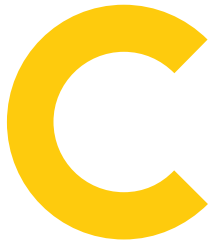




Masters Series in Call Center Management 2013 Web Seminar Calendar

	Thursday 10:00am	Thursday 1:00pm		Friday 10:00am	Friday 1:00pm
Jan 3			Jan 4		
Jan 10	World of Call Centers	Welcome to CC Supervision	Jan 11		
Jan 17	Power of One	Setting the Standards	Jan 18	Introduction to WFM	
Jan 24	Vocal Makeover	DCW Performance Model	Jan 25	Data Collection & Analysis	
Jan 31	First Class Phone Manners	Performance Coaching	Feb 1	Forecasting Fundamentals	Building a Quality Form I
Feb 7	Power Phrasing	Call Coaching	Feb 8	Calculating CC Staff	Building a Quality Form II
Feb 14	Tyrant Turnaround	Motivation Marvels	Feb 15	Scheduling Principles	Defining Call Standards
Feb 21	Email Essentials	Finders Keepers	Feb 22	Managing Daily Service	Calibration Corner
Feb 28	Selling Through Service	The Employee Life Cycle	Mar 1	Attendance & Adherence	Basics of Call Coaching
Mar 7	Anatomy of a Sales Call	Time Management for Sup	Mar 8	Advanced Forecasting	Making Most of QM System
Mar 14	Sales Coaching	Intro to WFM	Mar 15	SBR Design Strategies	Satisfaction Guaranteed
Mar 21	Building Sales Operation	KPIs: Mgmt by Numbers	Mar 22	SBR WFM Challenges	Voice of the Customer
Mar 28	Telecommuting that Works	Making the Match	Mar 29	<i>Good Friday</i>	<i>Good Friday</i>
Apr 4	Winning Vision	Intro to CC Technologies	Apr 5	Communicating WFM	Email Quality Monitoring
Apr 11	<i>SWPP Conference</i>	<i>SWPP Conference</i>	Apr 12	<i>SWPP Conference</i>	<i>SWPP Conference</i>
Apr 18	Dollars and Sense	Making the Case	Apr 19		
Apr 25	Business Process Imp	Analytics/Reporting	Apr 26		
May 2		Welcome to CC Supervision	May 3	Introduction to WFM	
May 9	World of Call Centers	Setting the Standards	May 10	Data Collection & Analysis	
May 16	Power of One	DCW Performance Model	May 17	Forecasting Fundamentals	
May 23	Vocal Makeover	Performance Coaching	May 24	Calculating CC Staff	
May 30	First Class Phone Manners	Call Coaching	May 31	Scheduling Principles	
June 6	Power Phrasing	Motivation Marvels	June 7	Managing Daily Service	
June 13	Tyrant Turnaround	Finders Keepers	June 14	Attendance & Adherence	
June 20	Email Essentials	The Employee Life Cycle	June 21	Advanced Forecasting	
June 27		Time Management for Sup	June 28	Communicating WFM	
July 11	Selling Through Service	Intro to WFM	July 12	SBR Design Strategies	
July 18	Anatomy of a Sales Call	KPIs: Mgmt by Numbers	July 19	SBR WFM Challenges	
July 25	Sales Coaching	Building a Quality Form I	July 26		
Aug 1	Building a Sales Operation	Building a Quality Form II	Aug 2		
Aug 8		Defining Call Standards	Aug 9	Satisfaction Guaranteed	
Aug 15		Calibration Corner	Aug 16	Voice of the Customer	
Aug 22		Basics of Call Coaching	Aug 23	Email Quality Monitoring	
Aug 29		Making Most of QM System	Aug 30		

| = Frontline Fundamentals | = Call Center Supervision | = Workforce Management
 | = Quality Assurance | = Operations/Business Management | = Telephone Sales



Masters Series in Call Center Management

2013 Web Seminar Calendar

	Thursday 10:00am	Thursday 1:00pm		Friday 10:00am	Friday 1:00pm
Sept 5	World of Call Centers	Welcome to CCSupervision	Sept 6	Introduction to WFM	
Sept 12	Power of One	Setting the Standards	Sept 13	Data Collection & Analysis	Building a Quality Form I
Sept 19	Vocal Makeover	DCW Performance Model	Sept 20	Forecasting Fundamentals	Building a Quality Form II
Sept 26	First Class Phone Manners	Performance Coaching	Sept 27	Calculating CC Staff	Defining Call Standards
Oct 3	Power Phrasing	Call Coaching	Oct 4	Scheduling Principles	Calibration Corner
Oct 10	Tyrant Turnaround	Motivation Marvels	Oct 11	Managing Daily Service	Basics of Call Coaching
Oct 17	Email Essentials	Finders Keepers	Oct 18	Attendance & Adherence	Making Most of QM System
Oct 24	Selling Through Service	The Employee Life Cycle	Oct 25	Advanced Forecasting	Satisfaction Guaranteed
Oct 31	Anatomy of a Sales Call	Time Management	Nov 1	Communicating WFM	Voice of the Customer
Nov 7	Building a Sales Operation	Intro to WFM	Nov 8	SBR Design Strategies	Email Quality Monitoring
Nov 14	Sales Coaching	KPIs: Mgmt by Numbers	Nov 15	SBR WFM Challenges	
Nov 21			Nov 22		

| = Frontline Fundamentals | = Call Center Supervision | = Workforce Management
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Ten Reasons to Attend The Call Center School's Web Seminars

- 1. Cost Effective.** The cost of a single session is only \$300 (with many other discounted bundled programs also available). For example, your company can participate in the entire Call Center Supervision track and have 20 supervisors participate for only \$2500 for the program – that's only \$12.50 per person per class.
- 2. No Travel.** Most companies can't afford for their supervisory or management staff to be away from the office in terms of time away or travel dollars. These web classes are taken from the comfort of your own office and require only 90 minutes of instruction time each week.
- 3. Improved Retention.** Studies have shown that very little material is actually retained and applied after a multiple-day training session away from the office. These 90-minute web sessions allow the student to master a new skill or apply new knowledge a little at a time each week so that retention and application on the job is maximized.
- 4. Expert Instruction.** All web classes are facilitated by the Senior Faculty members of The Call Center School. You will have an instructor with a minimum of 10 years of actual hands-on experience with call centers plus polished teaching and facilitation skills to maximize your virtual classroom experience.
- 5. Interactive Design.** These classes have been designed to be web seminars and we've built in lots of interactivity and fun exercises to make up for what you might miss in a live, classroom environment.

- 6. Supporting Tools.** Each class is supplemented by job aids and practical tools students can put to use right away on the job, such as software templates, optimization checklists, how-to white papers, after-class assignments and more.
- 7. Flexible Schedule.** Most web seminars are offered at least twice throughout the year, so if a program in a track is missed, it will be offered again soon. All programs can also be delivered at any time on a private basis via the web, or you can opt for an e-learning version of the class.
- 8. Cafeteria Approach.** The web seminars can serve as a stand-alone learning solution, or can be supplemented by a wide variety of books, classroom seminars, and self-paced, e-learning tools from The Call Center School and our other education partners.
- 9. Certification Option.** Ensure you're getting the most from your education dollars with our certification program. Those that attend all Core Curriculum classes and pass the post-training Mastery Exam at the end are awarded certification in that topic area from The Call Center School.
- 10. Pre- and Post-Class Assessment.** We provide free online pre-course assessments in order for organizations or individuals to assess their training needs in a certain area. For those topics selected, this pre-class test can also serve as the benchmark for the post-class certification testing to show "before" and "after" results.