



WE MAKE CONTACT CENTERS BETTER

# ICMI Course Calendar 1H 2025

See the Full 2025 Calendar:

<https://www.icmi.com/training/course-catalog/all>

Jan. 9, 2025  
Virtual Classroom

## [Contact Center Management](#)

Price: \$1,999

Jan. 14, 15, 16, 17, 2025  
Virtual Classroom

## [ICMI Elevate: Contact Center Supervisor Training Series](#)

Jan. 14 – Supporting Operational Excellence

Jan. 15 – Building an Engaged Workforce

Jan. 16 – Metrics and Data for Supervisors

Jan. 17 – Coaching for Supervisors

Price: \$2299

Jan. 14, 2025  
Virtual Classroom

## [ICMI Elevate: Contact Center Supervisor Training Series – Supporting Operational Excellence](#)

Price: \$999

Jan. 15, 2025  
Virtual Classroom

## [ICMI Elevate: Contact Center Supervisor Training Series – Building an Engaged Workforce](#)

Price: \$999

Jan. 16, 2025  
Virtual Classroom

## [ICMI Elevate: Contact Center Supervisor Training Series – Metrics and Data for Supervisors](#)

Price: \$999

Jan. 17, 2025  
Virtual Classroom

## [ICMI Elevate: Contact Center Supervisor Training Series – Coaching for Supervisors](#)

Price: \$999



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Feb. 4-7, 2025  
Virtual Classroom

[Workforce Management Bootcamp](#)

Price: \$2,499

Feb. 12-13, 2025  
Virtual Classroom

[Contact Center Senior Leadership](#)

Price: \$1,999

Feb. 26, 2025  
Virtual Classroom

[Experience Essentials](#)

Price: \$999

March 3-4, 2025  
Virtual Classroom

[Foundations In Contact Center Metrics](#)

Price: \$1,799

March 6-7, 2025  
Virtual Classroom

[Contact Center Management](#)

Price: \$1,999

March 12-13, 2025  
Virtual Classroom

[Artificial Intelligence \(AI\) in the Contact Center](#)

Price: \$1,799



Certification Available

March 21, 2025  
Virtual Classroom

[Workforce Management Principles](#)

Price: \$999

March 24-25, 2025  
Virtual Classroom

[Trainer Development Workshop](#)

Price: \$1,799



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# ICMI Course Calendar 1H 2025

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April 10, 11, 17, 18, 2025  
Virtual Classroom

**[ICMI Elevate: Contact Center Supervisor Training Series](#)**

April 10 – Supporting Operational Excellence

April 11 – Building an Engaged Workforce

April 17 – Metrics and Data for Supervisors

April 18 – Coaching for Supervisors

Price: \$2299

April 10, 2025  
Virtual Classroom

**[ICMI Elevate: Contact Center Supervisor Training Series – Supporting Operational Excellence](#)**

Price: \$999

April 11, 2025  
Virtual Classroom

**[ICMI Elevate: Contact Center Supervisor Training Series – Building an Engaged Workforce](#)**

Price: \$999

April 17, 2025  
Virtual Classroom

**[ICMI Elevate: Contact Center Supervisor Training Series – Metrics and Data for Supervisors](#)**

Price: \$999

April 18, 2025  
Virtual Classroom

**[ICMI Elevate: Contact Center Supervisor Training Series – Coaching for Supervisors](#)**

Price: \$999

April 22-25, 2025  
Virtual Classroom

**[Workforce Management Bootcamp](#)**

Price: \$2,499

April 28-29, 2025  
Virtual Classroom

**[Advanced Workforce Management](#)**

Price: \$1,799



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May 7, 2025\*  
Virtual Classroom

[Contact Center Quality Workshop](#)

Price: \$999

May 8-9, 2025  
Virtual Classroom

[Contact Center Management](#)

Price: \$1,999

May 14-15, 2025  
Virtual Classroom

[Contact Center Senior Leadership](#)

Price: \$1,999

May 29, 2025  
Virtual Classroom

[Experience Essentials](#)

Price: \$999

June 3-6, 2025  
Virtual Classroom

[Workforce Management Bootcamp](#)

Price: \$2,499

June 19-20, 2025  
Virtual Classroom

[Foundations In Contact Center Metrics](#)

Price: \$1,799

June 25, 2025  
Virtual Classroom

[Contact Center Representative](#)

Price: \$999