



TRAINING | EVENTS | RESOURCES | CONSULTING

EMPOWERING CONTACT CENTER EXCELLENCE

ICMI.com/Empower | 800-672-6177



TRAINING AND PROFESSIONAL SERVICES

The ICMI Difference: Professional training, events, consulting, and resources to **help your center optimize performance.**

PROFESSIONAL DEVELOPMENT AND PERFORMANCE IMPROVEMENT TO OPTIMIZE YOUR CENTER

ON-SITE

- Certified, highly rated contact center instructors training your staff at your location on your schedule.
- Consulting and Site Certification: Proven industry experts partnering with you to drive business results and improve contact center operations

OFF-SITE

- Training symposiums for contact center managers and specialists to network and learn with their peers.
- Contact center conferences with workshops, industry renowned keynote speakers, and innovative solutions

ONLINE

- Online training to improve agent and supervisor performance
- Online resources available year round from the top leaders and subject matter experts in the industry

Our highly-interactive training is designed specifically for the contact center and focuses on strategic value, operations management, people management, and customer service skills. Multiple delivery options, including Client Site, Training Symposium, and Online, make this vital curriculum accessible to contact centers of all types and sizes.

TRAINING FOR ALL LEVELS



Agent



Supervisor



Manager & Director



**Workforce &
Quality Managers**



TRUSTED WORLDWIDE

Over 100,000 professionals annually, ranging from newbies to experienced executives, use ICMI Training to develop and improve their skills.

AGENT COURSES

From soft skill fundamentals and best practices to understanding the impact of their critical role within the contact center, agents will learn and retain essential information to maximize their effectiveness as an ambassador for your organization.



An Agent's Role in the Contact Center

1 Day - \$695

This course explores the critical role of the agent within the unique and dynamic contact center environment. Participants will leave this course with an understanding of how they fit into the bigger picture of call center planning and how the “power of one” can affect customers as well as fellow employees.

Blending Sales and Service

1 Day - \$695

This course explores the similarities and differences between sales and service contact center environments. Participants will leave this course with an understanding of their strengths in sales and services, the pitfalls that they may experience, and how to effectively provide a sales-minded, service-focused customer experience.

Managing Customer Contacts with Quality

1 Day - \$695

This course explores the soft skill fundamentals and best practices necessary for success in every customer contact. Participants will leave this course with key components they need to provide superior customer service.

Managing Difficult Customers

1 Day - \$695

This course builds on the soft skill fundamentals and prepares participants with exposure to a variety of difficult contact types. Participants will leave this course having practiced and applied the skills necessary for diffusing and resolving difficult customer contacts.



We have been able to take unexperienced employees to the next level using the best practices provided by the ICMI speakers and attendees.

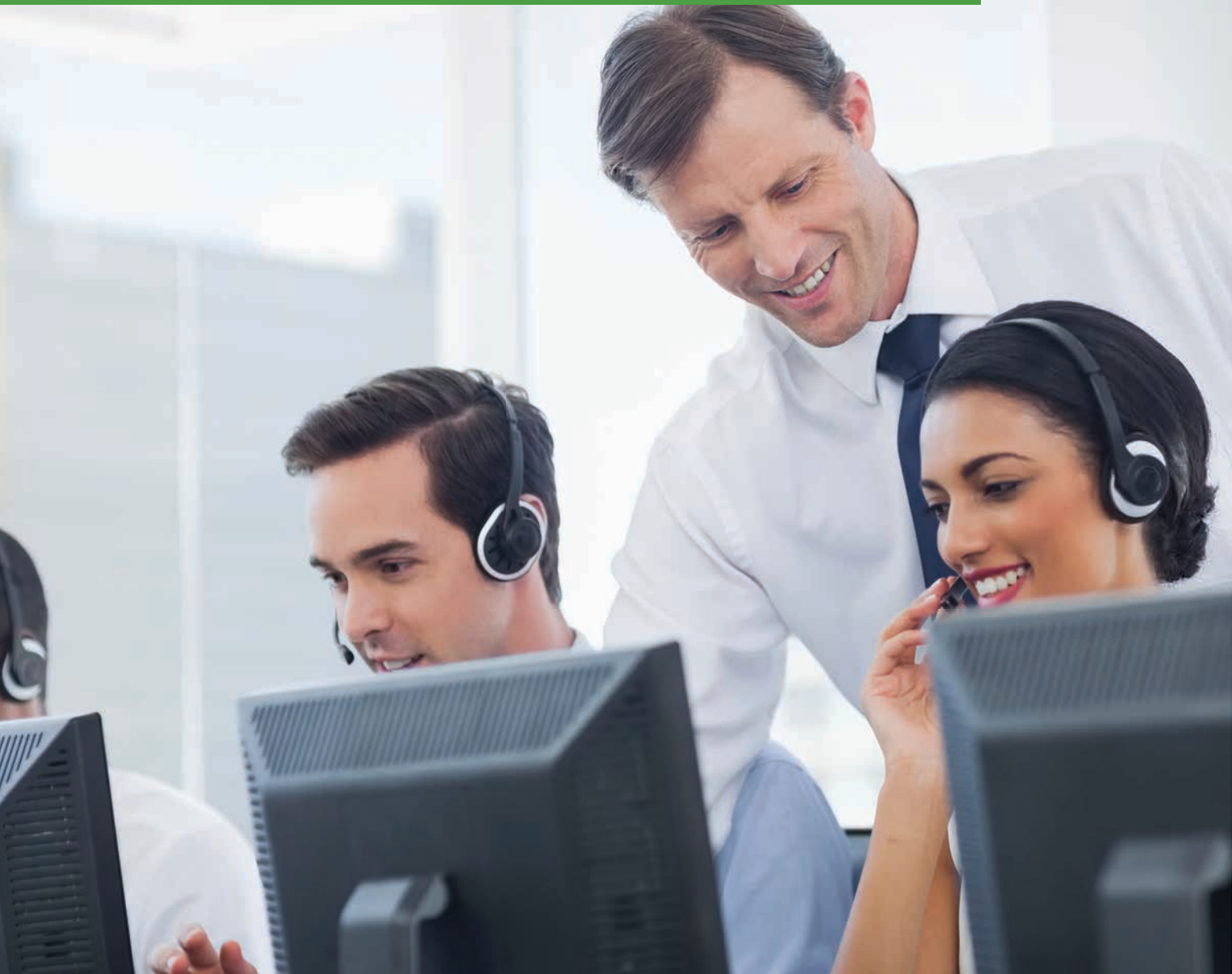
Cindy Morales, Facilities Manager, Align Technology, Inc.



A full list of ICMI curriculum can be found at [ICMI.com/Training](https://www.icmi.com/Training)

SUPERVISOR COURSES

Combining the fundamentals of the contact center's unique operating environment with general leadership and coaching skills, these courses provide contact center supervisors with curriculum that is specifically suited to them.



Supervisor Leadership Development Program

4 Days - \$2,995

This 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. The program includes the three courses listed below (courses may be purchased separately).

Contact Center Agent Coaching

1 Day - \$795

These courses provide a step-by-step outline of the coaching process, so you'll know what actions to take at each point of a real-life interaction with agents.

Contact Center Fundamentals

1 Day - \$795

This course is guaranteed to give supervisors involved in resource planning, call center analysis and performance reporting the tools necessary to contribute to workforce management, staffing and scheduling.

People Management

2 Days - \$1,495

This course will prepare you to implement the key principles of management that will have a direct impact on agent retention. Plus, learn to boost agent retention and productivity by mastering the skills you need to hire and manage a fully engaged team of people who are working at their full potential.

Monitoring and Coaching

2 Days - \$1,495

This course will help you design a comprehensive, cost-effective monitoring and coaching program that boosts quality, drives performance improvement initiatives and increases agent performance and commitment.



*Coaching and mentoring has laid the ground work for me to build off of.
The information provided was invaluable to start my process.*

Michael Grey, Operations Manager, New York University



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MANAGER & DIRECTOR COURSES

Complete training for managers new to the contact center as well as experienced contact center professionals, featuring a wide range of topics that focus on contact center management, strategy, and operations.



Contact Center Strategy

2 Days - \$1,895

This executive-level planning workshop will provide the tools and direction necessary to develop, implement and manage a contact center strategy, and leadership process.

Essential Skills and Knowledge

2 Days - \$1,895

This course will teach you how to apply the core principles of managing a contact center to critical new environments such as evolving customer expectations, the rise of social media, proliferating contact channels and the heightened strategic role of customer services that are changing contact centers dramatically.

More than Metrics

2 Days - \$1,895

In this course you'll take an extended look at the key metrics contact centers should focus on. This will include a breakdown of metric accountability by level and how to best communicate results and performance to each respective group.

Small Contact Center Workshop

1 Day - \$1,195

This course is designed to provide indispensable tools, strategies and tips you can use immediately to help you achieve greater performance.

“

The Scorecard we were using underwent a major renovation after attending your class. Ideas for a Development Plan were implemented after another class I attended. Many of the best ideas I implemented came from ICMI!

Dean Warner, Line of Business Manager, Liberty Bank

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A full list of ICMI curriculum can be found at ICMI.com/Training

WORKFORCE & QUALITY MANAGERS

ICMI curriculum covers much more than foundational training; we also cover workforce management, small contact center management, quality program development, and knowledge management.



Quality Form Development Workshop

1 Day - \$795

This course will take an in-depth look at the components of an effective quality form, regardless of the channel. After spending some time identifying the key elements of a QM form, attendees will undergo the process of building a QM form, transition into conducting effective calibration sessions, and finally end by delivering actionable coaching and feedback.

The Workforce Management Boot Camp

4 Days - \$2,995

Through this course you'll supplement your on-the-job experience with formal training, learning how the best in the industry provide accurate forecasts and schedules that balance the needs of the organization and employees.



ICMI provides many tips and information that's crucial to helping contact centers become successful. Their trainers are very knowledgeable and have great ideas on how to improve customer satisfaction.

Geetangeli Seubarran, Quality Analyst, Montefiore Medical Center



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A SMALL INVESTMENT IN PEOPLE A BIG IMPROVEMENT IN SERVICE

- Improve service quality through agent development
- Improve agent performance through supervisor development



COMMON TOPICS

- Contact Center Fundamentals
 - Positive Language and Communication
 - Greetings and the Impact of Tone
 - Effective Listening
 - Effective Questioning
 - Managing Difficult Customers
 - Upselling and Cross-selling
 - Email, Chat, and Social Media Skills
 - Forecasting , Staffing, and Scheduling
 - Adherence to Schedule
 - Quality Monitoring
 - Effective Coaching
 - Employee Engagement
 - Performance Management
-

ONE PRICE. UNLIMITED ACCESS. ONE YEAR.

Contact us today on how to make the most of your contact center training program and improve agent retention and customer satisfaction at the same time.

UP TO 10 USERS

\$995

UP TO 250 USERS

\$2995

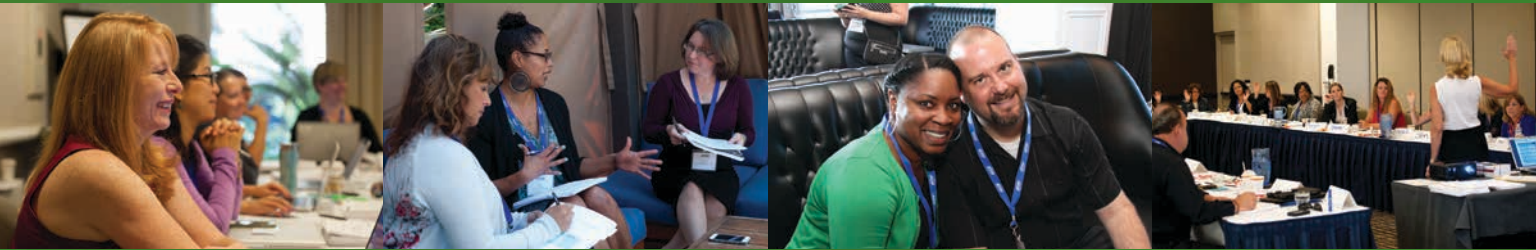
250+ USERS

**CALL FOR
PRICING**

ICMI.com/OTP

ICMI TRAINING SYMPOSIUMS

Your ticket to live class room training, best practice content, peer-to-peer insights, and innovative solutions.



COURSE NAME	# of Days	Orlando, FL Mar. 7-10, 2016	Alexandria, VA Jun. 21-24, 2016	San Diego, CA Nov. 15-18, 2016
The Workforce Management Boot Camp	4	✓	✓	✓
Supervisor Leadership Development Program *NEW*	4		✓	✓
Trainer Development Workshop *NEW*	2			✓
Contact Center Strategy	2	✓	✓	✓
Essential Skills and Knowledge	2	✓	✓	✓
Monitoring and Coaching	2	✓	✓	✓
More than Metrics	2	✓		✓
Quality Form Development Workshop	1	✓		✓
Small Contact Center Workshop	1	✓	✓	✓

4 Day Pass - \$2,995 | 3 Day Pass - \$2,495 | 2 Day Pass - \$1,895 | 1 Day Pass - \$1,195

Early Bird rates available. See more details at ICMI.com/Symposium



CONSULTING SERVICES

ICMI is the leading industry expert for improving contact center operations. With real-world solutions led by a team of senior consultants and subject matter experts, we help guide our clients to improve customer experiences and strengthen business results.

ADVISOR SOLUTIONS

- Ideal approach for small or rapidly growing contact centers that need to define and formalize their processes
- 2-3 days –on-site observations with real-time suggestions for improvement
- 1-2 days – off-site generating a high-level plan with actionable and prioritized recommendations

OPERATIONAL ASSESSMENT

- Extensive remote pre-assessment data gathering
- 1-2 weeks of on-site observation
- Multi-level staff interviews (agents thru to directors)
- Focus groups and general discovery
- 2-3 weeks of off-site for analysis and generation of the report of findings and recommendations
- Project culminates with an in-person read-out and executive level presentation

ICMI CONTACT CENTER SITE CERTIFICATION

Comprised of a four-step process, participating organizations take part in a formal customer management operations assessment, followed by an implementation and audit period, which then prepares them for certification.



contact center expo & conference

May 10-13, 2016
Long Beach, California
Long Beach Convention Center



LEARN MORE: ICMI.com/CCExpo

EDUCATION · INSPIRATION · NETWORKING · TOURS · TECHNOLOGY



contact center demo & conference

October 25-27, 2016
Dallas, Texas
InterContinental® Dallas



LEARN MORE: ICMI.com/CCDemo