Management and Strategy Institute, LLC.
Call Center Supervisor Certified (CCSC)™
Course of Study

Introduction

The call center supervisory role can be demanding and somewhat daunting position. For most people, the required skills for supervising others do not come naturally which means they need to learn and apply this new skill systematically.

This certification course is designed to help someone gain confidence in supervising others by knowing what areas they need to consider when leading people. Through various scenarios, delegates learn what works and what does not when managing call center agents. The course also explores several established frameworks of management which gives structure to any supervisory role. These include guidelines to motivate the team, carrying out performance analysis, avoiding and resolving team-supervisor conflicts, problem solving and a variety of intervention methods.

This certification course is ideal for those who are new to the call center supervisory role or those who have been leading but now want to improve their management skills by going through a certification program to tap into established methodologies on supervision and interpersonal skills.

The goal of the Management and Strategy Institute is to teach you the key competencies required to function in the role of a Supervisor. As you go through the training material you will learn the competencies listed below.

The CCSC exam is a timed, 2-hour online exam. It consists of approximately 20 questions and has a required passing score of 65%.

Competencies

This course of study covers the following competencies:

Call Center Supervision

- What is involved in the supervision of a call center and how should a supervisor divide his time?
    - o <u>Learning Outcome</u>: Learn the basic time management skills of a supervisor.

What is Involved in Supervision

- As a supervisor you have four major functions.
    - Learning Outcome: Understand planning, organizing, directing and controlling.

How to Address Problems Methodically

- What areas a supervisor needs to look into when confronted with problems and in what order.
    - Learning Outcome: Understand the basics of confronting problems as a supervisor.

How to Establish Rapport

- How to improve communication with others by using empathy. How to communicate with people when they want to raise a concern.
    - Learning Outcome: Basic understanding of communication & empathy.

What is Situational Leadership

- What are the leadership styles. How to help employees develop and how does that relate to your supervision. How should you relate your leadership style to each individual under your supervision.
    - Learning Outcome: Have an understanding of different leadership styles.

How to Intervene

- How to use a framework that helps you approach situations systematically, using a variety of interventions. How to avoid using destructive habits repeatedly when supervising.
    - Learning Outcome: Understand how to intervene in a problem.

How to Motivate

- How to motivate your team. How to provide support and mentoring.
    - Learning Outcome: Understand how to motivate your team.

How to Carry Out Performance Appraisals

- What are the do's and don'ts of performance management meetings.
    - Learning Outcome: What are the 7 critical factors in job performance and why you must not ignore any one of them when supervising your team?

Learning Resources

Recommended:

Material included with your purchase is required reading.

- Free online training material provided by MSI. The material includes everything you will need to learn to pass the exam. This material is included for free with the purchase of your exam. It is in digital form, and available immediately after payment.

Optional:

This material is <u>not</u> required; however, it will assist you in becoming a supervisor.

- Jeanne Thomas Hugg (Feb 28, 2013) The Supervisor's Companion: A practical guide for new (and lightly trained) supervisors, ISBN-13: 978-1482667646
- Brette McWhorter Sember (Feb 15, 2007), The Essential Supervisor's Handbook, ISBN-13: 978-1564148933

Preparing for Success

In order to successfully complete the CCSC exam, you will need to make sure you have the appropriate resources to support your learning.

- A quiet location, free from distraction.
- Internet access.
- Current (newest) version of Internet Explorer, Firefox, or Chrome browser.
- Take study notes while going through the training.
- When you are ready to take the exam, you should allot 1-hour of time.

Frequently Asked Questions

<u>What happens if I fail the exam?</u>

- You are given two additional attempts to pass the exam at no additional cost.

<u>Will I receive a physical certificate in the mail?</u>

- Yes, MSI will mail you a certificate suitable for framing as well as transcripts.

<u>Will I receive Professional Competency Units (PCU's)?</u>

- Yes, you are awarded 20 PCU's upon passing of the exam.