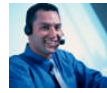
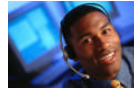


Call Centre Management Programme



Purpose

This course is designed to equip Team Leaders/Managers within the call centre environment with the knowledge, skills and techniques to manage, develop and motivate call handling employees.

Target Audience

Call Centre Team Managers/Leaders with little or no formal management training or development.

Learning Outcomes

By the end of the course delegates will be able to:

- Identify how the team operates within the wider business context
- Identify the knowledge, skills and behaviours required to be an excellent Team Manager
- Analyse own skill levels and identify own development 'gaps'
- Understand team dynamics and how to create a powerful team vision and strategy
- Identify own leadership style and the impact on individuals
- Understand performance management theory
- Identify and understand learning styles theory
- Develop effective coaching techniques
- Identify and employ essential communications techniques
- Deliver inspiring team meetings
- Give and receive feedback
- Understand how to build effective development plans
- Undertake personal action planning

Key Topics

- Operational Business Planning
- The Role of the Team Manager
- Leadership Styles and Situational Leadership Theory
- Team Dynamics and Team Building
- Emotional Intelligence
- Performance Management Model
- Monitoring and reviewing call handling performance
- Learning Styles
- Coaching
- Practical coaching sessions
- Feedback
- Effective Meetings
- Building Development Plans

Course Duration

Pre-programme assignment,
5 days face to face course,
Post course assignment with one to one coaching support
1 day, face to face course.