ICMI Online Training Pass
Course Suggestions by Position

Courses are listed in a recommended order, but adjustments can be made based on your center's particular circumstances.

Position	Suggested Courses
Phone Agent	How Contact Centers Are Different Planning & Managing in the Contact Center The Agent's Impact on the Contact Center Choosing Your Words Using Your Voice Asking Questions Effectively Listening Actively Building Rapport with Customers Expressing Empathy Handling the Call Flow Avoiding Escalations Managing Stress Managing Difficult Customers
Email, chat, and/or social media Agent	How Contact Centers Are Different Planning & Managing in the Contact Center The Agent's Impact on the Contact Center Choosing Your Words Asking Questions Effectively Expressing Empathy Avoiding Escalations Managing Stress Managing Difficult Customers Written Communication Skills

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Position	Suggested Courses
Sales Agent	How Contact Centers are Different Planning & Managing in the Contact Center The Agent's Impact on the Contact Center Choosing Your Words Using Your Voice Asking Questions Effectively Listening Actively Building Rapport with Customers Expressing Empathy Managing Stress Managing Difficult Customers Blending Sales and Service Developing a Selling Attitude Building Product Knowledge Presenting for Sales Understanding People & Buying Selling, Step-by-Step If also handling emails, Written Communication Skills
Team Lead or Supervisor	Contact Center Fundamentals Supervising Others (Agent Coaching Series #1) Giving Feedback (Agent Coaching Series #2) Coaching Agents ((Agent Coaching Series #3) Motivation through Collaboration Hiring & Onboarding
Quality Analyst	Contact Center Fundamentals Quality Monitoring Series If providing feedback on audits directly to agents then, Giving Feedback (Agent Coaching Series #2)
Quality Manager	Contact Center Fundamentals Supervising Others (Agent Coaching Series #1) Giving Feedback (Agent Coaching Series #2) Coaching Agents ((Agent Coaching Series #3) Quality Monitoring Series Hiring & Onboarding
Trainer	Contact Center Fundamentals Supervising Others (Agent Coaching Series #1) Giving Feedback (Agent Coaching Series #2) Coaching Agents ((Agent Coaching Series #3)

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Position	Suggested Courses
Workforce Management	Contact Center Fundamentals Forecasting, Staffing, and Scheduling More than Metrics
Contact Center Manager	Contact Center Fundamentals Supervising Others (Agent Coaching Series #1) Giving Feedback (Agent Coaching Series #2) Coaching Agents ((Agent Coaching Series #3) Motivation through Collaboration Hiring & Onboarding Quality Monitoring Series More than Metrics
Other Departments	Contact Center Fundamentals