

Call Centre Management Training

This Call Centre Management course gives delegates an opportunity to look at the best use of resources. We look at how to keep your team motivated, well trained and able to contribute towards the success of the overall operation. We review the effective running this key department within a customer focused environment while both providing quality service and increasing revenue.

Objective

At the end of this Call Centre Management training course delegates will be able to demonstrate a better understanding of how to:

- Plan an effective use of resources within a call centre
- Use busy times and quiet times to achieve best performance
- Develop and motivate a call centre team
- Get the most out of call monitoring technology and prepare effective management reports
- React to and plan for operational bottlenecks
- Give meaningful feedback to call-centre agents and set achievable goals and targets
- Provide effective support and develop the management skills of Team Leaders, Lead Agents and Supervisors

Details

Duration: 1 Day

Who is this course for

Delegates should be a Manager or Prospective Manager, Supervisor or Lead Agent within a Telephone sales or Call Centre Environment.

Course Content

- Plan and manage call-centre resources
- Establish and meeting performance objectives
- Understand Call Waiting standards and customer expectations
- Using "Downtime" and outgoing call management
- Quality service and integrity
- React to and plan for operational bottlenecks
- Providing feedback and encourage and reward commitment
- Evaluating call handling in terms of sales and customer care training
- Provide effective support and develop the management skills of Team Leaders, Lead Agents and Supervisors
- Do's and Don'ts
- Review and Questions
- Action Plan

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