

TEAM LEADER PATHWAY · COURSE 1 OF 4 · WITH DANIEL ORD

Call Centre Operations Management for Team Leaders

Of all the roles in a contact centre, the Team Leader has the most direct impact on day-to-day performance. Every decision about queues, staffing, coaching and communication shapes service, cost and customer outcomes.

\$897

per person, ex GST

**PUBLIC OR
PRIVATE****FORMAT****2 × 4.5 hours, live online****FOR****New, experienced and aspiring
Team Leaders****RATING****4.9/5 from verified reviews**

This course shows Team Leaders how contact centre operations really work, from service level and occupancy to forecasting and staffing, and how their choices affect results in real time.

What you'll be able to do

Master wait-time metrics

Service Level, Response Time, ASA, abandonment and longest wait.

Read dashboards with confidence

Interpret real-time indicators and know when to act.

Group the metrics that matter

Quality, accessibility, efficiency, cost and strategy (QAECs).

Manage agent performance

An Agent Performance Management system for better conversations.

Know the laws

Erlang C, the Pooling Principle, Power of One and diminishing returns.

Understand planning

Forecasting, staffing, shrinkage and scheduling, and your part in them.

Who it's for

No prerequisites are needed.

- ✓ **Team Leaders and Supervisors:** making real-time decisions every day.
- ✓ **Senior Team Leaders:** keeping several teams consistent.
- ✓ **New leaders:** recently promoted and new to the metrics.
- ✓ **Operations and workforce partners:** needing a shared view of what drives results.
- ✓ **Contact centre managers:** wanting stronger operational skills in their Team Leaders.
- ✓ **Organisations aligning leaders:** one operational language across the team.

Your trainer



Daniel Ord is a global contact centre and CX expert and the founder of OmniTouch International. He has trained 50,000+ people in 40+ countries.

- ✓ 50,000+ people trained in 40+ countries
- ✓ ICMI Certified Associate, Net Promoter Certified
- ✓ Certified Customer Experience Professional (CCXP)

What's covered: three modules Two live sessions on consecutive days

You move from the wait-time metrics customers feel, to the full set of performance measures, to the principles behind them.

MODULE 1

Service level, response time and wait-time metrics

The core metrics that define how accessible you are to customers, and how to influence them.

- ✓ Service Level versus Response Time
- ✓ ASA, abandonment and longest wait time
- ✓ Reading dashboards and readerboards

MODULE 2

The metrics that matter

Performance measures across quality, accessibility, efficiency, cost and strategy, and how they interrelate.

- ✓ The QAECS performance categories
- ✓ How metrics affect each other
- ✓ An Agent Performance Management system

MODULE 3

Contact Centre University

The operating principles and formulas every contact centre professional should know.

- ✓ Forecasting, staffing and Erlang C
- ✓ Service Level versus occupancy
- ✓ The Pooling Principle and Power of One

The Team Leader Development Pathway

 Four courses by Daniel Ord · \$897 each

Most Team Leaders step up because they excelled on the frontline, then find that operations, quality, leadership and CX need a completely different toolkit. The pathway covers all four. Each course stands alone and can be taken in any order, or run all four privately as one Team Leader program.

OPERATIONS 01 Call Centre Operations Management for Team Leaders Service levels, staffing, occupancy, adherence This course	QUALITY & COACHING 02 Quality Management & Coaching for Team Leaders QA frameworks, calibration, coaching for change	LEADERSHIP & PEOPLE 03 Leadership & People Management for Team Leaders Engagement, rhythms, feedback, tough conversations	CUSTOMER EXPERIENCE 04 Customer Experience Management for Team Leaders CX metrics, VOC, journey thinking, daily leadership
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What participants say

★★★★★

"Daniel is an engaging teacher who was able to keep the content interesting and relevant. The insight of key KPIs to be used in a Contact Centre was a good learning I have taken from this course."

Courtney Laurie

Contact Centre Team Leader,
Taronga Zoo Sydney

★★★★★

"The facilitator (Daniel Ord) was really engaging and explained everything from WFM to forecasting in an easy to understand manner."

Jamie Leonard

A/Operations Manager,
Department of Justice and
Community Safety, Victoria

★★★★★

"The course was very informative and opened my eyes to many new ideas and concepts I previously had no knowledge of."

Jessica Steele

Systems and Processes Team
Leader, Dokotela

Pricing and options

- ✓ Save 15% when you book 3 or more tickets
- ✓ ACXPA members save 25% on live public courses
- ✓ Pay by card or request an invoice at checkout
- ✓ Take one pathway course or all four, in any order
- ✓ Private courses (minimum 6), live online on dates that suit you
- ✓ Minimum numbers apply: if a date can't run, move dates or get a full refund

ACXPA MEMBERSHIP
Want to save \$224.25 on this course?


ACXPA members pay \$672.75, not \$897, plus a year of coaching tools, WFM calculators and live expert support

CX Skills is the official training partner of ACXPA. Membership gives Team Leaders their own login to 65+ practitioner-built tools, templates and resources, plus live expert access every fortnight.



Scan to explore

Coaching & Performance Hub

With Business Membership: a Team Leader Coaching Guide for 14 common scenarios, a Goal Tracker, and GROW and SMART templates for consistent coaching conversations.

WFM Hub

Nine planning tools, including Erlang staffing and service level simulators, an Interval Planner and a Shrinkage Calculator.

Agent Performance Matrix

New: plots every agent on quality versus productivity, so the whole team's coaching priorities are obvious in one view.

Outlier Detection Wizard

Pinpoints top and bottom performers across multiple metrics, so coaching effort lands where it matters most.

Ready-to-deliver training

Facilitator packs (HEAT, Active Listening, Complaints) as PowerPoint decks with speaker notes and scenario activities, ready to run with your team.

Learning library

17 self-paced courses with certificates, Member Bytes videos, one-minute refreshers and industry quizzes.

25% off every CX Skills live public course, including this one.

Individual \$197 a year · Business from \$497 for a team of five (ex GST). One person on this \$897 course saves \$224.25. acxpa.com.au/membership

Next steps

See upcoming dates and book online by card or invoice, or talk to us about a private course for your team.

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Scan for dates