



Join the Dots

Recruiting & developing **extraordinary** people

Contact Centre – Making it Happen

Objectives

- To improve the development of sales through management activity.
- Enablement of managers to plan effectively and to utilise management reports to affect CCC / sales performance.
- Enable managers to manage their teams in producing outstanding performance / sales results within a 'positive' team environment.
- To enable managers to have confidence to initiate and development procedures that are both robust and effective in dealing with customers both internal and external.
- To develop collaborative knowledge and teamwork between internal teams to improve the quality and consistency of planning and management of sales performance.
- To highlight the necessity for collective forward planning to assist the centre in meeting its sales performance expectations and objectives.



What is it about and what will it do?

Develop a full understanding of how managers can develop their teams to meeting contact centre performance targets.

Who is it for?

Contact centre team leaders and managers.

Outline content

- Contact centre – the dynamics of performance
- Efficiency and sales performance
- Management information
- Managing in a contact centre – what it means



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- Maximising sales performance