



# Eat the Elephant 'Helping people achieve the objective'

## Essential Management Development skills

### Contact Centre – Making it go!

#### Who is it for ?

Contact centre team leaders and managers.

#### What is it about and what will it do ?

Develop a full understanding of how managers can develop their teams to meet contact centre performance targets

#### Typical Objectives

- To improve the development of sales through management activity.
- Enablement of managers to plan effectively and to utilise management reports to affect CCC / sales performance.
- Enable managers to manage their teams in producing outstanding performance / sales results within a 'positive' team environment.
- To enable managers to have confidence to initiate and develop procedures that are both robust and effective in dealing with customers both internal and external.
- To develop collaborative knowledge and teamwork between internal teams to improve the quality and **consistency** of planning and management of sales performance.
- To highlight the necessity for collective forward planning to assist the centre in meeting its sales performance expectations and objectives.

#### Indicative Outline Content

- **Contact Centre – the dynamics of performance**
- **Efficiency and sales performance**
- **Management information**
- **Managing in a contact centre – what it means**
- **Maximising sales performance**

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