



# OnDemand All-Access Training Pass



View available courses at [www.icmi.com/odaa](http://www.icmi.com/odaa)

## The Easy & Affordable Solution to Call Center Management Training 28 Courses. 1 Price. Unlimited Use.

### New Reporting Functionality!

See which courses are being viewed by your organization, who viewed them, and when they were viewed.

**What** Access to a library of 28 on-demand contact center training courses for your organization - at an annual flat rate.

**How** Our simplified training model allows you to purchase one annual All-Access Pass to ICMI's OnDemand Training courses.

**Why** To address specific training needs, ongoing employee development, and stay up-to-date on the latest best practices - without taking a bite out of travel budgets.

**Who** This pass is meant to be shared with your entire organization. Each person can take one, two... or all 28 on-demand courses offered!

## The OnDemand All-Access Pass Benefits Everyone

**Managers** can reference a broad array of topic-based training as challenges and opportunities arise in their center.

**Supervisors** will have access to on-demand training that addresses challenges in their current role as well as those that prepare them for call center management - without leaving the office or breaking the bank.

**Agents** can learn how to manage stressful situations and difficult customer contacts, and learn about the importance of their role within the context of contact center operations.

**Employees outside of the call center** will have access to gain an understanding of how a center operates.



A four-year study by the American Society of Training and Development shows that firms that invest \$1,500 per employee in training earn 24% higher gross profit margins and 218% higher income per employee compared to those that spend just \$125.

Read more at <http://www.astd.org>



# OnDemand

## All-Access Training Pass



## Get Unlimited Access to These Courses OnDemand

- + **Connecting with Customers Through Email**
- + **Contact Center Agent Coaching:**  
Improving Performance Through Coaching
- + **Contact Center Agent Coaching:**  
Addressing Challenges in Agent Development
- + **Contact Center Agent Coaching:**  
Inspiring Employees Through Positive Feedback
- + **Contact Center Agent Training:**  
Managing Difficult Customers
- + **Contact Center Basics:**  
An Agents Role in Contact Center Success
- + **Contact Center Culture:**  
Motivation through Collaboration
- + **Contact Center Forecasting:**  
The Fundamentals of Success
- + **Contact Center Forecasting:**  
Improving Accuracy
- + **Contact Center Forecasting:**  
Effective Tactics and Tools
- + **Contact Center Metrics:**  
What Metrics Matter and Why
- + **Contact Center Metrics:**  
Building Reports and Communicating their Meaning
- + **Contact Center Monitoring:**  
Designing a Program that Achieves Results
- + **Contact Center Monitoring:**  
Setting Agent Performance Targets
- + **Contact Center Monitoring:**  
Creating Effective Monitoring Forms
- + **Contact Center Operations:**  
Seven Critical Issues
- + **Contact Center Real-Time Management:**  
Effectively Meet Goals
- + **Contact Center Staffing:**  
Absenteeism and Adherence
- + **Contact Center Staffing and Scheduling:**  
Building a Long-Term Model
- + **Contact Center Staffing and Scheduling:**  
Implementing Best Practices
- + **Contact Center Staffing and Scheduling:**  
Group Design and Other Considerations
- + **Contact Center Staffing:**  
Escaping the Costly Cycle of Turnover
- + **Contact Center Stress Management:**  
Signs, Symptoms and Solutions
- + **Contact Center Training:**  
Designing Effective Training for Agents
- + **Do-It-Yourself Workforce Management**
- + **Principles of Effective Contact Center Management**
- + **Small Contact Centers:**  
Forecasting and Scheduling
- + **Small Contact Centers:**  
Measuring and Improving Performance

### The following courses are not included in the OnDemand All-Access Pass:

Achieving Better Service Levels When Adding Staff Isn't an Option  
Adding Sales to a Service Environment  
Contact Center Home Agents: Assessment and Strategic Planning  
Contact Center Home Agents: Operational Execution  
Contact Center Home Agents: Leadership and Management  
Contact Center Management: Developing Supervisors Who Lead  
Designing a Contact Center Incentive Program that Drives Results  
Essential Principles of People Management  
Improving Your Customer Experience Through a Seamless Multi-Channel Approach  
Leading Practices in IVR Design: Turn Your IVR from a Liability to an Asset  
The Role of Social Media in Customer Service  
Understanding ACD Data: What You Need to Know and Why

**About ICMI:** The International Customer Management Institute (ICMI) provides professional services like training, certification, consulting, and networking through online and event activities for customer management professionals – from frontline agents to executives – who wish to improve customer experiences and increase efficiencies at every level of the contact center.