

Make the leap...



from good to great!

With the WCCF's range of performance boosting training programmes, specifically designed to enhance contact centre delivery.

New initiatives for 2012 include:

- ✓ **Excellence in Customer Service Delivery**
- ✓ **Motivating & Innovating Teams**
- ✓ **Effective Selling**
- ✓ **Team Leader Training**

Prices from:

Members: £150+VAT per day

Non Members: £250+VAT per day

www.welshcontactcentreforum.co.uk



Motivating and Innovating Teams

One-day course available: February / March 2012

Price per delegate: Members: £150+VAT per day / Non Members: £250+VAT per day

Designed to equip delegates with the skills to understand what motivates themselves, their colleagues and their customers. This one-day course develops the skills to understand the dynamics of working in a team, problem solving and innovation. Ensures that delegates return to work refreshed and inspired with new ideas ready to implement in the workplace.

Team Leader Training

Two-day course available: March 2012

Price per delegate: Members: £150+VAT per day / Non Members: £250+VAT per day

Two packed sessions to build essential knowledge and skills that will develop the best Team Leaders in the business! Fast paced and interactive, each day develops the skills required to maximise effectiveness as a Team Leader. The two-day course includes: **An Introduction to Team Leadership; Planning for High Performance; Effective Management to Ensure Delivery and Maintaining Excellence.** Plus ongoing motivation, formation and development of a team filtered into tangible examples for immediate implementation. Case studies include actual business scenarios where Team Leaders can apply the methods learned from the TLT Programme.

New! Excellence in Customer Service Delivery

Two-day course available: January / April 2012

Price per delegate: Members: £150+VAT per day / Non Members: £250+VAT per day

Delivering excellent customer service is a given in any business. However, in these challenging times often the only differentiator is the way companies engage with their customers. If you want to lift the level of delivery within your business in an effective way – both in cost and time – then this is the course for you. This new two-day course (one day per month) is designed to help all businesses, covering all the fundamentals.

New! Effective Selling

Two-day course available: January / February 2012

Price per delegate: Members: £150+VAT per day / Non Members: £250+VAT per day

Most businesses need to ensure that they offer their customers an informed view of their options. Often this means that the customer service agent needs to recognise buying signals and maximise the opportunity to provide the customer with additional products and services. Effective Selling is a new two-day course to enable your team to understand the basic principles of selling, how to close the sale and ensure that the customer leaves the business in a positive frame of mind. Includes a guide which enables each person to follow and use practically in the workplace.

Places are limited so act fast!

Email: christine@callcentrewales.co.uk

Tel: 02920 709 800

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