

Contact Center Staffing: Escaping the Costly Cycle of Turnover



"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 Download
\$299

Access course recording for
30 days.

REGISTER: icmi.com/training

WHO SHOULD ATTEND?

- **Managers**
- **Supervisors looking for ways to minimize turnover**

Discover the "glue" that can help keep agents in your call center committed and engaged so you can finally stop the costly cycle of turnover.

Even in an industry where continuous turnover seems to be a fact of life, it is possible to break the cycle and create a more productive work environment that also saves your organization money. ICMI's *Contact Center Staffing: Escaping the Costly Cycle of Turnover* online virtual classroom course will help you learn what changes you can immediately implement that will help keep employees happily working for your company.

This course delves into the specific reasons why people stay at certain companies and what makes them quickly leave others. You'll find out how a paycheck plays into the equation and why it's not the only factor to consider when working to keep employees satisfied. We'll show you how to measure the true cost of replacing agents and offer a multi-level approach to managing retention.

Ever wonder what highly successful contact centers are doing to boost agent buy-in? In ICMI's *Contact Center Staffing: Escaping the Costly Cycle of Turnover* online virtual classroom course, we'll reveal the actual strategies leading companies are using today to retain employees.

Using specific examples, we'll illustrate how certain workplace environment changes have been extremely effective and demonstrate how they may work in your organization. We'll show you some new ways to fine tune processes within your call center for better results. And we'll teach you tips for hiring the right people and developing programs that reward, motivate and support your most valuable assets.

This course covers:

- ▶ The heart of engagement: Why do agents leave? Why do agents stay?
- ▶ Getting real: Strategies of highly successful call centers
- ▶ Managing retention: Ideas you can use in your organization
- ▶ A multi-layered program: Creating a program that will motivate, support and reward your employees

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COURSE OUTLINE

Module 1: The Heart of Engagement

- ▶ Establish satisfaction and commitment
- ▶ Motivation

Module 2: Getting Real

- ▶ Categorize turnover
- ▶ Measure replacement and lost opportunity cost

Module 3: Managing Retention

- ▶ Measure by company and individual
- ▶ Explore economic and geographical factors
- ▶ Rethink the Heart of Engagement

Module 4: A Multi-Layered Program

- ▶ Start with the right environment

Module 5: Create the right process

Module 6: Light the fire

Module 7: Establish what retention strategies

- ▶ Have met with the most success and the least success

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.