

Call Centre Management training - 1 day

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.

Call Centre Management Training 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

Call Centre Management Training Course Content

Plan and manage call-centre resources

- Utilising resources and staffing to maximum advantages
- Reviewing opening times and shift work patterns

Providing feedback and encourage and reward commitment

- Feeding back to supervisors, team leaders and individuals
- Incentivizing and the competitive edge of groups and teams within the call centre
- Supporting the supervisors, team leaders and lead agents with their feedback
- Listening to creative thoughts and ideas of front line staff and following through by giving staff recognition

Establish and meeting performance objectives

- Agreeing vision and objectives with the management team
- Conveying company objectives in terms of call answering and call back performances

Evaluating call handling in terms of sales and customer care training

- Telephone courtesies and protocol and its measurement
- Telephone selling techniques and its measurement
- Coaching for effective listening
- Setting achievable goals and targets
- Training needs analysis for routine and specific team member development
- Dealing with underachievers
- Offering support and enthusiasm

Understand Call Waiting standards and customer expectations

- Agreeing and mentoring corporate style of customer interactions
- Agreeing and implementing call waiting and answering standards

Using "Downtime" and outgoing call management

- Making best use of "downtimes" and quiet periods
- Handling outgoing calls and making "call-backs"
- Cold calling and sales calls
- Handling calls for third party organisations

Provide effective support and develop the management skills of Team Leaders, Lead Agents and Supervisors

- "Growing your own people"
- Consistency and vision
- Delegation and empowerment

Quality service and integrity

- Keeping staff motivated
- Obtaining "Buy-in" from team members to identify with and support company products and services
- Setting standards
- Coaching and mentoring of quality
- Providing quality consistent customer service
- Empowering your front line staff

Do's and Don'ts"

- Where can it go wrong?
- What are the top "Five Golden Rules" what you should be guided by as a call Centre manager
- What should you not do as a Call Centre Manager?

React to and plan for operational bottlenecks

- Looking at switching duties
- Overflowing calls to specialist groups

Review and Questions

Action Plan

- What new messages or vision should I now include in my teams business plan?
- How can I put this across to my call centre team?
- How can I put this across to my boss and my management group?
- What do I need to do to enhance my effectiveness and performance in managing my call centre?
- When can I achieve this?
- Who can help me with this project?

Call Centre Management Course Prerequisites:-

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