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**ICMI Training Comes to Canada
Multiple Training Classes for Contact Centre Professionals To Be Offered at
ICMI's Toronto Symposium, April 27-30 in Toronto, Canada**

Strategy class to be taught by call centre industry guru Brad Cleveland

Colorado Springs, CO — January 27, 2010 — Call centre professionals can now take part in a multi-day educational experience without leaving the country. **International Customer Management Institute (ICMI)**, the leading global provider of comprehensive resources for customer management professionals, has recently announced the entry of their training courses into the Canada market, which will include a four-day training **Symposium** taking place April 27-30 in Toronto, Canada.

The Symposium will offer two inclusive package choices that incorporate both intensive training and multiple networking opportunities, and allow attendees to mix and match four training course options ranging from two to four days in length. Choices will include such popular ICMI offerings as **"The Workforce Management Boot Camp," "Essential Skills and Knowledge for Effective Contact Centre Management"** and **"Monitoring and Coaching for Improved Contact Centre Performance."**

Also offered will be, **"Smart Strategy = Strong Leadership: An Executive Workshop on Contact Centre Strategic Planning,"** to be taught by ICMI Founding Partner and Industry luminary **Brad Cleveland**.

"I'm very excited to be an integral part of this event as it is offered in Canada for the first time," Brad Cleveland said. "This will provide an indispensable opportunity for call centre professionals in this area to get accelerated, in-depth training and networking right in their own backyard."

On-site **networking activities** will be plentiful, and include evening receptions, a panel discussion, and ICMI's signature "QueueTips Breakfast," peer-to-peer sharing focused on a wide array of industry topics.

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

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About ICMI

The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals – from frontline agents to executives – who wish to improve customer experiences and increase efficiencies at every level of the contact centre. 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 centre industry.

About Think Services

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