



## COPC® High Performance Management Techniques (HPMT) Training



### A Proven Path to Success

COPC HPMT Training is designed to equip managers, senior leadership and cross-discipline departments within customer experience organizations with best practices to improve performance and increase ROI. Learn how your organization's processes and performance compare to industry leaders, how to analyze current performance, and implement successful management techniques based on leading benchmarks and proven operations standards. All training is provided by expert facilitators who have an average of 15 years of contact center operational management experience.

This training is offered in multiple formats:

- **Live Virtual** – a virtual classroom setting with live instructors, including interactive Q&A and breakout sessions
- **In-person** – a physical classroom setting with participants from various organizations
- **Private** – a consultant-delivered virtual or in-person training class customized with your organization's performance data

### Class Objectives:

- Train customer experience organizations with the skills needed to manage day-to-day operations and improve performance results
- Learn to quickly and successfully complete each phase of problem identification, action plan development, and operational changes with the highest potential ROI

### Who Should Attend:

- Contact center team leaders and frontline supervisors
- Companies with rapid growth or recent changes in their business environments
- Small groups or individuals from cross-sections of an organization
- Key support personnel in HR, IT, training and quality
- Business analysts
- Quality professionals looking to bolster skills
- Existing COPC Inc. clients with new employees

Learn more at [copc.com](https://www.copc.com)

# COPC® High Performance Management Techniques Training

COPC HPMT Training is a multiple-day experience that covers all operational areas and processes in managing a high-performing contact center. Our private, client-site sessions are tailored to focus specifically on your most critical issues. Our in-person and live virtual training classes cover these general areas:

- **Analyzing transaction and performance data** for all contact channels, including voice, email, chat, mail and case management
- **Drivers** of customer satisfaction and dissatisfaction
- Importance of **process control** – implementation and streamlining of appropriate activities
- Using **measurable data** for performance improvement initiatives
- **Transaction monitoring** to manage and improve process performance opportunities
- **Quality and accuracy** to understand the difference between customer, business, and compliance critical errors
- **Managing team goals** for service, quality, costs, productivity and efficiency

“ 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 in attendance.

— Technical Services Manager,  
Caterpillar, Inc.

## Become a Certified Professional Manager



To earn the designation “Certified Professional Manager”, participants must successfully complete the COPC® High Performance Management Techniques Training and the final exam.

## About COPC Inc.

COPC Inc. provides consulting, training, certification, benchmarking and research for operations that support the customer experience. The company created the COPC Standards, a collection of performance management systems for customer experience operations, customer experience management, vendor management and procurement. Founded in 1996, COPC Inc. began by helping call centers improve their performance. Today, the company is an innovative global leader that empowers organizations to optimize operations for the delivery of a superior service journey. COPC Inc. is headquartered in Winter Park, FL, U.S. and with operations in Europe, Middle East, Africa, Asia Pacific, Latin America, India and Japan. [www.copc.com](http://www.copc.com).

Learn more at [copc.com](http://copc.com)

