

TEAM LEADER PATHWAY · COURSE 3 OF 4 · WITH DANIEL ORD

# Leadership and People Management for Team Leaders

The Team Leader role is pivotal and demanding. Most Team Leaders are promoted because they were great advisors, then expected to manage performance, support wellbeing and keep everyone engaged.

**\$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 gives Team Leaders a practical way to lead people: where to focus their time, how to build trust and how to have the conversations that drive performance and growth.

## What you'll be able to do

**Know the whole role**

The four parts of the Team Leader role, and where your time should go.

**Use time well**

A time and motion review that shifts effort towards developing people.

**Lead, not just manage**

Connect purpose, values and service vision to everyday leadership.

**Build trust**

Move from a judging mindset to a connecting one.

**Lift engagement**

Practical actions built on autonomy, mastery and purpose.

**Have better conversations**

Praise, improvement, poor performance, reviews and huddles.

## Who it's for No prerequisites are needed.

- ✓ **Team Leaders and Supervisors:** leading performance, behaviour and engagement.
- ✓ **Senior Team Leaders:** supporting other leaders and setting standards.
- ✓ **Emerging leaders:** high-potential advisors preparing to step up.
- ✓ **Coaches and QA partners:** working with Team Leaders on development.
- ✓ **Contact centre managers:** wanting stronger people leadership in their teams.
- ✓ **Organisations investing in culture:** building consistent, confident frontline leaders.

## 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: four modules Two live sessions on consecutive days

You move from clarifying the Team Leader role, to leadership, to engagement, and finally to the conversations that bring it all to life.

### MODULE 1

#### Team Leader roles and responsibilities

What the organisation expects from Team Leaders, and what great looks like.

- ✓ The four categories of the Team Leader role
- ✓ Time and motion exercises
- ✓ The KSAA framework and Advisor Success Profile

### MODULE 2

#### Leadership

Connecting leadership concepts with daily practice in the contact centre.

- ✓ Purpose, values and Service Delivery Vision
- ✓ Leadership versus management
- ✓ Self-leadership: from judging to connecting

### MODULE 3

#### Employee engagement

Turning engagement principles into practical actions for Team Leaders.

- ✓ The four aspects of engagement
- ✓ Autonomy, mastery and purpose
- ✓ Applying insights to real challenges

### MODULE 4

#### Having conversations

The operating rhythm and the essential conversations Team Leaders need to have.

- ✓ Praise and recognition
- ✓ Improvement, poor performance and behaviour
- ✓ Monthly reviews and team huddles

## 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.

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

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| <p>★★★★★</p> <p>"I've acquired skills that I can implement immediately in my role to help create and maintain an environment and culture where our people thrive."</p> <p><b>Clarence Vigo</b><br/>Leadership &amp; People Management for Team Leaders participant</p> | <p>★★★★★</p> <p>"Hearing the group, not just the facilitator (Daniel) discuss their thoughts openly, gives perspectives that connects to the focus points of the training. I loved it!"</p> <p><b>Noel Lamadrid</b><br/>Team Leader, Virtual Gaming Worlds (VGW Holdings Limited)</p> | <p>★★★★★</p> <p>"I have done similar courses in the past but Daniel was by far the best facilitator – He was engaging and very knowledgeable and very helpful."</p> <p><b>Angela Koya</b><br/>Team Leader, Customer Services, Moorabool Shire Council</p> |
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## 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](https://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](mailto:hello@cxskills.com.au)



Scan for dates