



Managing Self-Directed Work Teams

A training course designed to produce exponential results

Imagine a contact center where agents are glad to be at work each day, where agents make important decisions that ensure customer delight, where turnover is extremely low and productivity is high. Is it a dream? Not if you implement Self-Directed Work Teams. It's not easy to do but the results are worth the long ramp up time. This training course will effectively and efficiently guide your management team through the implementation of Self-Directed Work Teams.

The ideal class size is 10 – 12 participants.

Course Agenda

1. Self Directed Work Teams – Goals & Challenges
2. Understanding The Team Concept
3. Organizing the Self-Directed Work Team
4. Understanding Group Process & The Stages of Development
5. The Role of The Team Developer
6. The Feedback Process: The FBI Process

BENEFITS of "*Managing Self Directed Work Teams*"

Upon completion of this course, teams will be able to:

- Identify skills they must acquire to become fully empowered.
- Identify the three types of competition and how to use them.
- Identify strategies to facilitate the Team's skill development.
- Develop a plan for organizing themselves on The Wheel.
- Identify the major roles required to administer a Team.
- Identify their communication style on the Forte Communications Assessment.
- Provide Team feedback.
- Effectively address conflict management in a team setting.



Call today to learn how your organization can benefit from this dynamic team building course!

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