Tel +44 20 4571 2395
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Managing a call centre effectively is as much of an art as it is a skill. This Foundation Call Centre Management training course gives you an opportunity to look at the best use of resources, understanding reports and planning for future activity.

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 of this key department within a customer focused environment while both providing quality service and increasing revenue.

We run this Management training course privately for your business at a location and on dates to suit you. Please call +44 (0)1273 622272 to discuss your needs.

Course Objectives

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

- 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

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- Do’s and Don'ts
- Review and Questions
- Action Plan

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