

## Become a Certified Call Center Manager

### Attend our Course in:

- [February 24-27, 2009](#) -- Los Angeles, CA -- [Register Now](#)
- [March 17-20, 2009](#) -- Salt Lake City, UT -- [Register Now](#)
- [April 21-24, 2009](#) -- Memphis, TN -- [Register Now](#)
- [May 12-15, 2009](#) -- Chicago, IL -- [Register Now](#)
- [June 16-19, 2009](#) -- Minneapolis, MN -- [Register Now](#)
- [July 21-24, 2009](#) -- Seattle, WA -- [Register Now](#)
- [September 15-18, 2009](#) -- Chicago IL [Register Now](#)
- [November 3-6, 2009](#) -- Atlanta, GE -- [Register Now](#)

### Special Tour

Each course features a call center tour!  
AND

A RealityCheck™ benchmark report and Read-Out, courtesy of  
The Center for Customer-Driven Quality™ at Purdue University

This 3 1/2 day courses will immediately improve your overall  
call center management skills.

#### Topics covered:

- Organizational Leadership
- Managing the Staff (agent life cycle)
  - Performance Management
  - Agent Development and Coaching
  - Assuring & Measuring Quality
  - Schedules, Occupancy and Utilization
- Technologies in the Center
  - Knowledge Management
  - Self-Service-IVR
  - Quality Assessment
  - Workforce Management
  - And 17 Other Technologies
- Optimizing the Customer Experience
  - How to Measure
  - How to Provide Meaningful Reporting
- How do we Compare?
  - Benchmarking Against Industry Peers
  - Best Practices from A to Z

#### Companies who have previously attended our course:

IBM	State of Georgia	Pitney Bowes
Booz Allen Hamilton	McKesson	Bank of America
Sierra Health	Boeing	Medtronic
Verizon	John Deere	at&t
Perrier	Urban Outfitters	Nestle
AAA Clubs	Harris Bank	Nationwide
Hilton	Fujitsu	Cablevision
Principal Financial Group	Hyatt	Mazda

Led by the industry's top-rated instructors, this course will equip you with the skill set to improve your center's performance. You will be able to return to your business and drive effective change for your center using best practice methods validated by the nation's premier call center institute: The Center for Customer-Driven Quality at Purdue University. You will receive a comprehensive workbook with over 100 pages, perfect for taking notes as you follow the course AND perfect for easy reference when you are applying your new knowledge and skills back at work. Share experiences with your peers and return home with valuable "take aways" that will make you a stronger, more knowledgeable manager.



**Bruce  
Belfiore**  
Dean  
email



**Dayne  
Petersen**  
Lead Instructor  
email

Bruce Belfiore and Dayne Petersen  
are co-researchers and co-authors with  
Dr. Jon Anton  
Center for Customer Driven-Quality™  
Purdue University

*Four days too much for your  
schedule? Register for specific  
days and attend the course modules  
of your choice.*  
[Register Now](#)

#### Day 1 Topics:

- Organizational Leadership
- Human Resources
- Quality Monitoring & Coaching

Receive a certificate in  
**Call Center People Management**  
[Register Now](#)

#### Day 2 Topics:

- Caller Satisfaction
- Caller Self-Service
- Workforce Management

Receive a certificate in  
**Call Center Technology Management**  
[Register Now](#)

#### Day 3 Topics:

- Call Center IT
- Benchmarking

Receive a certificate in  
**Call Center Operations Management**  
[Register Now](#)

#### Day 4 Topics:

- Knowledge Management
- Analytics & Reporting
- Call Center Tour

Receive a certificate in  
**Call Center Performance Management**  
[Register Now](#)

*"I want to thank you for the excellent training  
and material. You were a fountain  
of knowledge which made the sessions fun  
and interesting. Having the opportunity to  
interact with the other call center  
managers was a treat."*

Jean Rosiek,  
Georgia Department of Driver Services