Supervisor Training Workshop

A semi-custom training program. Built on pre-existing modules and tailored to each client's needs/situation.

Approach: This training program is generally structured as an interactive workshop. The instructor/facilitator will present instructional material – including industry data and best practices. The instructor/facilitator will also present and/or discuss Client's data/approach to each of the topics. There will be lots of opportunity for the participants to discuss the pros/cons, ask questions, etc..

Module Length: Most of the training modules have a range of time associated (for example "1 – 2 hours"). The variable length is primarily related to the level of interaction expected for that particular module. For example, if the topic is not controversial (in your group) and there is not a lot of discussion expected, then the module can be taught in the shorter length of time. However, if the module is expected to result in a high degree of debate/discussion and/or questions (maybe the topic of a recent change in your organization) or maybe this is an issue that you WANT people to discuss or debate – due to an impending decision/change – then we should allow the high end of the time range. This is normally discussed and agreed during the class design process.

"Single Class" versus "Intro & Follow-up" Approach: Classes can be designed as a single-day or multiple-day program depending on the desired content. A multiple-day program can be presented as either a single class (e.g. a two-day class presented during two contiguous days) or separated (Part 1 and Part 2 separated by a period of weeks/months).

- A two-part program can be designed so that Part 1/Day 1 is the introduction to a topic and then Part 2/Day 2 is a continuation and more advanced discussion of the same topics.
- Or, a two-part program can be designed so that Part 1/Day 1 covers some topics (e.g. foundational concepts) and Part 2/Day 2 are the more advanced topics that build on the foundation.

Note: The two-part approach provides a deeper learning opportunity. It allows students time to absorb the material, utilize the new concepts (either through actual application or as assigned exercises) and then reinforce the learning through further discussion with the instructor/class.

Class Time: A typical classroom day should include approximately 6 hours of material. This allows time for a comfortable lunch break (60 minutes recommended) and other breaks throughout the day (at least one morning break and usually 2 afternoon breaks). A normal classroom day also includes 30 minutes (+/-) at the end of the day for Q&A and additional discussion.

Class Modules and Estimated Times

Topic	Brief Description	Estimated Time
Support Models	Call-back vs. Real-time. Touch & Hold vs. Traditional-Tiered vs. Filtering (FL/BL). Discussion of the pros & cons and how these various models affect your service levels, productivity, and more.	1 ½ hours
Frontline/Backline Model	How and why it works. Keys to success. Variations. How to manage it.	1 hour
Identifying Performance Improvement Opportunities	Students will learn how to identify opportunities to improve aspects of the operation such as service level, average handle time, first contact resolution, customer satisfaction, and more. They will learn the techniques used to estimate the 'potential' (necessary to justify projects). They will also learn about the most common opportunities and how to blend various improvement techniques into an overall strategy.	2 – 4 hours
Using Performance Metrics and Conditioned Response to Improve Agent Quality and Productivity	This session provides an overview of traditional performance management techniques and then discusses the latest methods and developments. The discussion will include samples of new tools/products and why they are producing stunning results.	1 hour
Skills-based routing (SBR)	The concept of 'overlapping skills' and how SBR impacts both service level and quality of service (FCR). Includes discussion of the various forms of SBR.	1 hour
Contact Center Staffing	Introduction to staffing concepts. Discussion of key concepts and methods. How to perform Erlang staffing calculations. Unique challenges of staffing in a complex, technical support environment. How to troubleshoot when SL is not achieved (what went wrong!?).	1 – 2 hours
Performance Metrics	What to measure and why. How different metrics relate to each other – what variations and trends indicate. How to trouble shoot problems (spikes). Includes some industry benchmarks and typical targets. Discussion of Client's metrics – both 'what' is measured as well as the targets and results.	1 - 3 hours
First Contact Resolution	FCR is one of the most important metrics. In this session we discuss the value of FCR – how it can be used to monitor performance, identify opportunities, predict the benefits of proposed changes, and measure the results of improvement projects.	1 - 2 hours
Open discussion	Time for Q&A – things the attendees want to discuss that was not covered during the session.	30 minutes to 1 hour

Testimonial

"We hired Support Center University and Dave Brown to develop a customized training program for our tech support supervisory staff. We have a good group of supervisors, but we wanted to give them a stronger foundation for managing and improving our support operation. Dave was able to design a program that blended standard contact center management techniques, industry best practices, and our own unique support challenges. The class material was excellent and Dave did a great job of conveying the information. He has an effective style that blends hands-on experiences and examples to make the material interesting and 'real'. The training session was a very educational and eye opening event.

We received very positive feedback from the supervisors that attended the class. Now they 'get it' – they understand why we do certain things the way we do. Now they can support and defend the process instead of questioning it. We have everyone 'on the same page' and we have definitely seen improvements in performance as a result of the training. We would highly recommend this training for any contact center team."

Pauline Mulvey
Vice President, Customer Support

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Stacey Martinez Lund
Director, Technical Assistance Center

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