

CALL CENTRE TEAM LEADERS TRAINING WORKSHOP

“Equip Yourself with Leadership Skills and Operational Excellence 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

Team leaders are the backbone of efficient call centre operations. Their ability to motivate staff, monitor performance, and ensure superior customer service is critical for achieving organizational goals.

The Call Centre Team Leaders Training Workshop is designed to provide participants with practical leadership, management, and operational skills required to lead call centre teams effectively. The workshop focuses on performance management, coaching, communication, and problem-solving techniques that drive team engagement and operational excellence.

Objectives

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

- Understand the key responsibilities of a call centre team leader.
- Develop leadership and supervisory skills tailored for call centre environments.
- Monitor and improve team performance using key metrics and KPIs.
- Apply coaching, mentoring, and feedback techniques effectively.
- Manage conflict and resolve team challenges professionally.
- Motivate teams to enhance productivity, engagement, and service quality.
- Ensure process adherence and maintain quality standards.
- Use tools and technology to optimize call centre operations.

Why Attend

This workshop is essential for current and aspiring team leaders who want to strengthen leadership capabilities, improve team efficiency, and ensure exceptional customer service. Participants will gain actionable skills to lead teams confidently, resolve operational challenges, and achieve performance targets.

Target Audience

This course is suitable for:

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

Individual Benefits

- Gain confidence in supervising and leading call centre teams.
- Learn to monitor, analyze, and enhance team performance.
- Improve coaching, mentoring, and conflict resolution skills.
- Develop strategies for motivating and engaging team members.
- Enhance professional credibility and career growth opportunities.
- Acquire practical skills for operational management in a call centre setting.

Organizational Benefits

- Improve overall call centre efficiency and service quality.
- Increase employee engagement and reduce turnover.
- Ensure adherence to processes and quality standards.
- Strengthen team productivity and performance consistency.
- Build a strong leadership pipeline for future growth.
- Enhance customer satisfaction and loyalty through effective team management.

Instructional Methodology

The training employs a practical, interactive approach through:

- Interactive lectures on leadership principles and team management
- Case studies and real-world call centre scenarios
- Role-playing exercises for coaching, feedback, and conflict resolution
- Workshops on monitoring performance, process adherence, and workflow optimization
- Group discussions and collaborative problem-solving activities
- 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 and Supervision Skills for Call Centre Teams
- Module 3: Performance Management – KPIs, Metrics, and Reporting
- Module 4: Coaching, Mentoring, and Providing Feedback
- Module 5: Managing Conflicts and Team Challenges
- Module 6: Motivating and Engaging Teams for Service Excellence
- Module 7: Process Adherence and Quality Assurance
- Module 8: Technology and Tools for Call Centre Operations
- Module 9: Communication, Collaboration, and Team Building Skills
- Module 10: Capstone Exercise – Leading a High-Performing Call Centre Team

Certification

Upon successful completion, participants will receive a Certificate in Call Centre Team Leaders Training Workshop, validating their expertise in leading, motivating, and managing high-performing call centre teams.

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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