

Contact Center Team Lead

Course Descriptions

Unit 1.0: Developing an Effective Team

Module 1: Building the foundation for an effective team

The way in which a team is built is an important factor in determining team success. Leading a team quickly and smoothly into high performance mode requires the groundwork of pulling the right team together, setting team goals, and defining the standards of team behavior. In this course, you'll learn about the five stages of team development and strategies for selecting high-performing team members most suited for your project or team. You'll also learn about laying the foundation for a successful team, including setting team goals, assigning roles to individual team members, and defining specific guidelines that outline how team members should behave to minimize conflict and optimize team performance.

Module 2: Developing a Successful team

Anyone who has worked in a project or team environment will tell you that team dynamics make a huge difference in the working environment. Developing effective project teams is one of the primary responsibilities of a team leader. In this course, you'll learn how to develop the team culture early on by establishing team member competencies and working to improve team dynamics. You'll also learn about methods used to encourage team participation and motivation and increase team members' commitment. Finally, you'll learn about the importance of assessing and improving team performance.

Module 3: Strategies for Building a Cohesive Team

Team cohesion, or the strength of the links between team members, determines how effective a team will be, especially in responding to outside pressures. A team has to be cohesive if its members are to function as a unit, working closely and efficiently to achieve common goals. In this course, you'll learn how to build a more cohesive team by focusing on improvements in three areas: communication, cooperation, and trust. You'll learn specific strategies for improving communication and promoting cooperation among team members. You'll also learn what signs suggest a lack of trust on a team and what you can do about this, including specific techniques you can use to build trust.

Module 4: Establishing Effective Virtual Teams

Building a solid team is enough of a challenge when everyone is in the same location. Virtual teams require even more commitment. In this course, you'll learn about remote management and tactics for communication, assessment, and meetings.

Module 5: Facing Virtual Team Challenges

A virtual team can face the same difficulties as other teams, but remote teamwork also has unique challenges. In this course, you'll learn about tactics for managing teams that blend onsite and offsite members across time zones and geography. You'll be introduced to team leadership strategies for overcoming internal conflicts and handling collaboration and communication

challenges. Finally, you'll learn how to evaluate and adapt your management style and approach to working on a team that is virtual.

Unit 2.0: Effective Customer Service

Module 1: Expert Insights on Essential Customer Service Skills

When you leave customer service to chance, you put your business at risk. Teach employees the critical skills they need to develop relationships with customers and empower them to delight and surprise customers at every opportunity.

Module 2: Providing Effective Internal Customer Service

When you do things to help other people within your company do their jobs better, you are providing internal customer service. The quality of that service often has a huge impact on the overall quality of client service (CS) delivered to external customers. In this course, you'll learn about types of internal customers and how to identify internal customer relationships. You'll also learn about the importance of getting to know your internal customers, identifying their expectations of you, and taking action on those expectations. Finally, you'll learn guidelines for providing internal customer service excellence.

Module 3: Facing Confrontation in Customer Service

Achieving service excellence is very challenging when dealing with angry customers. By following a few simple techniques to avoid confrontation, you can manage difficult customer relationships and project a high-quality client service (CS). In this course, you'll learn about typical trouble spots in dealing with angry customers and guidelines for avoiding conflict. You'll also learn how to handle a customer complaint by defusing the tension, investigating the problem, and coming to an agreement on a solution.

Module 4: Leading a Customer-Centric Culture

Creating lifetime customers is a smart strategy to reduce marketing costs and improve profitability.

Module 5: Expert Insights on Call Center Operations Management

Call centers have long been ground zero for customer complaints, so employees need the best customer service training possible. Top-notch training reduces turnover and increases the effectiveness of employees in customer service operations.

Module 6: Designing a Customer Service Strategy

There are several defining moments, or moments of truth, that can make or break every service transaction. To successfully navigate these moments of truth in customer relationships, it's important for service organizations to add value to a customer's experience by creating and implementing strong, clearly defined client service (CS) standards. In this course, you'll learn about techniques used to shape the direction of customer service in an organization, including mapping, researching, taking action on, and evaluating moments of truth. You'll also learn how to develop and implement a customer service strategy to achieve service excellence.

Unit 3.0: Effective Communication

Module 1: Effective Team Communication

It's vital to maintain open, effective communication when working on a team. However, it's all too easy for teams to adopt bad habits. Without realizing how badly it affects your team, you or another team member may communicate in ways that lead to misunderstandings in teamwork, cause unnecessary conflict, keep others from having their say, and prevent collaboration.

Module 2: How Culture Impacts Communication

With so much business happening on a global scale, cross-cultural communication is more important than ever before. Communication is always a challenge, and when diverse cultures interact, good communication can be even more challenging. In this course, you'll learn about the importance of achieving a proper mindset for cross-cultural communication. You'll explore aspects of cultures that affect how people communicate across cultural boundaries. You'll learn also considerations for speaking and writing in cross-cultural environments.

Module 3: Using Communication Strategies to bridge cultural divides

It takes time to build working relationships with people from other cultures, but it only takes a second to alienate them by accidentally breaking the rules of intercultural protocols. That's why relationships are so important in the current global business context, where you have to share objectives and working space with people with diverse cultural backgrounds. In this course, you will learn about dealing effectively with cultural difference to improve cross-cultural communication and build rapport. You'll also learn about the misunderstandings and behaviors that can hinder good communication and ways to overcome them. Finally, you'll learn strategies to give effective presentations to people from low- and high-context cultures.

Module 4: Communicating with Confidence

In business, effective communication depends not just on what you say, but how you say it. In this course, you'll learn about being an effective speaker, overcoming nervousness, preparing effectively, and using your voice and body language.

Unit 4.0: How to be an Effective Manager

Module 1: The Reality of Being a First-Time Manager

The first-time manager often doesn't realize how much their new role differs from that of an individual contributor. They may have misconceptions about what being a new boss entails, and be surprised to learn that the skills and methods required for success as an individual contributor and those needed for success as a new manager are very different.

Module 2: Facing Challenges as a First-Time Manager

High expectations are often placed on a new manager. Along with these expectations comes the pressure to prove you are capable of being the boss and managing people effectively. When managing for the first time, establishing credibility early and building new working relationships can go a long way in helping you succeed in adjusting to your new responsibilities.

Module 3: Effectively Directing and Delegating as a Manager

Understanding the essential responsibilities you have when directing and delegating to others,

and the practices you should employ in order to meet those responsibilities, will lead to you fulfilling your duties and realizing the potential of your entire team.

Module 4: Creating a Plan for Performance Management

Do you know if your team's goals are consistently being met or if employees are always performing at their peak? Do you dread difficult conversations when there's a performance problem that needs to be addressed? Effectively managing performance can help avoid termination of employees and boost productivity at all levels of your organization. Challenging and engaging top performers is key, as these high achievers are very valuable to the company and may terminate their contracts to seek challenges elsewhere.

Module 5: Establishing Team Goals and Responsibilities and Using Feedback Effectively

Everyone working on a team has particular strengths. To get teams to perform at their best, these strengths have to be recognized, reflected in the roles and responsibilities assigned to team members, and directed toward achieving suitable goals.

Unit 5.0: Handling Conflict and Being a Caring Manager

Module 1: Handling Team Conflict

Successful teams are characterized by having a clear direction, trust among team members, effective communication, and a clear process for managing team conflict. The survival of a team depends on a leader who can quickly recognize team conflict, diagnose its cause, and implement conflict resolution strategies.

Module 2: Confronting Workplace Conflict

Any time two or more people are gathered in one place, conflict will inevitably follow. The workplace is no exception. It's how you manage workplace conflict. There are many valid approaches to managing conflict, but ignoring it is the one guaranteed not to work. Resolving conflict is an important interpersonal skill that, with practice, can diffuse difficult situations at work.

Module 3: Resolving Workplace Conflict

A conflict-free life is the stuff of dreams. But the world doesn't work that way, and for all of us, workplace conflict is sadly an inevitability. Personality and organizational conflicts arise from myriad different sources and take many different forms. As a result, resolving conflict is a necessary skill, and business professionals need a plan for addressing it and managing conflict situations.

Module 4: Navigating other People's Emotions

Organizational and interpersonal dynamics, along with high pressure situations, can sometimes cause others to behave unprofessionally. The way you react to their behavior can have a lasting effect on your future relationships. But, by building emotional intelligence, or emotional IQ, you can ensure that you'll be able to understand and acknowledge other people's emotions, and maintain strong relationships with them.

Module 5: Influencing through Positive Leadership

An organization's social and political landscape can provide opportunities for positive leadership, influencing others in order to accomplish team and company goals.

Module 6: Being a Fair and Caring Manager

As a manager, you will wear many different hats as you deal with a variety of people. Because you will encounter many personalities, emotions, and practices, it's important to learn how to be fair and caring when managing others.

Module 7: Leading by Motivating

Motivation drives people to take action. Without proper motivational leadership, things simply would not get done. As a leader, your capacity for motivating plays a key element in the success of your team and your organization.

Unit 6.0: Diversity and Leading through Challenges

Module 1: Facing the Management Challenges of Difficult Behavior and Diverse Teams

As a manager, it can be daunting to find yourself in charge of a diverse group, comprised of different age ranges, backgrounds, and experiences. It's inevitable that you'll encounter difficulties. Effectively handling conflict, whether it's team conflict or difficult employee behavior, is essential to productivity and requires developing conflict management skills.

Module 2: Your role in Workplace Diversity

To understand and appreciate diversity in the workplace, you must develop a deep understanding of yourself, as well as any unconscious bias you may have. Your ability to use a variety of strategies to effectively deal with diverse situations is very important. Equally important is the ability to share these effective strategies openly and leverage the diversity that exists within an inclusive organization.

Module 3: Bridging the Diversity Gap

Without a diverse workforce, organizations run the risk of viewing things from a very limited perspective. The organization provides the structure for operation, but it's the individuals within that organization who carry out the mission of the organization. To get the most innovative solutions from the individuals in your business, you need to create a workplace that embraces inclusion and avoids bias and stereotyping.

Module 4: Managing in a Crisis

Effective business leadership is never more needed than during the difficult times of a company crisis. The way you handle tough conversations or deliver a difficult message can make or break the situation. It's essential to have crisis management strategies to improve outcomes.

Module 5: Being an Effective Manager when Times are tough

Most companies will eventually face tough times, and it's during these times that your role as a manager is vital. The employees you manage will depend on your leadership to help see them through and shying away from tough conversations may only make the situation worse.

Module 6: Leading Your Team Through Change

Change is always happening. Effective team leadership means managing teams through the ongoing transition processes that facilitate change. Removing obstacles that can hinder the productive teamwork required to make these transition processes smooth is essential.