

Training Courses to Optimize Performance Organization-Wide

We offer curriculums for all contact center training audiences, including agents, supervisors, managers, trainers, workforce personnel, quality personnel, and directors.

Customer Experience, Quality & Sales

- Agent Sales
- Agent Soft Skills
- Assuming the Sale
- Best Practices in Customer Service Chat
- CTQ Workshop
- Customer Service Fundamentals and Call Handling
- Customer Service Soft Skills
- Customer Service: De-Escalation
- Mastering Your Quality Program
- Opening the Sales Interaction
- Probing Sales Questions
- Quality Assurance Analyst Certification
- Quality Improvement
- Quality Program Management
- Restate and Recommend
- Sales Discovery
- Sales Presentation Strategies
- Service Quality for First Call Resolution
- Setting Up the Sale
- Supervisor Sales

Training, Coaching & Leadership Development

- Agent Engagement
- Best Practices in Training and Development
- Custom Agent Sales Training
- Custom Customer Service Training
- Custom New Hire Training
- Driving Peak Performance
- Effective Coaching Conversations
- Foundations in Frontline Leadership
- Foundations in Management
- Interpersonal Leadership Skills
- Leadership Performance Training
- Leading and Driving Positive Culture for Remote Environments
- Leading Teams to High Performance
- Mastering Training Facilitation
- Operational Management Skills
- Optimizing Virtual Training Programs
- Performance Evaluation and Enablement
- What to Coach, How to Coach
- Work at Home Leadership

Operations & Process Optimization

- Fundamentals in Business Process Management
- Mastering Operational Program Management
- Mastering Operations
- Mastering Recruiting
- Mastering Work at Home (Miniseries)
- MegaMap Process Mapping
- Operational Performance for Supervisors
- Site-level BPM Improvement

Workforce Management

- Implementing Best Practices in WFM
- Mastering Workforce Management
- WFM Program Management

Knowledge Management & IT

- Foundations in Information Technology
- Mastering Knowledge Management
- Work at Home Technology

Change Management

- Foundations of Change Management
- Managing Change Fatigue

Contact Center Sigma Training & Human Operations

- ccSigma* Yellow Belt
- ccSigma* Green Belt
- ccSigma* Black Belt
- ccHOPS** Gold
- ccHOPS** Platinum
- ccHOPS** Diamond

*Our proprietary Human, Lean, and Six Sigma-based program redesigned for application to the contact center world.

**Combines our ccSigma program with best practices in contact center business process management methodologies.

Reporting & Analytics

- Analytical Storytelling
- Basic Analyst Certification I
- Basic Analyst Certification II
- Mastering Reporting and Analytics
- Metrics and Relationships

Vendor Management

- Managing Clients and Suppliers
- Mastering Vendor Management

Fully Customized Learning & Development Courses

Our curriculum design experts have 16 years' experience developing fully customized training programs to meet every unique operational need