – Intraday Management, from **QPC**, is a fun and intensive 1 day interactive course for those who want to learn more about how to deliver effective intraday management within their organisation. Whether you are solely responsible for intraday, or manage a team of intraday staff, this course will help to ensure you have the right skills to deliver.

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 you want help with and to learn from the experiences of others.

Who should attend?

This course will be of benefit to those responsible for making sure their contact centre achieves its service level targets on a daily basis. Typically these will include intraday managers as well as the contact centre managers they report to. This is also an ideal sequel to our **Workforce Management – Scheduling** course.

Course outline

Why workforce management is so important


- What is workforce management?
- The effects of overstaffing and understaffing
- What makes the contact centre staffing problem so special, and so difficult
- What workforce management means for different people within your organisation
- The 4 step workforce management process
Data gathering and analysis

Successfully managing daily performance

- Why intraday management is so important
- How you can tell if things are going wrong
- Reaction strategy – planning what to do if things do start to go wrong

Successfully managing attendance and adherence

- The importance of managing attendance and adherence to schedules - the service and cost implications of missing staff
- How to measure attendance and adherence
- The reasons behind attendance and adherence problems
- How to manage attendance and adherence – communicating the importance of adherence to everyone in your organisation, incentive programmes and how to manage individuals



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 £250 (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.

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

Advanced (1 day) Manage the workforce management process better and define a path for its future development in your organisation.

Expert industry training

All of QPC's workforce management courses are taught by experts who have many years experience of helping both 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.

'I learnt a lot generally which can be applied personally'

Emma Sawyer, Capacity Planning Asst, AGEAS Insurance

'The fact that the trainers clearly had a lot of experience to draw from and case studies which helped with examples'

Melissa Swabey, Resource Planning Analyst, Helpline Plc

'Well organised and interactive'

Dale Fielding, Forecasting Analyst, O₂

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-intraday-management/>

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

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better data, better decisions