



Service Leadership Academy



Quality supervision is a critical success factor for delivering excellent customer service yet, **supervisors are often the most under-trained employees.**

Barbara Burke

Author | Speaker | Customer Service Expert

What are you doing to prepare leaders in your



Check website for current dates and information

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Be one of the first to get certified in a program that will fast become an industry standard!

13 bi-weekly evening sessions
\$995 Members | \$1295 Non-members

Certified Leadership Associate

NOT just another call center training

We often promote the right people without preparing them to be successful in their new roles. Front line leadership is a critical success factor for delivering excellent customer service yet, **supervisors are often the most under-trained employees.** Most are experienced service reps promoted from within the service center who receive training in the technical and systems side of managing a service operation, but seldom the other skills for being an effective leader.



ACCA's Leadership Development course, provides new leaders with easy-to-apply tools needed to make a successful transition into a management role. In 13 sessions, participants will learn and apply the skills to plan, organize, coach, motivate, delegate and communicate in order to be an effective leader.

How Participants Benefit:

- Understand what a leader is...and is not
- Discover your own unique leadership style and which leadership attributes you already possess
- Get comfortable giving presentations and communicating to any size group
- Learn strategies to motivate a team, including "difficult people"
- Create a personal and professional development plan that puts what you've learned into practice

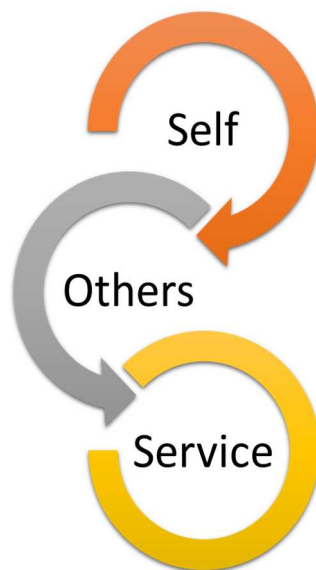
This is a fast paced, highly interactive class with minimal lecture. Participants will bring examples from their workplace to problem solve in learning labs. Class size is limited to insure individual attention. Topics covered include:

Leadership Skills for Managers

- Lead with your strengths
- Inspiring Others to Follow
- Leadership Ethics
- Organizational Change & Development

Management Skills for Leaders

- Effective Employee Selection
- Employee Motivation and Retention
- Performance Excellence Process (P.E.P.)
- Holding Difficult Performance Discussions



Communication and Presentation Skills

- Platform & Presentation Skills
- Planning and Leading Effective Meetings
- Building Your Brand
- Promoting Your Ideas

Interpersonal Skills

- Navigating the Organization
- Managing Up
- Personal and Professional Development

Register today! 13 bi-weekly evening sessions
\$995 Members | \$1295 Non-members (payment plans available)
tuition includes text book, course materials & Annual Conference registration

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