COPC® High-Performance Management Techniques Training

Supercharge Your Frontline Management

In the dynamic environment of contact centers, frontline managers are the key to driving exceptional results. However, "super-agents" are often thrust into supervisory positions with little exposure or knowledge of contact center operational management.

This issue continues to be exacerbated as these supervisors are promoted into operational management roles.

COPC® High-Performance Management Techniques training bridges the gap by equipping contact center management teams and internal support organizations with proven best practices to measure, monitor and enhance performance.

Implementing this comprehensive program across your management team will elevate your entire organization with:

Continuous Improvement Culture

Consistent Leadership

Increased Retention

Organizational Depth

Data-Driven Decision Making

Competitive Advantage

Who Should Take This Course

- Frontline or operations managers with little or no formal contact center operations training

- Functional managers (I.e., quality, workforce management, recruiting, training, analysts)

- Aspiring frontline managers who want to develop their skills for future promotion

Certify Your Entire Management Team

COPC®
HIGH-PERFORMANCE
MANAGEMENT TECHNIQUES
Certified
Professional Manager

✓ Improve the customer experience

✓ Boost employee retention

✓ Drive overall performance

> "COPC® HPMT Training was three of the most relevant days I have spent learning how to improve contact center performance. COPC Inc.'s depth of experience and dynamic style made it a great event for everyone.
> — Technical Services Manager, Caterpillar, Inc.

Learn more at **copc.com**

Course Overview

COPC® High-Performance Management Techniques training covers all operational aspects of managing a contact center.

- Key metrics and operational best practices used in high-performance contact centers and CX operations

- High-performance benchmarks and how your organization compares

- Methods to transition from identifying problems to developing action plans that address performance issues with the highest potential ROI

- Cross-functional interdependencies and how each area can work better together to drive high performance

- Operational capabilities to achieve higher levels of client and end-user satisfaction while reducing costs

- Effective use of data to identify performance issues and measure the results of performance improvement initiatives

Course Includes

Breakout sessions

Knowledge checks

Certification of achievement

Interactive examples and exercises

Case studies

Templates and tools

*May vary depending on region and delivery method

Training Delivered Your Way

On-demand:
Self-paced, 24/7 learning with unlimited access for individuals or entire management teams

Private:
Consultant-delivered live-virtual or in-person class, customized with your organization's performance data

Public:
Consultant-delivered live-virtual or in-person classes offered publicly in a collaborative classroom setting

Course Curriculum

- Introduction
- Recruiting, Hiring & Training
- Attrition
- Managing by Metrics
- Real-Time Transactions
- Deferred Transactions
- Gathering & Analyzing Customer Feedback
- Quality Management
- Cost & Efficiency
- Process Control & Performance Improvement
- Absenteeism
- Workforce Management Planning
- Real-Time Operational Management
- Agent Coaching & Action Planning

Additional modules may be included for private courses. Contact us to design a course to fit your organization's needs.

Learn more at **copc.com**

copc®