



Call Centre Management Training Course

About This Course

Call Centre Management Training Course



Do you want to take the stress out of managing a busy call centre and deliver a high level of service to your customers?

Our Call Centre Management Training Course will help take the stress out of managing a busy call centre by providing you with lots of tips and techniques. We'll provide you with skills that will help with prioritising your day, dealing with and developing people, motivating yourself and the team and using Management Information effectively.

This Call Centre Management training course is delivered as an in-house just for your business.

We deliver the course as a face to face course and a live virtual online course.

The Course Aim & Objectives

Here's what you will learn on our Call Centre Management course



Course Aim

Our Call Centre Management Training Course is designed to give the managers within a call centre with the skills and techniques to manage effectively in this very specific environment.

We look at how to manage the time that you have available effectively, develop the skills of your team, motivate yourself and your team members and deal with issues quickly that need your immediate attention.

Course Objectives

By attending this Call Centre Management Training Course you will:

- Be able to effectively plan their day, leaving contingency time for issues that crop up
- Know how to generate a sense of ownership from the team reducing reliance on the manager
- Be able to deal with HR issues with confidence
- Understand a range of tools and techniques that will help with managing time, planning and resource management
- Be able to generate buy-in to change and manage the change process effectively.

The Course Content

Here's what we cover in our Call Centre Management course



The Call Centre

- The role of the call centre in a business
- The tasks of your call centre
- Customer expectations of your call centre
- Challenges faced by call centres

The Call Centre Manager

- The role of the call centre manager
- Leading and managing your team
- The skills and behaviours of an effective call centre manager
- Customer relationship management

Leading and Managing

- Understanding your leadership and management style
- Communicating effectively
- Setting clear targets, goals and objectives
- Linking to the organisational strategy

Call Centre Management Tools

- Using management information (MI)
- Using data dashboards and reports
- Making decisions from your data

Your Team

- Motivating your team to achieve high-performance standards
- Coaching your team
- Resource planning
- Delegation
- Team and business analysis
- Personal Development plans

Delivery Options

How we deliver our Call Centre Management course



In-House

Delivered at your business location or a location of your choice anywhere in the UK, Ireland, across Europe or online.

We can adapt the course content to meet your specific needs and those of your team.

Contact us for a quote.

In-House Delivery

Train your team. Train your entire company



We can deliver our Call Centre Management training course just for your team or organisation.

1

Start with an off-the shelf course

We'll use the content in the overview as a starting point

2

Understanding your needs

We'll work with you to agree what outcomes you want from the course

3

Making it yours

We will shape the content to ensure the course meets your requirements

4

Delivering the skills

We then deliver the course that we've agreed either in-person or online

Make it even more bespoke

We can completely redesign the course to meet your needs. Just tell us what you need, and we can put a no obligation proposal together for you.

Online Training Course

Fun, engaging and interactive – delivered online



Our Call Centre Management training course can be delivered as a virtual online course.



The same great content reimagined for the online environment.

- ✓ We can use the platform you are most comfortable with, for example Zoom, Teams, Webex etc
- ✓ Re-designed sessions to allow for interactivity and engagement in the online environment
- ✓ The same fun, engaging and down to earth approach
- ✓ Join your course from anywhere

About Us

Here's a bit about us and what we do



We are Revolution Learning and Development

We are a leading learning and development consultancy based in the UK. We provide our services across the UK, Ireland and Europe.

- ✓ We deliver fun, engaging and down to earth training courses in-person and online
- ✓ Over 20 years of training experience
- ✓ Incredibly cost effective and a real focus on return on investment
- ✓ 92% of our clients rebook us for further training and development
- ✓ Flexible training and development solutions

Let's Talk

We're here to help



If you have any questions about our Call Centre Management course or would like a quote for an in-house course, then just get in touch.

Call Us:

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Visit Us:

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