



SUPPORT CENTER

TEAM LEAD

SKILLS BUILDING & CERTIFICATION TRAINING

About HDI®

HDI, the world's largest membership association for IT service and support professionals, focuses on establishing best industry practices, developing certification and training programs based on internationally-recognized standards*, and providing members with timely access to valuable industry resources and events.

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 excellence.

HDI's **Support Center Team Lead (SCTL)** 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. In this two-day course, Team Leads will focus on refining their leadership skills and prepare for their new role by learning to:

- Implement best practice standards for support center operations
- Use effective leadership and management skills
- Motivate and use fundamental team building and mentoring strategies
- Manage conflict and handle stress
- Implement an 8-step method for coaching team members
- Evaluate team performance using support center metrics, quality assurance monitoring, and key performance indicators (KPI's)
- Use 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 enhance their management and leadership skills, and those seeking HDI Support Center Team Lead certification.

Pre-requisites

Students should be familiar with the basic concepts of a support center. No previous HDI or STI Knowledge courses are required.

Training Methods and Pricing

Includes instruction, on-line exam prep, and certification exam.

On-site: A two-day course conducted at your company's site. Call **1-800-248-5667** for pricing.

On-line: 12-16 hours of self-paced, economical training.
HDI member price: \$645 per person
Non-member price: \$695 per person

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

Certification

Students will be eligible to schedule their certification exam after completion of this course.

How to Register

Call: **1-800-248-5667**

Visit: www.ThinkHDI.com/training

**This course combines HDI's internationally-recognized standards with STI Knowledge® best practices to create the industry's foremost training and certification curriculum.*

