

Two Day Program - Delivering Results Through Your People

New program in
CCMA's Education
Portfolio

Two Day Program

Who Should Attend?

Centre Managers
Team Leaders
Future Leaders
Senior Consultants

Course Dates

22nd – 23rd March 2012

9.00am - 5.00pm

Rydges Melbourne
186 Exhibition Street
Melbourne

CCMA Members : \$1,300
(GST Inclusive)

Non-Members : \$1,595
(GST Inclusive)

For further information and
bookings visit
www.gbc.net.au

Program Overview

This hands-on program shows you how to achieve great business results by actively coaching and engaging your team. The program covers:

- Coaching, mentoring and counselling
- Applying the GROW coaching framework
- The power of effective communication
- Leading a truly effective one-on-one
- The importance of communication planning
- Being a proactive leader
- Situational leadership strategies
- Managing difficult coaching situations
- Putting it all into practice

This program drives improved business performance by developing, refining and enhancing the coaching skills of contact centre leaders. We help participants to get the best out of themselves and their teams. We work with all participants to build on their courage and confidence in effectively addressing performance issues, while providing an opportunity to learn from each other through group discussion and a sharing of ideas and experiences.



Participants say

"The program was educational, insightful and lots of fun. A perfect balance between theory and practice."

"Examples that were used were relevant to the TL's day to day role."

"We spent time working through the theory on how to conduct good, effective feedback and then did role plays to execute the things we learnt. "

"The training with Marg was brilliant! She is very knowledgeable."

CCMA | Customer Contact
Management Association

About Your Instructor

Margaret Watson, Senior Consultant
Greg Bailey Consulting

Margaret has 14 years senior service management experience across multiple industry sectors including Infrastructure, Sales, Financial Services, Health, Utilities, and Telecommunications.

She has extensive experience in operational planning, contact centre set-ups, change management, relocations, technology transitions, and has implemented significant employee engagement strategies with outstanding results.

Margaret has won numerous industry awards for operational excellence and directly managed service operations with up to 600 full-time employees.

She has held executive accountability for the end-to-end operations of over twenty separate contact centres and 2500 full-time employees.

Margaret has been a past winner of the 'CCNG National Contact Centre Manager of The Year' award and in 2007 and 2008, contact centres under her management received back to back national industry excellence awards.

As a management coach, trainer and mentor, Margaret has designed and delivered extensive training programs in the areas of leadership, coaching and service management. She delivers training for frontline staff as well as executive level managers and is engaged as a mentor and professional coach by service managers across a range of industries.



What is covered during the course?

Day 1	Effective Coaching – Getting The Fundamentals Right Welcome, introduction and learning outcomes. Unlocking your potential. Proactive Leadership. Coaching, mentoring and counselling. What makes a good coach? How does coaching fit in with the performance management process?	Morning Tea	Leading a Truly Effective One On One A seven step process to ensuring your discussion is effective. Tips and tricks on how you can ensure each interaction you have delivers the right outcome. How to ensure you are engaging your audience.	Lunch	Applying The GROW Coaching Framework Open and closed questions. The Ask vs Tell repertoire. The GROW coaching model. Questioning techniques and ideas.	Afternoon Tea	Putting It All Into Practice Practical application of what you have learnt. Opportunity to practice skills and techniques in a supportive environment.
Day 2	The Power of Effective Communication Why is communication important? Different methods and when to use them for maximum results. Communication and listening skills. Non-verbal communication.	Morning Tea	The Importance of Communication Planning The purpose and impact of a well-executed communication plan. How to write and implement an effective communication plan.	Lunch	Managing Different And Challenging Situations What is situational leadership and why is it useful? What leadership and development styles should you adopt? Applying the model in the workplace. Common difficult situations and how to overcome them.	Afternoon Tea	Putting It All Into Practice Practical application of what you have learnt. Opportunity to practice skills and techniques in a supportive environment.

Greg Bailey Consulting

Greg Bailey Consulting (GBC) is a boutique consulting firm, specialising in the fields of contact centre management and service delivery management. Established in 2003, GBC works in close partnership with many leading Australian businesses and has a track record of helping clients to achieve significant and measurable business improvement.

The GBC team has over 60 years combined contact centre management experience. The team's skills and knowledge are therefore practical, proven and derived from hands-on experience in building and leading high-performing and award-winning operations.

Built on the values of honesty, integrity, passion and partnership, GBC delivers tangible business benefits for its clients. These include significant improvements in customer satisfaction, substantial reductions in operating costs, improved service delivery and improved staff skills and performance.

GBC Contact Centre Training Series

The GBC Contact Centre Training Series comprises highly-targeted training programs designed to deliver success in the contact centre environment. GBC's workshop leaders are highly experienced contact centre managers and can share real world examples and techniques that are proven to work in contact centres.

The different programs in the GBC series allow participants to refresh and develop their skills and knowledge across key areas of contact centre performance. The Contact Centre Operations Management program is run in partnership with CCMA and has been attended by over 220 managers and team leaders. This program has a "recommend to others" rate of 100%.

For more information about our services please refer to our website www.gbc.net.au

How to Book

Book online :

Please visit our website www.gbc.net.au/booking.php

Enquiries :

If you have any questions about the course please don't hesitate to contact us at: info@gbc.net.au

Payment :

Payment can be made by credit card, cheque or direct credit to our bank account. Payment in full is required prior to the commencement of the course.