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**ICMI Announces San Diego Training Symposium Agenda**

*Training and networking for contact center professional to come together April 20-23 in San Diego, CA*

**Colorado Springs, CO --- March 10, 2010 ---** The International Customer Management Institute (ICMI) will bring their top training offering together in one place for an accelerated learning experience at the [ICMI San Diego Symposium](#), taking place April 20-23 in San Diego, CA.

**Event highlights will include:**

- [Value-priced inclusive packages](#) ranging from one to four days in length.
- Seven training course options ranging from one to four days in length, including such popular ICMI offerings as [“The Workforce Management Boot Camp,”](#) [“Essential Skills and Knowledge for Effective Contact Center Management”](#) and [“Monitoring and Coaching for Improved Contact Center Performance.”](#)
- [On-site networking activities](#), including evening receptions, a panel discussion, a “Lunch & Learn” led by an [ICMI](#) industry expert, and ICMI’s signature “QueueTips Breakfast,” peer-to-peer sharing focused on a wide array of industry topics.
- The opportunity to [meet one-on-one](#) with an ICMI Industry Expert

Training courses will cover topics such as improving quality and efficiency, schedule and forecast accuracy, customer loyalty, monitoring and coaching and more. This event will address the needs of all contact center professionals, including:

- Senior Executives and Directors who are accountable for strategic planning and alignment
- New and Experienced Managers responsible for operational and tactical plans
- Team Leaders and Supervisors in charge of day-to-day operations, coaching and monitoring
- Analysts who require a fundamental understanding of industry principles

“We’re excited by the overwhelming response we’ve received, as well as the quality and caliber of those attendees who have already registered,” said Linda Riggs, Director of Training and Certification for ICMI, “We’ll have representation from Walmart, United Way, Jenny Craig, Intuit, and many more well-known organizations. This is definitely a testament to the top-of-the-line educational experience that ICMI is known to provide.”

For more information or to attend the 2010 San Diego Symposium, visit <http://www.icmi.com/SanDiegoSymposium> or call 800-627-6177.

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**About ICMI**

The International Customer Management Institute (ICMI), celebrating its 25th anniversary in 2010, is the leading global provider of comprehensive resources for customer management professionals – from frontline agents to executives – who wish to improve contact center operations, empower contact center employees, and enhance customer loyalty. ICMI’s experienced and dedicated team of industry insiders, analysts, and consultants are committed to providing uncompromised objectivity and results-oriented vision through the organization’s respected lineup of professional services including: Training and Certification, Consulting, Events, and Informational Resources. Founded in 1985, ICMI continues to serve as one of the most established and respected organizations in the call center industry.

ICMI is a part of UBM Live which provides leading integrated media solutions and professional services across 20 different markets. Operating across the globe, its events, training, publications, awards programs and websites offer professionals in Interiors, Security, Venues, Customer Management, Safety & Health and Facilities the ultimate experience in learning, networking, and business development