

CONTACT CENTRE MANAGER TRAINING · WITH MARC CARRIERE

How to Develop Effective Call Centre Team Leaders

Tired of Team Leaders who don't manage or coach their teams to target? This course gives managers a proven training process to fix that.

\$1,297per person, ex GST
(guide)

PRIVATE ONLY

FORMAT**2 × 4 hours, online or onsite****INCLUDED****18 tools + self-paced course****FOR****Managers who develop Team Leaders**

In eight hours of live training, Marc shows you how to give your Team Leaders a clear understanding of their role and the practical skills to hit their KPIs every month.

What your Team Leaders will do differently

Lead with purpose

A clear framework for why you and your team want to succeed.

Manage their time

Structure and accountability that protect time to lead.

Build coachable calls

Simple call structures that make coaching easier.

Monitor and score

A customisable scoring tool for praise and improvement.

Give better feedback

Constructive feedback that genuinely lifts performance.

Plan development

Skills audits and coaching plans with measurable outcomes.

Who it's for

- ✓ **Business owners and executives:** contact centre owners and C-suite leaders.
- ✓ **Long-term managers:** ready for a reset or new skills.
- ✓ **New managers:** setting Team Leaders up to succeed.
- ✓ **New leadership teams:** building how the team works from the start.
- ✓ **Teams below target:** lifting a low-performing leadership team.
- ✓ **Team Leader developers:** anyone who trains and coaches Team Leaders.

Pricing and options

- ✓ Private training for your leadership team, on your dates
- ✓ Two live 4-hour sessions, online via Zoom or onsite
- ✓ Guide price \$1,297 per person, ex GST
- ✓ Onsite courses may include travel costs
- ✓ 18 tools and templates, plus a self-paced online course
- ✓ Training Team Leaders directly? See How to be a Great Call Centre Team Leader

Your trainer



Marc Carriere is a call centre Team Leader coach and mentor, and the trainer behind How to be a Great Call Centre Team Leader.

- ✓ 35 years of call centre consulting and training
- ✓ Has owned and run a call centre himself
- ✓ Worked in Australia, Canada, the UK, the USA and more

What's covered: eight modules Two live sessions, 8 hours

Session 1 sets up the framework and the Team Leader's day; Session 2 builds the coaching cycle.

SESSION 1

Foundations of great leadership

Purpose, traits and the daily structure great Team Leaders rely on.

- ✓ Preparing your framework for success
- ✓ Amazing Team Leader traits
- ✓ Effective time management
- ✓ Coachable call structures

SESSION 2

Coaching for performance

Monitor, score and give feedback, then plan each person's development.

- ✓ Call monitoring and scoring
- ✓ Providing effective feedback
- ✓ Skills audits
- ✓ Coaching plans

INCLUDED FOR EVERY PARTICIPANT

A toolkit of 18 resources to keep

Easily customised resources, tools and templates for managers and Team Leaders, including The 7 Pillars For Creating Amazing Team Leaders Workbook.

7 Pillars Workbook

The 7 Pillars For Creating Amazing Team Leaders Workbook.

Templates and tools

Editable files for coaching, leadership routines and KPI focus.

Scoring tool

A customisable call scoring tool for praise and targeted improvement.

ACXPA MEMBERSHIP**Want the toolkit every contact centre manager should have?**

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



Scan to explore

WFM Hub

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

Call centre rankings reports

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

Diagnostics

A Contact Centre Maturity Tool across seven weighted domains, a 17-dimension Customer Service Health Check and a 42-question CX Maturity Audit.

QA tools

QA Sample Size and Advanced QA calculators, plus the QA Sampling Benchmark to compare your sampling by sector and size.

Agent Performance Matrix

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

Call Centre Hub

The operational toolkit for running a modern contact centre, including a business continuity plan template and manager and Team Leader job descriptions.

Keep developing your leaders after the course.

Individual \$197 a year · Business from \$497 for a team of five (ex GST), so each manager and Team Leader gets their own login to the tools, templates and live expert access. acxpa.com.au/membership

Next steps

Talk to us about running How to Develop Effective Team Leaders for your leadership team, live online or onsite.

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