

Bring ICMI to Your Call Center for Superior Training



Client-Site Training delivers ICMI's instructor-led courses directly to your center...

📍 **WHERE** you want it 🕒 **WHEN** you want it 📍 **HOW** you want it

Partner with ICMI to develop a training program that offers an optimal training opportunity for everyone within your organization's call center. ICMI has trained over 60,000 customer management professionals for over 26 years – let us put our expertise to work for you!

Advantages of Client Site Training

- **Affordability** – As few as 10 participants can take part in any of ICMI's training courses – without the downtime or costs associated with out-of-office travel.
- **Flexible timing** – You chose the dates that work best for your organization, and we'll send the trainer.
- **Customization** – Your training experience can be tailored to include a mix of topics from our standard classes to help address your specific training objectives.

Learn More!

For more information go to icmi.com/clientsite

Want a Detailed Proposal?

Contact ICMI at icmi@icmi.com | 800.672.6177

Need More Proof?

96.5%

Of attendees indicated they would recommend ICMI Training to others.

4.7 out of 5

Average Overall Course Rating

4.9 out of 5

Average Overall Instructor Rating

Choose from the Courses Below, or Allow Us to Customize Training for You

Agent Level Training

- Managing Difficult Customer Contacts – **Popular Course**
- Connecting with Customers Through Email
- It's All About the Customer
- Managing Customer Contacts with Quality – **Popular Course**
- Proven Inbound Sales Techniques
- The Dynamic Contact Center

Supervisor Level Training

- Essential Principles of People Management – **Recently Updated**
- Essential Skills and Knowledge for Effective Contact Center Management – **Popular Course**
- Contact Center Coaching: A Practical Approach to Getting Results – **Popular Course**
- Essential Skills and Knowledge for Supervisors
- Measuring Contact Center Effectiveness
- Monitoring and Coaching for Supervisors

Manager/Supervisor Level Training

- Advancing Contact Center Quality Through Monitoring and Coaching – **Recently Updated**
- Essential Principles of People Management – **Popular Course**
- Measuring Contact Center Effectiveness

Manager/Director Level Training

- Essential Skills and Knowledge for Effective Contact Center Management – **Flagship Course**
- Contact Center Technology
- Mastering Contact Center Financials: Strategies for Planning, Measuring, and Reporting – **New**
- Measuring Contact Center Effectiveness
- Contact Center Strategy: A Planning Workshop – **Recently Updated**

Director Level Training

- Understanding and Boosting the Value of the Contact Center

Workforce Management Training

- The Workforce Management Boot Camp

Not Sure Where to Start?

Our popular flagship course, **Essential Skills and Knowledge for Effective Contact Center Management** will put you and your team on the path towards professional development.

What Attendees are Saying about Our Training:

- “Very practical information that has been used to improve our process.”
- “Excellent course for both novice and experienced individuals in the call center industry.”
- “This was the most beneficial course I have taken in the past 10 years.”
- “Fantastic takeaways and great content. It was exactly what a CC manager needs!”
- “Excellent content and a knowledgeable and qualified presenter.”

About ICMI Training

ICMI provides contact center professionals – from agents to executives – with skills to improve service levels, increase employee engagement and raise the overall value of the contact center within their organization.