

Updated 10/2010

Training topics	Participants Profile	Duration	Languages		
Strategic Visioning	Senior & Executive	1 day	NL	ENG	FR
Expert Class Contact Center Management	Middle & Senior	24 days	NL	ENG	
Contact Center Operating Model & Maturity Assessment	Middle & Senior	3 days	NL	ENG	
Financieel Management van Contact Centers	Middle & Senior	3 days	NL	ENG	
The European, Belgian, sectorial, individual and non existing rules that impact a contactcenter.	Middle & Senior	1 day	NL	ENG	
Contact Center Matrix: Counting, calculating, measuring, explaining & predicting	Middle & Senior	3 days	NL	ENG	
New Age CC HR: Orchestrating People, Processes & Technology: Finding the right balance between the three Contact Center anchors	Middle & Senior	3 days	NL	ENG	
Service delivery management in Contact Centers. The antagonist of product management: walk the talk!	Middle & Senior	3 days	NL	ENG	
CRM, data & sales management in Contact Centers	Middle & Senior	3 days	NL	ENG	
Contact center ICT: Tools & systems to sustain & uplift your activities	Middle & Senior	1 day	NL	ENG	
Contact Center sourcing: at home & abroad	Middle & Senior	3 days	NL	ENG	
Stepping up to contact center management.	Junior	2 days	NL	ENG	FR
Service Maximisation	Junior	1 day	NL	ENG	FR
Cost optimisation	Junior	1 day	NL	ENG	FR
Revenu Generation	Junior	1 day	NL	ENG	FR
E2E Sales- and Service Delivery Management	Junior	1 day	NL	ENG	FR
Laws & rules, codes, regulations & standards	Junior	1 day	NL	ENG	FR
Organizational Models	Junior	1 day	NL	ENG	FR
Monitoring	Junior	1 day	NL	ENG	FR
Coaching	Junior	1 day	NL	ENG	FR
Business Process Management	Junior	1 day	NL	ENG	FR
Knowledge Management	Junior	1 day	NL	ENG	FR
Workforce Management	Junior	1 day	NL	ENG	FR
Selection & Recruitment	Junior	1 day	NL	ENG	FR
Motivation and retention	Junior	1 day	NL	ENG	FR
Telephone communication techniques	Agents	1 day	NL	ENG	FR
Inbound call development	Agents	1 day	NL	ENG	FR
Sales in inbound & outbound	Agents	1 day	NL	ENG	FR