

Leading a Call Centre Team

Introduction

The level of performance attained by call centre staff is critical to the success of the business. This call centre training course deals with the techniques used to monitor, maintain and review performance.

Course Outcomes

- Applying statistical understanding to performance targets.
- Reviewing performance.
- Implementing performance standard benchmarks.

Who should attend?

New or existing Call Centre Team Leaders or Supervisors, who require the ability to lead their teams effectively to maximise performance.

Assessments

A written assessment will be completed on the last day of training. The credit bearing, Portfolio of evidence assessment can be requested of corporate customers with more than 10 Learners attending.

Duration

This course is facilitated over a period of 2 days. Learners will receive a Siyandza certificate of training upon completion.

Total Cost of Training

The total cost of training per learner is: R 3, 800.00 VAT inclusive. A minimum of 10 learners is required for this course.

Company Details

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Registration #2006/007898/07

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