

Contact Center Certified Manager

Geneva (Switzerland)

9 - 13 September 2024

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Contact Center Certified Manager

Code: LM28 From: 9 - 13 September 2024 City: Geneva (Switzerland) Fees: 4700 Pound

Introduction

Welcome to the Certified Contact Center Manager Course. This comprehensive training program is designed to provide insights into the concepts and skills necessary for effective management of contact centers. Participants will be equipped with the knowledge and tools to achieve optimal performance in a contact center environment, ensuring the delivery of high-quality services and effective operational control.

Objectives

- Understand the concept of contact centers: Provide an overview of the importance of contact centers and their role in improving customer experiences.
- Develop management skills: Enhance leadership and guidance skills to ensure the efficiency of the center and customer satisfaction.
- Improve communication strategies: Develop communication skills within the center and with customers to achieve effective interaction.
- Enhance individual and team performance: Motivate and develop the team through effective performance management strategies.
- Understand technology in contact centers: Familiarize yourself with the technologies and tools used in contact centers to improve efficiency and effectiveness.

Outlines

Day 1

Introduction to Contact Centers

- Importance of contact centers in business
- Types of contact centers and their roles
- Challenges and opportunities in managing contact centers

Day 2

Developing Management Skills

- Concepts of leadership and guidance
- Task planning and organization
- Time management and decision-making

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Day 3

Communication Strategies in Contact Centers

- Basics of effective communication
- Speaking with customers and understanding their needs
- Problem-solving and handling difficult situations

Day

Individual and Team Performance Management

- Performance assessment and goal setting
- Team motivation and fostering team spirit
- Dealing with challenges and resolving conflicts

Day 5

Technology in Contact Centers

- Technologies used in contact center management
- Innovation and the future of contact centers
- Practical applications and case studies

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