

TEAM LEADER TRAINING · WITH MARC CARRIERE

How to be a Great Call Centre Team Leader

Most Team Leaders land the role because they were the strongest agents. This course gives them a clear operating system for the job.

\$897

per person, ex GST

**PUBLIC OR
PRIVATE****FORMAT****2 × 3.5 hours, online or onsite****INCLUDED****14 tools + certificate****FOR****New, existing or emerging
leaders**

Time management that protects coaching time, coachable call structures, monitoring and scoring, and feedback that lifts capability, with 14 tools and templates to keep.

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

- ✓ **Future Team Leaders:** agents preparing to step into leadership.
- ✓ **New Team Leaders:** best-practice skills, tools and resources from the start.
- ✓ **Existing Team Leaders:** taking their team to the next level.
- ✓ **Long-term Team Leaders:** a reset for leaders who have been in the role for years.
- ✓ **Supervisors and 2ICs:** a clear operating system for leading the team.
- ✓ **Managers of small teams:** leaders who coach and manage directly.

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
- ✓ Certificate of completion for everyone who completes
- ✓ Private courses (minimum 5), live online or onsite, scheduled around your operations
- ✓ Minimum numbers apply: if a date can't run, move dates or get a full refund

Your trainer



Marc Carriere has 35 years of call centre consulting and training across Australia, Canada, the UK, the USA and more, and has owned and run a call centre himself.

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- ✓ Worked in Australia, Canada, the UK, the USA and more

What's covered: eight modules Two live sessions, 7 hours

Four modules in each session, from purpose and time management to coaching plans.

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 14 resources to keep

Every participant leaves with practical, editable tools that help Team Leaders hit, or beat, their monthly targets and KPIs.

7 Pillars Workbook

The companion workbook for becoming an amazing Team Leader.

Templates and tools

Editable files for coaching, leadership routines and KPI focus.

Scoring tool

A customisable call scoring tool for praise and targeted improvement.

What participants say

★★★★★

"I learnt some amazing time management skills. Excellent tools for call monitoring, performance management and coaching."

Kym Poole

Team Leader, Customer Support,
City of Greater Bendigo

★★★★★

"Marc was a very engaging facilitator and opened the floor to some impactful discussions on each topic."

Stephanie Petridis

Senior Customer Support Manager,
REA Group

★★★★★

"The tools and resources provided will certainly add value to any call centre leaders/managers..."

Leigh Spires

Call Centre Assistant Manager,
National Storage

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.

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. 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.

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



Scan for dates