

Contact centre management – for team leaders and supervisors

Overview

Leading a team in a busy customer-focused organisation requires flexibility, resourcefulness, responsiveness and initiative. This one-day programme focuses on the particular traits of leadership and management needed within the contact centre environment and is an ideal induction for those newly promoted from call handler or agent into the role of team leadership.

Workshop objectives

This workshop will help participants:

- Appreciate best practice in contact centre management
- Use quantitative measures more effectively
- Manage performance
- Balance resources
- Improve how they monitor quality
- Role model key behaviours
- Develop their teams

Who should attend?

This one-day programme is designed for managers, team leaders and supervisors working within a contact centre environment.

Format

A very practical, interactive one-day session for a maximum group size of 12. There are lots of different activities throughout the day – group exercises, ‘table-top’ activities, critiquing of real-life calls / video clips, quizzes, practice activities and scenarios – as well as a number of formal inputs from the trainer.

The style is very facilitative and learner-centred, taking into account the needs and preferences of the group on the day whilst at the same time delivering the programme as agreed with the client in order to meet the specified learning objectives.

Special features

The majority of the training we deliver is either tailored or completely bespoke. This workshop can therefore be delivered entirely as advertised, or it can be tailored to your particular requirements, or we can simply take it as a starting point for a conversation with you before we draft a completely bespoke programme for you – the choice is yours. As a rule, there is no additional charge for this service.

Expert trainer

Scott focuses on helping people to understand people. People make purchases, people sell to people. Even internet selling platforms are designed by people. People want to be happy when they make their purchase. Scott applies positive psychology techniques to his training and encourages participants to build on their core strengths and attributes.

Working in the retail banking sector, Scott formed a strong framework of customer service sales and service standards, interacting with customers face-to-face or on the telephone, including via customer contact centres. He then used this expert knowledge and skill to train and coach colleagues. After leaving the corporate world Scott developed his experience as an independent trainer and coach with a wide range of businesses and sectors including retail, hospitality, travel, finance, technology, wholesale, education, charities, utilities, legal and manufacturing.

Workshop outline

1 What is a contact centre?

- How customer service provision has changed – and continues to evolve
- Common operating practices

2 Defining standards

- Using measurements and metrics such as, amongst others:
 - Average call handling time
 - Typical response times
 - Call backs and escalations
 - Abandon rate
- Quality measures for interactions with customers
- Complaint monitoring and resolution

3 Contact handler skills

- Recruiting the right approach
- Training and development
- Appraising performance
- Rewarding performance
- Correcting under-performance

4 Managing staffing levels

- Working with shift patterns
- Resourcing to forecasts

- Scheduling time-outs
- Monitor 'do not disturb' or admin performance
- Disaster recovery plans

5 Quality monitoring

- Contact quality monitoring
- Reviewing quality of contact – sampling emails, calls, etc
- Defining or using company metrics for measurement
- Reporting data and stats

6 Supporting the team

- Demonstrating role model behaviour
- Dealing with complaints and escalations
- Motivating and encouraging contact handlers
- Coaching talent
- Managing back office
- Communicating results and expectations

7 Pulling it all together

- Personal action plans

Any questions?

Please just give us a call on **01582 463464** – we're here to help!
 Or visit www.ih-customerservicetraining.co.uk