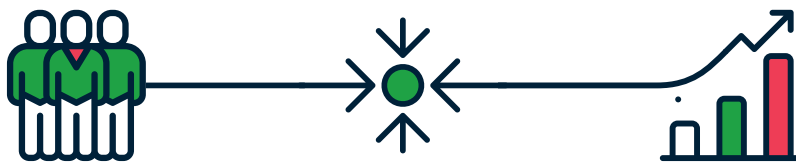


# TEAM LEADER PROGRAMME 2018

BACK DUE TO POPULAR DEMAND. CALL NORTH WEST ARE DELIGHTED TO ANNOUNCE THE CONTACT CENTRE TEAM LEADER PROGRAMME 2018. SPECIFICALLY DESIGNED TO HELP TEAM LEADERS FOCUS ON HOW THEY CAN BE BOTH MORE EFFECTIVE AND PRODUCTIVE IN THEIR ROLE, LEADING THEIR TEAMS TO BE THE BEST THEY CAN BE.



Each module, focuses on the critical areas in which Team Leaders need to be effective, and is full of practical ideas and insights to help participants develop themselves and their teams. Every module includes a learning review, to help participants reflect on the key things that they can do immediately to be more effective in their role, and also includes an action plan to transfer that insight into practice.

'Discuss and Do' is a major theme of this Team Leader Programme. As a development programme, actions plans will be reviewed in each session, helping participants develop, grow and put their learning into practice.

Suitable for both new and established Team Leaders, this programme provides a good mix of theory and practical application so that everyone will have something fundamental to takeaway following each module.

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## **Module 1 - September 21st 2018 @ 10am - 4pm**

### **BEING AN EFFECTIVE TEAM LEADER**

What makes an effective Contact Centre Team Leader?

This module helps participants focus on how they spend their time, focus and energy and how they can be more effective. It's really useful for those Team Leaders who find themselves bogged down in the day to day of escalations, answering knowledge base questions, and fixing problems.

It also helps participants to think about their role in the team, and how they can establish their own personal authority as a Team Leader (in a good way)

- ✓ Your role as a Team Leader
- ✓ Your personal development needs
- ✓ What you need from the programme in terms of support and challenge
- ✓ Where do you spend your time as a Team Leader?
- ✓ Developing your focus on the things that will make a difference
- ✓ Your role in managing people / process / task
- ✓ Your communication and leadership style and what that means for you and your team
- ✓ Developing flexibility in your leadership style

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## Module 2 - October 18th 2018 @ 10am - 4pm

### DEVELOPING THE RIGHT TEAM CULTURE

A practical day focussing on team culture, high performing teams and how your leadership can affect that. With a focus on communication skills and where you spend your time so that you can make a difference

- ✓ Reviewing progress since Module 1
- ✓ Mapping your team, its purpose and getting buy in for that
- ✓ People engagement and the quality of your conversations with your team
- ✓ What motivates and demotivates
- individual team members
- ✓ Learning and development in wellbeing and motivation
- ✓ Running fun and effective team meetings
- ✓ Motivation – how to motivate your team
- ✓ The role of praise in motivation

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## Module 3 – November 28th 2018 @ 10am - 4pm

### THE TEAM LEADER AND TEAM PERFORMANCE

Here we explore KPI's and the team leader's role in influencing performance in each of those areas. This focuses on the practicalities of monitoring performance, getting to the heart of any issues, and developing robust ways to improve performance

- ✓ Reviewing Progress since Module 2
- ✓ Your role in team performance
- ✓ KPI's and what that means for you
- ✓ Monitoring performance and trouble shooting
- ✓ Discussing performance with your team
- ✓ Customer focus in your team
- ✓ Managing escalations and difficult customers
- ✓ Developing the skills and confidence of the team to resolve issues
- ✓ The voice of the customer as a tool to build engagement

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## Module 4 - December 6th 2018 @ 10am - 4pm

### The Team Leader and 121's

- ✓ Having quality one to one conversations with your team
- ✓ The locus of responsibility in 121's (your natural style and how that might impact the effectiveness of 121's)

### Feedback

- ✓ Giving constructive feedback
- ✓ Encouraging a change of behaviour as a result of feedback

### Coaching

- ✓ Contracting with individual team members
- ✓ Creating a safe environment to discuss coaching needs
- ✓ Building trust

### Having difficult conversations

- ✓ About performance, attitude or behaviour

### Agreeing action

- ✓ Ensuring clear action plans
- ✓ Following up after 121's

**INVEST IN YOUR TEAM LEADERS TO BE THE BEST THEY CAN BE... BOOK YOUR PLACES TODAY!**

Book your places to attend, book on our website or email [info@callnorthwest.org.uk](mailto:info@callnorthwest.org.uk)



**BOOK  
NOW**

	Single Session	All 4 Sessions
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<b>Non-members</b>	£350	£1050 <i>save £350</i>
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