COURSE OVERVIEW

Team Leader Management Training

TULA The Ubuntu Leadership Academy

How it works

Phase 1

The first phase is the instructor-led program over one week. All done in the classroom **1 week in the classroom**

BPO Basics	Team Leader Jobs	Performance Measurement	Performance Analysis	Performance Management	Workforce Management
Incentive Management	Absenteeism	Attrition	Performance Appraisal	Motivational Techniques	Customer Focus
Coaching	Team Management	Profiling	Quality	Training	Metric Driven Approach
Inter Departmental Interactions	Understanding Financial Impact	People Development	Business Continuity	Hiring	Policies

Phase 2

In the second phase, the Team Leaders implement their learnings and commit to improving a minimum of 2 metrics. **runs over 8 weeks in the office**

Results:
- A Team Leader will be more confident, more professional and more effective once the training is complete.
- The P&L of the organisation will improve because the team leaders sees the P&L as part of the "DNA" of effective leadership.

Phase 3

A 20 minute presentation by the Team Leader to senior management outlines the operational efficiencies and company benefits from the entire process, and is a unique opportunity to present at this senior level of leadership. **5 days - in the CEO's office**

Task: The Team Leader must demonstrate to Senior Management how the P&L of the company has been impacted.

Phase 1
1 week

Programme preparation
Programme signoff manager and senior management

Pre-test

Instructor led programme

Post-test

Phase 2
8 weeks

Improve metrics

Weekly implementation tracking

Team leader & manager signoff commit on improving 2 metrics

Phase 3
5 days

Presentation
Presenting to a panel of Senior management

New leader
Driven by metric improvements, characterised by a increased personal confidence and a new "DNA" of effective leadership

01 BPO BASICS

This module provides an overview of BPOs, including types, services, functions, roles, and responsibilities. Participants will also learn about career paths and the uniqueness of a Service Delivery Center.

02 TEAM LEADER JOBS

"The greatest leader is not necessarily the one who does the greatest things. He is the one that gets the people to do the greatest things." – Ronald Reagan

This module describes the various areas of management, responsibilities, jobs, and tasks that a team leader needs to do with respect to his/her role. Participants will learn about the importance of a team leader's role and the attributes required to be successful.

03 PERFORMANCE MEASUREMENT

"If you can't measure it, you can't improve it."
– Peter Drucker

This module covers the goals of the company and how performance measures are linked to these goals. Participants will learn about business service center performance measures, productivity measures, quality measures, inventory carrying costs measures, and the benefits of educating their team on performance measures.

04 PERFORMANCE ANALYSIS

"In the business world, the rear-view mirror is always clearer than the windshield." – Warren Buffett

This module equips participants with various performance analysis tools, including statistical tools, analytical tools, and root cause analysis tools.

05 PERFORMANCE MANAGEMENT

"If you want to improve the performance of your team, you need to improve your own." – Harvey Mackay

This module covers various performance management techniques, such as the buddy system and ABC analysis, and enables participants to identify, understand, track, and address existing and potential performance issues.

06

WORKFORCE MANAGEMENT

This module sensitizes participants to the basics of workforce management, including planning, staffing, impacts of lower productivity on staffing, impact of poor schedule adherence, etc.

07

INCENTIVE MANAGEMENT

"Motivation is the art of getting people to do what you want them to do because they want to do it." – Dwight D. Eisenhower

This module helps participants understand how to create and run an effective incentive plan to achieve operational results.

08   ABSENTEEISM

Absenteeism can have a significant impact on the profitability of a company. This module will help team leaders understand the importance of measuring and tracking absenteeism, the effects of unscheduled absenteeism, reasons for absenteeism, and how to control unscheduled absenteeism.

The module will also cover how to deal with absenteeism in sensitive situations, such as chronic illness. Participants will gain insights into the impact of absenteeism and ways to control it.

09 ATTRITION

This module will help team leaders understand the drivers of attrition and the financial impact of attrition on the company. Participants will also learn how to calculate and track attrition, the costs of replacing staff, and ways to manage attrition.

The module will cover the factors that contribute to attrition, indicators of possible attrition, and the importance of exit interviews.

By the end of this module, participants will have a better understanding of attrition and how to manage it effectively.

> "
> *"The only way to do great work is to love what you do."*
> *– Steve Jobs*
> "

10   PERFORMANCE APPRAISEL

"Feedback is the breakfast of champions."

- Ken Blanchard

Performance appraisals are an essential component of performance management. This module focuses on the importance of conducting effective appraisals, challenges faced during the process, and preparation for the appraisal. Participants will learn how to provide constructive feedback and set goals for the upcoming year to improve performance.

11 MOTIVATIONAL TECHNIQUES

"Motivation is the art of getting people to do what you want them to do because they want to do it." – Dwight D. Eisenhower

This module explores various techniques for motivating individuals and teams, including Maslow's Hierarchy of Needs and other motivational theories. Participants will learn how to create a motivating environment and recognize the importance of individual and team performance.

12 CUSTOMER FOCUS

This module emphasizes the importance of customer focus and creating customer delight.

Participants will learn to champion both internal and external customers and motivate their team to provide exceptional service.

The module includes case studies and examples to reinforce the benefits of customer-focused service.

> **"Customer service is not a department, it's everyone's job." – Unknown**

13 COACHING

"Coaching is unlocking a person's potential to maximize their own performance. It is helping them to learn rather than teaching them."

- Timothy Gallwey

This module focuses on coaching as a tool for improving performance. Participants will learn the characteristics of a successful coach, types of coaching, and the pitfalls of communication. The module also covers the AICR model, which identifies the reasons for an associate not performing, and how to implement coaching to address those reasons.

14 TEAM MANAGEMENT

"Great things in business are never done by one person; they're done by a team of people." - Steve Jobs

This module covers various aspects of managing an effective team, including succession planning, goal setting, implementing IAPs, providing floor support, understanding internal process

15 PROFILING

"If you don't understand people, you don't understand business." - Simon Sinek

Understanding team members and their motivators is crucial for effective team management. This module will provide participants with a tool to help identify motivators for team members and better understand their needs.

16 QUALITY

"Quality is not an act, it is a habit." - Aristotle

Quality is a critical component of any contact center operation. In this module, participants will learn about basic operational quality, calibration, monitoring, data capture, and the cost of poor quality.

17 TRAINING

"Train people well enough so they can leave, treat them well enough so they don't want to."
- Richard Branson

Training is essential for improving individual and team performance. In this module, participants will learn about the four stages of the conscious competence model, various types of training and development, and creating a short training program.

18 METRICS DRIVEN APPROACH

"Without data, you're just another person with an opinion." - W. Edwards Deming

This module is designed to help contact centre team leaders understand the importance of measuring performance and the impact of not measuring. Participants will learn about different metrics and how to derive new ones. The module will also cover how metrics are ultimately linked to costs or revenue and the financial impact of not meeting metrics.

> **"Alone we can do so little; together we can do so much." - Helen Keller**

19 INTER-DEPARTMENTAL INTERACTIONS

In this module, team leaders will learn about the various interactions they have with other departments and the information that needs to be exchanged.

Participants will identify the departments they are associated with and the challenges they face. They will also learn how to track department-wise challenges and how to work effectively with other departments.

20 CUSTOMER FOCUS

This module emphasizes the importance of understanding financial metrics and how they impact the overall performance of the contact center.

Participants will learn how to link metrics to costs or revenue, and the financial implications of not meeting metrics.

21 PEOPLE DEVELOPMENT

"The growth and development of people is the highest calling of leadership." - Harvey S. Firestone

This module focuses on the importance of developing team members and providing methods for their development. Participants will learn about people development, its benefits, and a people development framework that can be applied in the contact center.

22 BUSINESS CONTINUITY MANAGEMENT

This module teaches participants about Business Continuity Management (BCM) and why it is important.

Participants will learn about potential risks and challenges that may arise in the daily operations of the contact center, and their role in creating a BCM for operational crises.

23 HIRING

This module is designed to help contact centre team leaders understand the importance of their role in the hiring process.

They will learn how to create effective job descriptions, advertise job openings, and screen candidates. Additionally, they will be provided with a framework for conducting effective interviews, assessing candidates' qualifications and skills, and making informed hiring decisions.

24 POLICIES

This module focuses on the importance of company policies and how they help ensure consistent and fair treatment of employees. Participants will learn what policies are, the benefits of having policies, the key components of a policy, and their role in creating and enforcing policies.

They will also learn about the consequences of not following policies and the importance of consistent enforcement.

AT A GLANCE

Tula training helps improve operational efficiency and we measure the impact of our leadership learning activities against your company goals. **Our field of expertise are in the area of Operations Management for the BPO sector.**

We are passionate about Leadership Development as well as the creation of a leadership talent pool for our industry.

We help our clients improve operational metrics such as productivity, quality, customer satisfaction, retention.

12 WEEKS
structured training with a set timeframe.

65 000
team leaders across the globe have particpated in the program.

CHALLENGES

- Not enough leadership in a highly demanding environment
- Tight budgets and flat structures
- Lack of skill in the workplace

SOLUTIONS

- Increase your teams' leadership skills
- Nurture future leaders and retain your good people

THE OFFERING AND ITS RESULTS

- a 12 week program that has shown trusted results
- Team leaders with improved confidence, more professionalism and effectivity.
- Overall organisational improvement and efficiency

On point training with trusted results

Team leaders with improved confindence

Overall organisation improvement

TULA The Ubuntu Leadership Academy

JOIN OUR TRAINING

TULA The Ubuntu
Leadership Academy

Join our 12-week training program to see improvements you can measure.

Your team leaders will have improved confidence, more professionalism and effectivity and overall you will witness organisational improvement and efficiency.

www.tulasa.co.za

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