

Training & Certifications

Our training experts have educated tens of thousands of individuals across hundreds of organizations to provide exceptional growth and improvement opportunities to our clients and their employees. We look forward to helping you exceed your operational goals with our optimized training programs.

Train With the Experts

Insite provides training services for contact centers and back-office operations that want to augment or fully outsource employee training resources. Our training program services are designed and facilitated by industry experts and are fully customizable to your operational needs. With a vast menu of specialized curriculum modules and a data-backed evaluation to validate success, we guarantee significant improvement in customer experience and business performance to achieve greater ROI.

Why Choose Insite

Our approach prioritizes quality content, accountability, delivery, and tools and follows an experiential learning delivery methodology to effectively train all types of adult learners. Through a proven cycle of education, practice, and retention measurement, we guarantee results for all learners.



Vast Library & Customization

Not only does our extensive program library address areas for improvement across departments and management levels, but it can also be fully customized to meet your company's industry, products and services, current platforms, culture, and capacity.



Proven Progress

Because our training programs include frequent checkpoints where trainees must exhibit their growth before proceeding to the next lesson, we can guarantee employee improvement before achieving certification.



Diverse Methods of Delivery & Engagement

The efficiency of your training program relies on expert delivery, engagement, and tools that set your team up for ongoing success. We offer in-person and virtual programs, providing an engaging training environment that incorporates role-playing, gamification, simulations, open discussion, side-by-side learning, computer-based training, and more.



Train-the-Trainer (Add-On)

When you choose our optional Train-the-Trainer add-on, our industry experts develop your trainers into exceptional facilitators with certification to reproduce our best-in-class programs in-house. Through hands-on coaching and live functional practice sessions, Train-the-Trainer enables your facilitators to ensure translation of education from the classroom to practice.

39.5%

Increase in Productivity Rate

We helped our client reduce training time from 4 weeks to 2 weeks.

32SEC

Increase in Volume Handled YTD

Training improved efficiency to exceed previous years' volume handled, and increase CSAT.

60%

Increase in Quality Assurance

QA training produced a 6.64% quality increase in 30 days.



Your operations are unique. Your training solutions should be too.

We provide fully customizable, proprietary training programs across all the operational areas that enable peak performance and success in your contact center.

- Customer Experience
- Operations
- People Experience
- Vendor Management
- Data Analytics
- CX Technology

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