

MANAGER TRAINING · COURSE GUIDE

Contact centre manager courses

Practical, real-world training for current and aspiring contact centre managers, built on the global best practices that apply to every contact centre, whatever its size or sector. Learn the frameworks, metrics and leadership tools top-performing centres use to lift service levels and reduce cost.

Our flagship courses The two most popular starting points

FLAGSHIP · THE COMPLETE PICTURE

Introduction to Contact Centre Management

2 × 3.5 hours **\$797** **Public or private**

A holistic view of running a contact centre: the role it should play in the business, the metrics and workload behind it, quality and people, plus hands-on skills you can use straight away. [View course](#)

BEST FOR

Current contact centre, service and support managers who have run a team for years but never had formal training, and new managers stepping up.

MODULES

- 1 **Contact Centre Foundations**
- 2 **Team Leader Roles & Responsibilities**
- 3 **KPIs & Metrics**
- 4 **Calculating Workload** · including Erlang
- 5 **Measuring Quality**
- 6 **Human Behaviour**
- 7 **Using AI**


Justin Tippet

30+ years leading, consulting and training contact centres. Chair of the ACXPA Contact Centre Roundtables.

FLAGSHIP · OPERATIONS IN DEPTH

Contact Centre Management Fundamentals

4 × 4.5 hours **\$1,997** **Public or private**

A deep dive into the operations side of running a contact centre, refined over decades by Daniel Ord and grounded in global best practice. [View course](#)

BEST FOR

Managers accountable for operational performance who want to go deeper: service levels, forecasting, staffing, budgets and the maths behind them.

MODULES

- 1 **Customer Wait Time** · service level, response time and recovery plans
- 2 **Measuring Contact Centre Success** · the P, Q & A performance system
- 3 **Forecasting Practices** · shrinkage and the path from demand to staffing
- 4 **Contact Centre University** · Erlang C, the response time formula and budgeting


Daniel Ord

50,000+ people trained in 40+ countries. Certified Customer Experience Professional (CCXP).

Specialist manager courses Target a specific capability

How to Design a Quality Assurance Framework

2 × 4.5 hours · \$1,397 · Public or private

Design and embed a best-practice QA program with scoring logic, calibration and coaching integration. [View course](#)

Trainer: Daniel Ord

Live Chat for Managers

2 × 4.5 hours · \$1,197 · Wait list or private

Implement, staff and manage live chat with the right metrics, concurrency and workflow. [View course](#)

Trainer: Daniel Ord

How to Develop Effective Team Leaders

2 × 4 hours · \$1,297 · Private only

Equip Team Leaders with the systems and routines to coach, lead and deliver outcomes consistently. [View course](#)

Trainer: Marc Carriere

Also for managers Workforce planning and customer experience

WFM Essentials

3 full days · \$2,797

Forecasting, scheduling and real-time management for workforce planners and the managers who rely on them. [View course](#)

Trainer: Call Design

Real-Time WFM

1 full day · \$697

Real-time performance monitoring, intraday management and adherence. [View course](#)

Trainer: Call Design

CX Management Fundamentals

4 × 5 hours · \$1,997

For managers moving into broader CX leadership: the five CX competencies behind the CCXP® certification. [View course](#)

Trainer: Daniel Ord

Prices per person, AUD ex GST. See the website for the latest dates and prices.

Which course is right for you?

Running a centre without formal training?
Introduction to Contact Centre Management

Accountable for service levels, staffing and budgets?
Contact Centre Management Fundamentals

Building or fixing your QA program?
How to Design a Quality Assurance Framework

Growing your Team Leaders?
How to Develop Effective Team Leaders

Pricing and options

- ✓ Save 15% on 3 or more tickets (2 or more for Contact Centre Management Fundamentals)
- ✓ ACXPA members save 25% on live public courses
- ✓ Pay by card or invoice · certificate for everyone who completes
- ✓ Private training priced after a quick chat (minimum 5)
- ✓ Public courses need minimum numbers: if a date can't run, move dates or get a full refund

What managers say Verified 5-star reviews · rated 4.9/5 across our courses

★★★★★

"Daniel covered a range of essential topics that have fundamentally changed the way that I think about performance, and measuring performance, in my Contact Centre."

Hayley Adams

Senior Manager, Residential Customer Service,
Aussie Broadband
Contact Centre Management Fundamentals

★★★★★

"The Introduction to Contact Centre Management is an excellent course for those looking to understand contact centres from a helicopter view and benchmark their operations."

Jim Rodd

Head of Partnerships & General Manager of
Enrolments, Candlefox
Introduction to Contact Centre Management

★★★★★

"Covering core metrics and operational strategies, the course is well-suited for both new and experienced managers overseeing small or large teams."

Alison Ballard

Senior Manager, Sales & Service, Princess Cruises
Contact Centre Management Fundamentals

★★★★★

"Really helpful bringing it back to basics – how important our Team Leaders are, how to appropriately use KPIs (and why you need them), and the benefits of great customer experience."

Bre W

Assistant Director, Education
Introduction to Contact Centre Management

★★★★★

"It was brilliantly delivered and should be mandatory for anyone working in management in a contact centre."

Anita Mustac

CEO, Dokotela
Contact Centre Management Fundamentals

★★★★★

"I would highly recommend this course to any new or experienced Quality Assurance member."

Jamie Mailey

Team & Quality Assurance Manager, Legal Aid NSW
How to Design a Quality Assurance Framework

Why CX Skills

- ✓ Global best practices that apply to every contact centre, whatever its size or sector
- ✓ Trainers who've run small centres and large-scale operations
- ✓ Built on insights from the Australian Call Centre Rankings
- ✓ Official training partner of ACXPA
- ✓ Rated 4.9/5 by participants across our courses
- ✓ Trusted by 400+ organisations



ACXPA FOR CONTACT CENTRE MANAGERS

The toolkit every manager should have

Whether or not you book a course, ACXPA membership gives contact centre managers the planning tools, benchmarks, diagnostics and peer network to make the big calls with confidence, all year. CX Skills is the official training partner of ACXPA.



Scan to see membership

WFM Hub

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

[Explore](#)

Call centre rankings reports

Monthly, quarterly and sector reports from the Australian Call Centre Rankings, tracking 48+ metrics.

[Explore](#)

Diagnostics

A Contact Centre Maturity Tool across seven weighted domains, plus a 17-dimension Customer Service Health Check.

[Explore](#)

QA tools

QA Sample Size and Advanced QA calculators, plus the QA Sampling Benchmark by sector and size.

[Explore](#)

Agent Performance Matrix

Plots every agent on quality versus productivity, so you can see where coaching effort should go.

[Explore](#)

Call Centre Hub

The operational toolkit for a modern contact centre, including manager and Team Leader job descriptions.

[Explore](#)

Plus for the whole centre: Global Contact Centre CX Standards · Call Centre Roundtables · Open Mic with Justin Tippet · Coaching Hub.

65+ tools and templates · 18 calculators · 50+ hours of live expert access a year · 25% off every CX Skills live public course.

Individual \$197 a year · Business from \$497 for a team of five (ex GST). acxpa.com.au/membership

Next steps

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

+61 3 9008 7287 · hello@cxskills.com.au



Scan to talk to us