

TEAM LEADER PATHWAY · COURSE 2 OF 4 · WITH DANIEL ORD

Quality Management and Coaching for Team Leaders

No role has more influence on day-to-day service quality than the Team Leader. How they define quality, listen to interactions and coach their people shows up in every call, email and chat.

\$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 clear way to define what good looks like, monitor interactions fairly and coach in a way that actually changes behaviour.

What you'll be able to do

Define great service

Link quality to a Service Delivery Vision your team understands.

Make standards practical

Turn the vision into clear, measurable performance standards.

Use forms with confidence

Apply your standards and QA forms to guide performance.

Monitor fairly

Consistent ways to review calls, emails, chats and feedback.

Calibrate

Keep scoring fair and accurate across leaders and QA.

Coach for change

A 7-step coaching model that balances scoring with development.

Who it's for

No prerequisites are needed.

- ✓ **Team Leaders and Supervisors:** responsible for frontline performance and quality.
- ✓ **Senior Team Leaders:** needing one coaching approach across teams.
- ✓ **QA analysts and leads:** aligning QA insights with Team Leader coaching.
- ✓ **New leaders:** needing structure and confidence in coaching.
- ✓ **Operations and service managers:** wanting stronger coaching from their Team Leaders.
- ✓ **Organisations reducing QA friction:** one approach across QA, leaders and advisors.

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 shaping your service vision, to standards, to monitoring, and finally to coaching that creates real behaviour change.

MODULE 1

Decide what kind of service you'll deliver

Quality starts with clarity about what great service means in your environment.

- ✓ A Service Delivery Vision
- ✓ Customer journeys and expectations
- ✓ Models for consistent service

MODULE 2

Standards and forms

Standards and forms should guide performance, not just generate scores.

- ✓ Performance levels and behaviours
- ✓ Scoring approaches
- ✓ Aligning standards with customer goals

MODULE 3

Monitoring practices that work

Practical ways to listen to interactions and make sense of what you hear.

- ✓ Calls, emails, chats and customer feedback
- ✓ Monitoring consistency
- ✓ Why calibration matters

MODULE 4

Coaching practices that work

A coaching framework you can use in your very next session.

- ✓ When to score and when not to
- ✓ Building trust in coaching
- ✓ A 7-step coaching model

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	QUALITY & COACHING 02 Quality Management & Coaching for Team Leaders QA frameworks, calibration, coaching for change This course	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

★★★★★ "Sometimes I have doubts if I am on the right track when doing coaching but after joining this 2-day course it gave me assurance that I am doing the right things..." Kirk Ma Team Leader, Virtual Gaming Worlds (VGW Limited Holdings)	★★★★★ "The content was great and provided myself and my colleagues a lot of clarity around how to improve our quality process." Shayanna Mcpherson Team Leader, LawAccess	★★★★★ "The lessons learnt in this coaching and monitoring course can be applied to many aspects of our day to day work." Sheree Laursen Team Leader, Customer Service and Education, PLSA
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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

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