

Contact Center Management: Developing Supervisors Who Lead



“The variety and content of the ICMI seminars are invaluable to taking your call center to the next level.”

*Reye Kenney
Telecommunications Director,
Hagerty Insurance*

COURSE PRICE

Virtual Classroom Course

\$299

Live, virtual two hour course.

REGISTER: icmi.com/training

WHO SHOULD ATTEND?

- Vice Presidents
- Directors
- Managers

A proven three-step process guides VPs, directors and managers in how to increase agent retention, efficiency, and productivity by building a supervisor leadership climate.

Improving the leadership skills and effectiveness of your supervisors is the best direct method to sustain a reduction in agent attrition. Through ICMI's *Developing Supervisors Who Lead*, virtual classroom course, you'll learn to forge an unbreakable link from manager to agent through "super" supervisors that will have a direct, positive impact on the performance of frontline agents.

Organizations that have engaged, enthusiastic supervisors enjoy reduced attrition, higher efficiency, better schedule adherence, increased employee satisfaction, increased customer satisfaction, and increased revenue. With a focus on why supervisor development is critical, this course will teach you proven methods for constructing a winning program to find, train, and groom supervisors with the skills to effectively manage their teams.

No formal classroom? Limited budget for training? One of the best takeaways from this course is how to build a supervisor leadership skills training program when a formal classroom isn't an option.

This course, designed for vice presidents, directors, and managers who want to reduce agent attrition and increase productivity, will prepare you to:

- Spot, interview and hire a "super" supervisor, including the pros and cons of hiring from within as well as from the outside.
- Develop and train a new supervisor, including building checklists of general and specific training topics and motivating your new supervisor right from the start.
- Groom your new supervisor for success, including coaching to make the step from agent to supervisor and using mentors.

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COURSE OUTLINE

Unit 1: Importance of Supervisors

- ▶ Strong Characteristics
- ▶ Look for signs of a well supervised center

Unit 2: Hire the RIGHT Supervisor

- ▶ Identify the best supervisors for your center
- ▶ Look for an "A" supervisor

Unit 3: Training Supervisors

- ▶ Provide the right tools they need to get the job done
- ▶ Develop a training checklist

Unit 4: Groom to Meet Expectations

- ▶ Prepare supervisors with the skills they need to be effective
- ▶ Be a mentor

Unit 5: Remove Obstacles

- ▶ Be able to leverage strengths across your team to make a larger impact
- ▶ Enhance the center's ability to meet goals with less effort

Unit 6: Measure and Celebrate

- ▶ Results that knock your socks off
- ▶ Maintain a To-Do list

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 center. 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, consulting, events, and information resources.