

Workforce Management Courses by Call Design



Nearly *three-quarters* of the Workforce Planners who participated in the 2024 Smart Recruitment survey began their professional journey as agents in the contact centre. This suggests that workforce planning is often a way of career progression. Real Time Analysts and Team Leaders tell similar stories. Ensuring your staff are taught Workforce Planning principles and the "why" behind what they are doing, is critical.

That is why Call Design is delighted to offer three **Workforce Management (WFM)** training courses tailored specifically for Workforce Planners, Real Time Analysts and Team Leaders or Managers. Each of these courses is designed to empower participants with the skills and knowledge needed to effectively apply the principles of workforce planning and proficiently communicate the implications of schedule changes regardless of what WFM software you may use.

The three customised courses help attendees advance their WFM Skills:

- Workforce Management Essentials
- Workforce Management for Team Leaders
- Workforce Management for Real Time Analysts

WFM Essentials is a 3-day course and the others are a day each. All three courses will help ensure you have the knowledge and expertise you need in workforce planning.

WFM Essentials 3-day Course– Who should attend this course?

If you are a Forecaster, Workforce Planner or Scheduler, then this course is perfect for you. We also recommend it for Real Time Analysts who are looking to develop professionally for more senior roles in workforce planning.

WFM Essentials – Course Feedback

Chris has been a Workforce Planner for 2.5 years. Before undertaking the WFM Essentials course by Call Design, Chris had only received ad-hoc training from his colleagues. His manager recommended he do the course, highlighting the importance of training for the team. Upon completion of the course, Chris said he found the entire curriculum invaluable. He gained a comprehensive understanding of forecasting methodologies and practical skills in rostering which directly impacted his ability to forecast future volumes and effectively allocate resources. The knowledge acquired from the course was immediately applied in daily work routines and as a result Chris highly recommends this course to anyone who wants to understand more about workforce planning.

-Chris, BreastScreen Victoria



WORKFORCE MANAGEMENT ESSENTIALS COURSE

Designed by Australia's leading specialists in workforce optimisation, the Workforce Management Essentials course is a key component in your professional development. Our trainers are experts in workforce management and have experience working with businesses of all sizes and industries. The course is designed to help you understand everything from forecasting to scheduling and intra-day management regardless of which WFM platform you may be using.

WFM Essentials – what to expect

- Basics of WFM including team structures
- Forecasting, planning, and scheduling
- Performance analysis
- Real time analysis and management
- Team communication



Workforce Management Course – for Team Leaders

Workforce management is an important function in contact centres but is often misunderstood by people outside the WFM team. This course is designed specifically for team leaders, contact centre managers and anyone with an interest in understanding the fundamentals of workforce management practices.

In this course, you will learn about the art and science of workforce planning and how it fits within your business. You will learn how to make better resourcing decisions and how a strong workforce management practice can be a key differentiator and a strategic asset in your business.

WFM for Team Leaders – What to expect

- The role of WFM and why workforce planning is so important
- The challenges associated with optimising the customer experience
- The Power of One - the impact one individual can have on customer experience
- Workforce engagement management including staff motivation and recognition and reward strategies

WFM for Team Leaders – Course Feedback

"I left this course with a new skillset which I am so grateful to be across.

- I can now converse with workforce planning about my week and about any changes I wish to make from a place of knowledge, understanding, appreciation and acceptance.
- I can now comprehend the meaning of 'every minute counts' and also how the power of one change in a schedule has the impact to affect many functions of a business and also our availability for our customers.
- I now understand why forecasting and scheduling are an art and a science and why so much time, energy and focus goes into them.
- I now understand more about the impact of schedule changes.
- I have been given tips and tricks on how to effectively manage schedules and to keep my staff engaged. Also I am now able to explain in simple terms the importance of being where they need to be.
- Looking through my day with my " WFP Lenses on" and the role we all play in making sure our line of business is running efficiently and productively, whilst maintaining a quality of work / break balance for all of our staff.
- Our trainer was engaging, funny and had lots of energy. They were able to answer all our questions."

- Millie, Team Leader, Commonwealth Bank



Workforce Management Course – for Real Time Analysts

The one-day WFM course for Real Time Analysts teaches the basics of workforce management specifically from a Real Time Analyst perspective.

From understanding the basics of workforce planning to understanding how to make better decisions on the real time needs of your contact centre, if you are a Real Time Analyst, this course is for you.

WFM for RTAs – what to expect

- **Improve Your Knowledge**
Learn the basics of workforce management, and gain insights into how forecasting, scheduling, and real time monitoring work together.
- **Practical Techniques**
Learn practical strategies for effective real time analysis, equipping you with the tools to make informed decisions swiftly and accurately.
- **The Power of One**
Understand the impact of schedule changes on performance and service.
- **Interactive Learning**
Our trainers are all highly experienced in workforce management. Ask questions, and learn from your industry peers on this interactive course.

WFM for RTAs - Course Feedback

"I thoroughly enjoyed the Workforce Management for Real-Time Analysts course. I liked that our group was small, and we all got to participate equally. The content was great, and the trainer was very knowledgeable on the topic. The insights and skills I gained will help me make more informed decisions. With a focus on forecasting demand, efficient scheduling, and analysing workforce performance in real-time, I feel better equipped to meet our operational goals swiftly and effectively. This course has not only enhanced my abilities but also empowered me to support and lead our team more effectively. Overall, I'm excited about the positive impact this course will have on both my role and the success of our team."

- Aurelius, Seek Pty Ltd

Why Call Design?

Call Design is a leading workforce management consultancy, helping improve enterprise-level workforce optimisation since 1999.

Our team of consultants have worked in the industry, and have significant experience implementing and training best practice workforce management. Whether you are a Real Time Analyst, Manager or Workforce Planner, we have a course for you.

Get in touch with our team today and sign up to learn more about workforce management.

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