



HDI support center team lead

Skills Building & Certification Training

Course Overview

The support center team lead serves as the champion for the customer and the focal point for support center analysts. For this reason, a team lead must be customer-focused, be able to drive change and process improvements, provide training, and deliver customer support.

The HDI **Support Center Team Lead** course is designed for support center professionals who have been or will be promoted to a team lead position and require fundamental management and leadership skills for their increased responsibilities.

What You Will Learn

- Best practice standards for support center operations
- Effective leadership and management skills
- Fundamental team building and mentoring strategies
- Conflict and stress management skills
- An 8-step method for coaching team members
- How to evaluate team performance using support center metrics, quality assurance monitoring, and key performance indicators (KPIs)
- Knowledge management methods to improve productivity and increase employee and customer satisfaction

Who Should Attend

Experienced support center analysts, supervisors, and team leaders who want to improve their management and leadership skills, and those seeking HDI Support Center Team Lead Certification.

Course Prices

Includes on-line exam prep and certification exam.

Classroom: Interactive two-day course among peers.
HDI members: \$1,495 per person
Non-members: \$1,595 per person

On-site: A two-day course conducted at your company's site.
Call **800-248-5667** for pricing.

How to Register

Call: **800-248-5667**
Visit: www.ThinkHDI.com/certification

Certification

The certification exam is included with the purchase of this course. Instructions on scheduling the exam are provided upon course completion.

About HDI®

HDI, a Think Service company, has trained IT service and support professionals from 90% of the Fortune 500 companies, giving them the skills needed to provide excellent service, increase productivity and profitability, and decrease call times.

As the world's largest membership association for IT service and support professionals, HDI focuses on industry best practices, develops certification and training programs based on internationally-recognized standards, and provides members with valuable industry resources and events.

This is an excellent course. It helped me gain perspective and understand the new role I am filling."

Nick Cohs, Global Help Desk Services



HDI Support Center Team Lead

Unit 1: Support Center Overview

- The Evolution of the Support Center
- The Role of the Support Center
- The Role of the Support Center Team Lead
- Management Functions
- Managing Relationships

Unit 2: Business Planning and Strategy

- The Strategy of a Successful Support Center
- Service Level Agreements (SLAs)
- Standard Operating Procedures (SOPs)
- Business Alignment

Unit 3: Support Center Processes

- IT Service Management (ITSM)
- ITIL Service Support
- Security Management
- Knowledge Management

Unit 4: Service Delivery Methods and Technology

- Service Delivery Methods
- Telephony Systems
- Service Management Systems

Unit 5: Recruitment and Training

- People Management
- Recruitment
- Sourcing
- Training and Professional Development

Unit 6: Communication and Coaching

- The Communication Process
- Cultural Sensitivity
- Emotional Intelligence
- Managing Conflict
- Coaching

Unit 7: Teamwork and Retention

- Teamwork
- Motivation
- Performance Management
- Retention

Unit 8: Quality Assurance and Marketing

- Quality Assurance
- Performance Reporting
- Marketing the Support Center

"I enjoyed this course immensely. The instructor's wide span of knowledge was remarkable. She was able to relate items in her knowledge base to our course – exceptional!"

Diane Wolf, Comforce Corporation