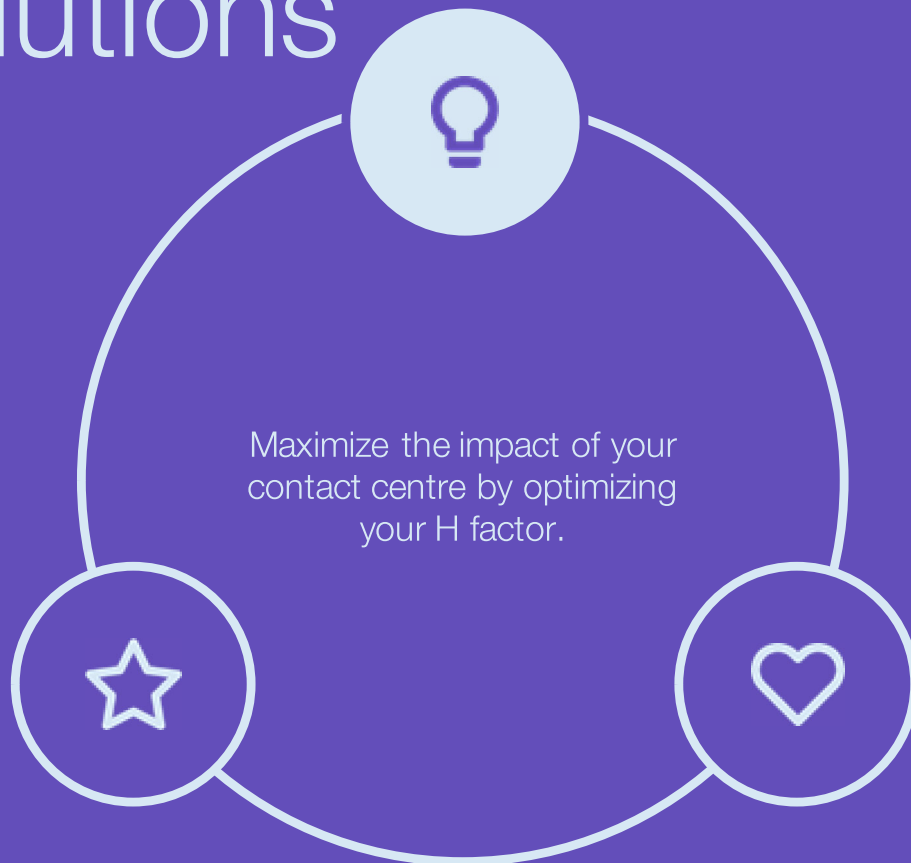


Training Catalogue // Business Solutions



Business Solutions

Our business solutions training catalogue includes 4 modules to contribute to the development of your teams.

<p>+ Best Practices in Performance Management – Workshop for Frontline Managers</p>	<ul style="list-style-type: none"> - Duration: 2 days over 4 half-days (60% theory / 40% practical) - Format: Remote or in-person - Group: 6 to 12 people - Price: \$1,950 per person
<p>+ Performance Improvement and Change Management in Customer Contact Centres.</p>	<ul style="list-style-type: none"> - Duration: 4 days spread out (60% theory / 40% practical) - Format: Remote or in-person - Group: 6 to 12 people - Price: \$3,750 per person
<p>+ Workforce Management Advisory Role</p>	<ul style="list-style-type: none"> - Duration: 2 consecutive days (60% theory / 40% practical) - Format: Remote or in-person - Group: 6 to 12 people - Price: \$1,900 per person
<p>+ Best Practices in Quality Management in Customer Contact Centres</p>	<ul style="list-style-type: none"> - Duration: 1 day (60% theory / 40% practical) - Format: Remote or in-person - Group: 6 to 12 people - Price: \$950 per person



Business Solutions | Module 1 | Recurring Programming

Best Practices in Performance Management – Workshop for Frontline Managers

Who	Format	Groups	Duration
Frontline Manager With or without experience	Remote or in-person	6 to 12 people	2 days over 4 half-days 60% theory 40% practical

This training aims to help you adopt a coaching approach focused on behaviours rather than traditional approaches centred around numbers and indicators to sustainably improve the performance of your teams.

Specific Objectives

- Understand the dynamics of performance and behaviours in a customer contact centre
- Understand key indicators (KPIs) and how to interpret them
- Position yourself in the role of a leader and coach
- Adopt a relevant coaching model for one's reality
- Regain control of daily activities
- Conduct a coaching session with an employee
- Create a game plan to implement behaviour-focused coaching with the team

Approach

Presentation, role-playing, practice

Participants work on their current teams and are guided to develop a plan to transfer the learning to their work environment.

\$1,950

Per person



All our training programs are also available in private mode, upon request. Contact us for a customized proposal.

Business Solutions | Module 2 | Recurring Programming

Performance Improvement and Change Management in Customer Contact Centres

Who	Format	Groups	Duration
Person in Charge of Improvement Projects With or without experience	Remote or in-person	6 to 12 people	4 days spread out 60% theory 40% practical

In this training, you will learn how to lead improvement projects in a structured manner and manage change to maximize your impact on the performance of the customer contact centre.

Specific Objectives

- Understand the ecosystem of customer contact centres to properly position your project
- Define your mandate and role in the project.
- Apply the fundamentals of improvement project management
- Identify the impacts and challenges of change.
- Develop a strategy and an appropriate change management plan.
- Build a plan to deploy your improvement project.

Approach

Presentation, discussions, and role-playing.

Participants who enroll must have identified a project for which they are responsible. The project will be worked on from various perspectives to support the transfer of knowledge.

\$3,750

per person



All our training programs are also available in private mode, upon request. Contact us for a customized proposal.

Business Solutions | Module 3 | Recurring Programming

Workforce Management Advisory Role

Who	Format	Groups	Duration
Managers or Partners in Workforce Management With or without experience	Remote or in-person	6 to 12 people	2 consecutive days 60% theory 40% practical

This training aims to enhance the effectiveness and impact of your interventions with your partners to maximize your contribution to the performance of the customer contact centre.

Specific Objectives

- Understand the different roles that workforce management can play in a customer contact centre
- Define your role by addressing your personal needs
- Know how to engage in a business relationship with your partner
- Identify the true needs of your partners and integrate them into your approach
- Evaluate the situation by judiciously combining numbers with the human perspective
- Develop a workforce management vision that is motivating for your partners
- Implement an ambitious and pragmatic plan with your partners
- Sustain and develop the relationship despite difficulties

Approach

Presentation, discussions, and role-playing.

\$1,900

per person



All our training programs are also available in private mode, upon request. Contact us for a customized proposal.

Business Solutions | Module 4 | Recurring Programming

Best Practices in Quality Management in Customer Contact Centres

Who	Format	Groups	Duration
Quality Management Managers and Partners With or without experience	Remote or in-person	6 to 12 people	1 day 60% theory 40% practical

During this essential training, participants will learn to position quality management as a strategic lever in the evolution of the customer contact centre within the organization.

Specific Objectives

- Understand the different approaches to quality management
- Demonstrate the strategic impact of quality management in a customer contact centre
- Develop effective listening strategies and grids adapted to new customer realities and expectations
- Balance service quality with regulatory or compliance constraints
- Facilitate effective calibration meetings with partners
- Define and implement talent development strategies
- Contribute to the continuous improvement strategy and the voice of the customer initiatives

Approach

Presentation, discussions, and role-playing.

\$950

per person



All our training programs are also available in private mode, upon request. Contact us for a customized proposal.

Explore our other training programs

Customer Solutions

- Best Practices for Telephone Customer Service
- Advisory Role: Knowing How to prioritize Customer interests at All Times
- Best Practices for Customer Service in Live Chat
- Handling Challenging Situations Positively with Customers
- Workshop for Managers: Introduction to Customer Experience Strategies

Talent Solutions

- Define the WHY of Your Team (Using Simon Sinek's Approach)
- Best Practices in Managing and Mobilizing Teams Remotely
- Development Program for Frontline Managers
- Customer Contact Centre Trainer Course
- Remote Trainer Course

