

Contact Center Staffing: Absenteeism and Adherence



"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.

On-Demand \$299

Access course recording for 30 days.

REGISTER: icmi.com/training

WHO SHOULD ATTEND?

- Managers
- Supervisors
- Team Leaders

Learn how absenteeism and adherence affect your service levels and how to develop the most effective ways of keeping agents available.

By addressing absenteeism, you are working to get employees to come to work and by addressing adherence to schedule, you are striving to get them to conduct activities when they should.

Through ICMI's **Contact Center Staffing Absenteeism and Adherence** course, you'll examine the top reasons for absenteeism and how to evaluate policies that might actually be encouraging absenteeism. You'll learn how to start laying a foundation for good attendance. You'll also discover how to set up an agent task force that can help you uncover problems and set actions.

Once you have addressed the attendance issue, you'll move on to discover where time is lost when agents are IN the building. You'll learn the basics of calculating schedule adherence. Once you have set your goals, you'll discover how to set reasonable expectations and educate your call center on the importance of the "power of one."

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Designed for managers, supervisors and team leaders who monitor agents or set policies for attendance or adherence, this course provides solid tips and techniques in

- Why absenteeism occurs so you can pinpoint trouble spots in your policies.
- What policies have worked for other organizations and how you can use them to prevent absenteeism in your contact center.
- How to effectively measure adherence in order to spot unaccounted time.
- How to set adherence goals that are simple to calculate, simple to explain and simple to understand in order to maintain a realistic, attainable and fair policy.

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COURSE OUTLINE

Unit 1: Why Absenteeism Occurs

- ▶ How to Prevent It
 - Educate
 - Monitor
 - Plan
 - Survey Staff

- ▶ What Worked For Others
 - Helpful Tools
 - Human Resource Policy Review

- ▶ Adherence to Schedule
 - Measuring
 - Setting Realistic Goals
 - Getting Agent Support
 - Managing

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.