



Managing Growth Strategically

Your Blueprint for Call Center Enhancement

Change is constant in call centers. Your challenge is to anticipate change and plan for the consequences. In this highly interactive course, you will learn how to control the destiny of your call center through the development of a comprehensive and effective Blueprint for Change (Annual Business Plan). Despite everything you think you already know (or don't know), this course will help you fully understand the many components of a high performance call center operation and how they must be integrated to assure success. You will leave this course with a draft of your own Call Center Blueprint along with a thorough understanding of what it takes to assure high performance in your own operation.

Course Outcomes

As tangible value, you will leave this course with:

- An analysis process to assess your current situation
- A strategic planning process
- A Blueprint Guidebook including checklists, forms, action items, etc.
- An analysis of your current call center operations
- Objectives and Action Plans to enhance your call center
- A process to track, monitor and evaluate results
- A draft of your own Blueprint for the coming year

Course Agenda

- Module 1: Principles of a High Performance Call Center
- Module 2: Overview of the Blueprint
- Module 3: Updating Your Knowledge Base
- Module 4: Assessing the Situation
- Module 5: Developing The Blueprint
- Module 6: Implementing the Blueprint
- Module 7: Reviewing the Results

Managing Growth Strategically will empower your call center managers to identify the appropriate areas for change and plan for effective implementation.



Call Amtech Marketing to discuss how your company can benefit from the value of this dynamic management skills course.

Call today 888-546-4844

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