

TEAM LEADER TRAINING · COURSE GUIDE · ACXPA CERTIFIED

Contact centre team leader courses

Real-world training for current and aspiring Team Leaders: coach effectively, lift team performance, manage rosters and metrics with confidence, and handle tough conversations.

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, plus Team Leaders ready to step 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

Team Leaders and managers accountable for operational performance: service levels, forecasting, staffing and budgets.

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 courses Target a specific capability gap

Contact Centre Coaching PRO

3 × 3 hours · \$847 · Public or private

Advanced coaching techniques to lift Team Leader capability, accelerate performance and embed a repeatable coaching culture. [View course](#)

Trainer: Simon Blair

How to be a Great Team Leader

2 × 3.5 hours · \$897 · Public or private

The core skills to lead confidently, coach effectively and consistently deliver on KPIs. [View course](#)

Trainer: Marc Carriere

WFM for Team Leaders

1 full day · \$697 · Private only

Forecasting, scheduling and intraday management fundamentals for Team Leaders overseeing real-time performance. [View course](#)

Trainer: Call Design

Managing Difficult & Escalated Customers

2 × 4 hours · \$747 · Public or private

For Team Leaders who handle escalations, complaints and high-risk interactions: de-escalation techniques and structured decision-making. [View course](#)

Trainer: Daniel Ord

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

The Daniel Ord Team Leader Development Pathway

Team Leaders rarely get formal training in the skills their role actually requires. Designed and delivered by Daniel Ord of OmniTouch International, the pathway fills that gap with practical, real-world learning built for contact centres. Each course stands alone; together they build a complete capability foundation.

Live online · 2 × 4.5 hours on consecutive days

\$897 per course

Public or private (minimum 6)

01 · OPERATIONS

Call Centre Operations Management for Team Leaders

The processes, metrics and dynamics that drive contact centre performance, and how Team Leader decisions influence customers, employees and results. [View course](#)

02 · QUALITY & COACHING

Quality Management & Coaching for Team Leaders

A step-by-step approach to defining, measuring and coaching for service quality, bringing performance standards to life. [View course](#)

03 · LEADERSHIP & PEOPLE

Leadership & People Management for Team Leaders

Where to focus time, how to build trust and how to hold the conversations that drive performance, growth and engagement. [View course](#)

04 · CUSTOMER EXPERIENCE

Customer Experience Management for Team Leaders

How CX works and what Team Leaders can do each day to shape it: CX architecture, metrics and strategy turned into action. [View course](#)

What team leaders say

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

★★★★★

"The content was well-structured, practical, and directly applicable to the day-to-day challenges of managing a contact centre."

Ashley Stevens

Customer Relations Specialist Team Leader, HECSA
Introduction to Contact Centre Management

★★★★★

"The training provided practical leadership strategies, effective coaching techniques, and valuable insights into managing performance and team engagement."

Moiz Saqib

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

★★★★★

"I would recommend this training to any team leader, whether new or experienced... I can genuinely see myself shifting from 'manager' to 'coach' after this session."

Nathan Aninakwah

Team Leader, Legal Aid NSW
Contact Centre Coaching PRO

★★★★★

"Excellent tools for call monitoring, performance management and coaching... He really tailored the program to what I needed and had some fabulous advice."

Kym Poole

Team Leader, Customer Support, City of Greater Bendigo
How to be a Great Team Leader

★★★★★

"Justin was confident, to the point, and full of very useful information and insight... Could not recommend it more."

Zakk Berryman

Customer Service Team Leader, Aussie Broadband
Introduction to Contact Centre Management

★★★★★

"I've been in contact centre environment for nearly 10 years and wished I'd had this training 10 years ago."

Ash Van Zuyden

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

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; 6 for the pathway)
- ✓ Lower-cost option: self-paced from \$9.15 per person a month · [View](#)

Why CX Skills

- ✓ Trainers who've worked in and led contact centres
- ✓ Role plays, demonstrations and live coaching
- ✓ Official training partner of ACXPA
- ✓ Rated 4.9/5 by participants across our courses
- ✓ Trusted by 400+ organisations

ACXPA FOR TEAM LEADERS


The contact centre resources that set the standard

CX Skills is the official training partner of ACXPA. Membership gives your Team Leaders the coaching tools, WFM calculators and peer network to put their training to work, all year.



Scan to see membership

Team Leader Coaching Guide

BUSINESS MEMBERSHIP

Tailored prep for 14 common coaching scenarios, from AHT and complaints to absenteeism.

[Explore](#)

Employee Goal Tracker

BUSINESS MEMBERSHIP

Every development goal in one place, with check-ins, reminders, notes and metrics.

[Explore](#)

WFM Hub

Nine planning tools, including Erlang staffing and service level simulators and a shrinkage calculator.

[Explore](#)

Outlier Detection Wizard

See who is genuinely outside the normal range, so you coach on evidence, not gut feel.

[Explore](#)

GROW and SMART Goals templates

Question prompts and worked call centre examples for coaching and goal setting.

[Explore](#)

22 self-paced courses included

Coaching, leadership, performance management and difficult conversations.

[Explore](#)

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

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). The Coaching Guide and Goal Tracker are part of Business Membership. 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 Team Leaders.

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Scan to talk to us