

Contact Center Supervisor Leadership Development Program



COURSE PRICE

Private Classroom Course

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Client Site Course

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icmi.com/training

Equip call center supervisors with leadership skills that strengthen their roles as the critical link between strategic goals and tactical performance.

Too often, managers promote their best agents to be supervisors, without equipping them with vital new leadership skills that will determine their success in their new job role. Through ICMI's Contact Center Supervisor Leadership Development Program, supervisors will increase their overall level of contact center knowledge and gain a common focus for the work that they do.

The program combines the fundamentals of the call center's unique operating environment with general leadership and coaching skills to provide call center supervisors with a curriculum that is specifically suited to them. Through this development program, supervisors will learn the skills necessary to lead their teams to success.

The program delivers a deeper understanding of the management principles of the contact center and elevates the professionalism of the contact center supervisor. This leads to greater retention as supervisors clearly see the impact of their positions and the career paths they lead to. Supervisors will complete the program with a greater understanding of the results they are being asked to achieve and why they are so important.

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Designed for newly promoted supervisors, as well as those with more experience, who need further training in the fundamentals of the call center's unique operating environment and who need to:

- ▶ Understand the basic management process and how it relates to service level and quality.
- ▶ Be able to interpret real-time management information.
- ▶ Monitor and coach to create a performance improvement culture.
- ▶ Master people management skills needed to be an effective and professional supervisor.

Flexibility of Delivery

Independent and interrelated days of training allow for flexibility of scheduling. Since the material is modular, it can be delivered in segments or in full days. The program can be delivered via classroom or at a client's site.

Design Your Own Curriculum

The core program can be broken apart to meet your specific needs. Mix and match units to build the supervisor training program that meets your needs. Please view course outline above to see the different units available.

Optional Certificate Program

Certificates are awarded after all unit tests have been completed.

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PROGRAM OUTLINE

Mix and match units below to create a results-driven training program for your agents.

Essential Skills and Knowledge for Call Center Supervisors – 1 day

- Module 1: The dynamic call center profession
- Module 2: The planning and management process
- Module 3: Interpreting real-time management information
- Module 4: The relationship between service level and quality

Monitoring and Coaching for Improved Performance – 2 days

- Module 1: A performance improvement culture
- Module 2: Performance standards
- Module 3: Monitoring
- Module 4: Coaching

Essential Principles of People Management – 2 days

- Module 1: Interviewing and onboarding
- Module 2: Motivation and retention
- Module 3: Communication
- Module 4: Managing teams
- Module 5: Time management
- Module 6: Stress and change management

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.