

Workforce Management Boot Camp



“This is an essential course for all workforce managers.”

*Lisa Hower
National Enterprise Workforce Manager,
Discover Card*

COURSE PRICE

Classroom Course
\$2995

Client Site Course
Call for pricing
A four-day course conducted at your location.

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A comprehensive, four-day workshop that integrates all aspects of workforce management to give work force management professionals the precise, start-to-finish skills that will improve accuracy, efficiency, increase employee and customer satisfaction, and consistently meet service levels.

ICMI's Workforce Management Boot Camp is an unparalleled opportunity to learn an integrated approach to call center workforce planning based on the realities that managers and analysts face every day.

Through this boot camp, you'll supplement your on-the-job experience with formal training. You'll focus on gaining a complete understanding of the theory and doing the practice work to:

- ▶ Understand the basic WFM statistics .
- ▶ Examine a variety of forecasting models and determine what works best for you.
- ▶ Provide more value through reporting and data administration.
- ▶ Get the most out of Excel.
- ▶ Use forecasting, scheduling, and analysis tools to increase efficiency.
- ▶ Reduce the “chaos mentality” of real-time management and build a proactive real-time management plan.
- ▶ Create long-term staffing plans that account for the realities in your center.
- ▶ Identify how and when to reforecast.

This intensive, exercise-based, team-oriented workshop is designed for practicing workforce directors, managers, and supervisors who are familiar with, or even working with WFM, and who want hands-on, expert training in WFM theory and practice to:

- ▶ Supplement on-the-job experience with the formal training that will increase the efficiency and effectiveness of WFM planning efforts.
- ▶ Confidently create forecasts that are consistently accurate on an interval by interval basis.
- ▶ Create long-term staffing plans that account for the realities in your center.

COURSE OUTLINE

Unit 1: What is WFM

- ▶ The planning and management process
- ▶ WFM maturity assessment
- ▶ Workforce management team structure

Unit 2: Excel - a key tool for WFM

- ▶ Weighted Average
- ▶ Standard deviation: measuring and controlling variation
- ▶ Correlation
- ▶ Pivot tables
- ▶ Advanced formulas
- ▶ Advanced statistics that will help you do your job
- ▶ Samples versus population data

Unit 3: Forecasting

- ▶ Cleaning the data
- ▶ Statistical methods including:
 - Historical models
 - Driver based
 - Event models
 - Judgement based forecasting
 - Comparing forecast performance with regression testing

Unit 4: Long Term Staffing

- ▶ Value of a long term plan
- ▶ Shrinkage/RSF
- ▶ Vacation and holiday planning
- ▶ Staff utilization
- ▶ Staffing models

Unit 5: Weekly Staffing and Scheduling

- ▶ Zero based staffing
- ▶ Scheduling practices
- ▶ Determining shifts
- ▶ Determining FT/PT ratio

Unit 6: Real Time Management

- ▶ Proactive planning
- ▶ Day before adjustments
- ▶ Building a real time response plan
- ▶ Adherence to schedule

Unit 7: Data Administration and Reporting

- ▶ Reporting and data administration
- ▶ Communicating the value of workforce management
- ▶ Building a real time response plan
- ▶ Adherence to schedule

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.