

Small Contact Centers: Measuring and Improving Performance



"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?

- Directors
- Managers
- Supervisors

You can master more effective small call center management by learning the finer points of measuring performance and using the information you gather to improve results.

Limited resources do not have to mean limited results. When you learn what is important to measure, gather accurate data and use your metrics to tailor your coaching techniques, you will achieve greater performance—even if yours is a small call center. With ICMI's *Small Contact Centers: Measuring and Improving Performance* virtual classroom course, you'll learn which metrics are important, how to be as accurate as possible when obtaining them and ways you can tailor your training and hiring practices accordingly.

This course details the different categories of metrics and helps you make sense of which ones are most critical to your Key Performance Indicators (KPIs). We'll help you explore how to best measure them and how you can use the results to positively influence individual performance. We'll also reveal why quality monitoring is a must the things you should be doing to get a handle on it.

In ICMI's *Small Contact Centers: Measuring and Improving Performance* virtual classroom, you'll also learn to take your coaching acumen to the next level in order to boost productivity and quality, encourage positive behaviors, change unwanted behaviors, affect culture, increase retention and more. Plus, we'll reveal some of ICMI's unique hiring practices—often very effective in smaller call centers.

This course covers:

- Measuring the right things: learn to identify what will get you the best results
- How to select agent measures to drive the right behaviors
- Unique hiring practices: can they work for you?
- Ways you can increase retention
- Why recurrent training is vital
- Stepping up your communication for better results
- Identifying the low hanging fruit implement

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COURSE OUTLINE

Module 1:

Measuring the right things

- Metrics must reflect your strategy
- Measure Performance

Module 2:

Selecting agent measures that drive the right behaviors

- Quality Contact Handling and Monitoring
- Adherence to schedule

Module 3:

Unique hiring practices

- Setting expectations
- Review skill requirements

Module 4:

Increasing retention

- Create diverse job functions
- Management Responsibilities
- Cross functional teams

Module 5:

Advantages of a monitoring and coaching program

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.