

WORKFORCE MANAGEMENT TRAINING · DELIVERED BY CALL DESIGN

WFM for Contact Centre Team Leaders

Team Leaders are where workforce plans meet reality: adherence, rosters and on-the-day calls all land with them.

\$697per person, ex GST
(guide)

PRIVATE ONLY

FORMAT**1 full day, online or onsite****GROUP SIZE****Minimum 5 participants****SOFTWARE****None needed: vendor-agnostic**

In one live day with workforce specialists Call Design, your Team Leaders learn the WFM basics they use every day, and how to explain them to their teams.

What your Team Leaders will be able to do

Understand the basics

What WFM is, why it matters and their role in it.

Make better decisions

Real-time playbooks to protect service levels.

Explain the Power of One

How each person's behaviour moves wait times.

Boost team engagement

Communicate rosters and expectations clearly.

Lift performance

Less stress and fewer missed targets.

Bridge the gap

Connect the WFM team with frontline reality.

Who it's for

- ✓ **Contact centre Team Leaders:** managing adherence and daily team performance.
- ✓ **Contact centre managers:** aligning WFM planning with what happens on the day.
- ✓ **Emerging leaders (2IC / acting TL):** stepping up and needing the "why" behind the roster.

Pricing and options

- ✓ Private training for your team, minimum 5 participants
- ✓ Live online via Zoom or Teams, or onsite at your workplace
- ✓ Priced for your team, with a guide of \$697 per person ex GST
- ✓ Onsite courses may include travel costs
- ✓ Electronic workbook and certificate of completion
- ✓ Built around your rosters, queues and examples

Delivered by

Call Design is our official WFM partner: workforce optimisation specialists since 1999 and an ACXPA Accredited Trainer Provider. Your facilitator is one of their experienced WFM consultants.

- ✓ Our official WFM training partner
- ✓ Vendor-agnostic methods for any WFM platform
- ✓ ACXPA Accredited Trainer Provider

What's covered: four modules *Live, facilitated training*

From what WFM is and why it matters, to managing the day and explaining decisions to the team.

MODULE 1**WFM fundamentals for Team Leaders**

What workforce management really means, and how breaks and log-ins ripple through service levels.

- ✓ WFM in plain language
- ✓ The Power of One explained
- ✓ How frontline actions drive wait times and occupancy

MODULE 2**Rosters, shrinkage and coverage**

How rosters are built, why shrinkage matters, and how to explain coverage decisions.

- ✓ Roster design principles
- ✓ Shrinkage types and their impact
- ✓ Explaining coverage to staff

MODULE 3**Real-time leadership**

Playbooks for demand spikes, staff shortages and system issues.

- ✓ Monitoring live performance
- ✓ Responding to exceptions and gaps
- ✓ When to act locally and when to escalate

MODULE 4**Communicating WFM decisions**

Explain roster changes, adherence and real-time adjustments in ways that build buy-in.

- ✓ Explaining the "why" to staff
- ✓ Setting clear expectations
- ✓ Coaching conversations about adherence

Why contact centres choose CX Skills for WFM training

Practitioner-designed

Designed and delivered by workforce management practitioners.

ACXPA certified

CX Skills is the official training partner of ACXPA, and many of our courses are ACXPA certified.

Take-home tools

Practical templates, calculators and take-home tools included.

Vendor-agnostic

Approaches that work across any WFM system or environment.

For every WFM role

Planners, real-time analysts, team leaders and managers.

Flexible delivery

Live online, onsite and self-paced delivery options.

ACXPA MEMBERSHIP



Want WFM tools your Team Leaders can use every shift?

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

WFM Hub

Nine planning tools, including Staffing Levels and Service Level Simulators, an Interval Planner and a Shrinkage Calculator, plus a free Erlang C Calculator.

Agent Performance Matrix

Plots every agent on quality versus productivity, so coaching and scheduling decisions start from the same picture.

QA tools

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

Give every Team Leader their own WFM toolkit.

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

Next steps

Talk to us about running WFM for Team Leaders for your team, live online or onsite (minimum 5 participants).

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



Scan to enquire