

Globe Training Centre – (GTC)

Workshop on Call Centre Management

(Workshop Curriculum)

Training Objective/ Out Come: At successful completion participants should be able 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 Supervisor

Content:

- **Plan and Manage Call-Centre Resources**
- **Establish a Vision and Objectives to the Team**
- **Understanding Call Waiting Standards and Customer Expectations.**
- **Using “Downtime” and Outgoing Call Management**
- **Quality Service and Integrity**
- **React to and Plan for Operational Bottlenecks**
- **Evaluating Call Handling in terms of Sales and Customer Care**
- **Providing Effective Support and Develop the Managerial Skills**
- **Do’s and Don’ts**
- **Reviewing Actions**

Training Method: Theory and Practical sessions.

Duration: 01 Day (08:30 a.m. – 04:30 p.m.)