

CALL CENTRE OPERATIONS MANAGEMENT FOR TEAM LEADERS

“Develop Leadership and Operational Skills to Drive High-Performing Call Centre Teams.”

Schedule

Venue (In-house)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

Effective call centre operations rely on strong leadership, efficient processes, and motivated teams. Team leaders play a critical role in supervising staff, managing performance, and ensuring customer satisfaction.

The Call Centre Operations Management for Team Leaders course equips participants with the skills and knowledge required to lead, motivate, and manage call centre teams effectively. Participants will learn operational management techniques, performance tracking, coaching strategies, and workflow optimization to achieve organizational goals.

Objectives

By the end of this course, participants will be able to:

- Understand the role and responsibilities of a call centre team leader.
- Monitor, manage, and optimize call centre performance metrics.
- Implement effective coaching, feedback, and development techniques.
- Resolve conflicts and manage challenging team dynamics.
- Ensure adherence to processes, policies, and quality standards.
- Motivate teams to achieve service excellence and operational efficiency.
- Use technology and reporting tools to track performance and identify improvements.
- Develop strategies for workforce planning, scheduling, and resource allocation.

Why Attend

This course is essential for current or aspiring call centre team leaders who want to enhance leadership skills, improve team performance, and ensure superior customer service. Participants will gain practical tools to manage teams efficiently, resolve challenges, and drive operational success.

Target Audience

This course is suitable for:

- Call Centre Team Leaders and Supervisors
- Aspiring Team Leaders and Shift Managers
- Call Centre Operations Staff
- Customer Service Managers
- Professionals responsible for team performance and customer satisfaction

Individual Benefits

- Gain confidence in managing and leading call centre teams.
- Learn to monitor and improve team performance using key metrics.
- Develop coaching, feedback, and motivational skills.
- Improve conflict resolution and problem-solving abilities.
- Enhance leadership credibility and career growth opportunities.
- Acquire practical strategies for workforce planning and operational management.

Organizational Benefits

- Improve overall call centre efficiency and customer service quality.
- Reduce employee turnover and increase team engagement.
- Streamline processes and ensure adherence to standards.
- Enhance team performance and productivity.
- Strengthen leadership pipeline within the call centre organization.
- Support achievement of organizational goals through effective supervision.

Instructional Methodology

The training employs a practical, interactive approach through:

- Interactive lectures on call centre operations and leadership principles
- Case studies and real-world examples of high-performing call centre teams
- Role-playing exercises for coaching, feedback, and conflict resolution
- Workshops on performance monitoring, scheduling, and workforce management
- Group discussions on operational challenges and best practices
- Continuous feedback, coaching, and Q&A sessions to reinforce learning

Course Outline

- Module 1: Role and Responsibilities of a Call Centre Team Leader
- Module 2: Leadership Skills for Call Centre Success
- Module 3: Performance Metrics – Monitoring and Reporting
- Module 4: Coaching, Mentoring, and Providing Feedback
- Module 5: Managing Conflicts and Challenging Team Dynamics
- Module 6: Process Adherence and Quality Assurance
- Module 7: Workforce Planning, Scheduling, and Resource Allocation
- Module 8: Motivating and Engaging Teams for Service Excellence
- Module 9: Technology and Tools for Call Centre Management
- Module 10: Capstone Exercise – Leading a High-Performing Call Centre Team

Certification

Upon successful completion, participants will receive a Certificate in Call Centre Operations Management for Team Leaders, validating their expertise in leading teams, optimizing operations, and ensuring superior call centre performance.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training

Interested in running this course for your team?

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