



The IT Service & Technical
Support Community

HDI® Support Center Team Lead

Skills-Building and Certification Training

"I enjoyed this course immensely. The instructor's wide span of knowledge was remarkable. She was able to relate items in her knowledge base to our course — exceptional!"

— Diane Wolf, Comforce Corporation

"This is an excellent course. It helped me gain perspective and understand the new role I am filling."

— Nick Cohs, Global Help Desk Services

Hone the essential leadership skills required to enhance team performance.

The support center team lead serves as the communication link between the team and the manager as well as the first point of internal escalation for the customer.

HDI Support Center Team Lead training ensures that participants learn how to deliver exceptional customer support, promote process improvement, coach for success, and take charge of the day-to-day operational activities of a team. This course is designed for support professionals who need to develop fundamental management and leadership skills.

What You Will Learn

- ▶ Essential team lead management and leadership skills
- ▶ The importance of service level agreements (SLAs), and operating level agreements (OLAs)
- ▶ The ITIL processes of incident, problem, change, release, asset, and configuration management
- ▶ An overview of security management and knowledge management
- ▶ Strategies for managing conflict
- ▶ The essentials of people management: hiring, scheduling, evaluating, and retaining employees
- ▶ An eight-step method for effective coaching
- ▶ Proven team building and motivational techniques
- ▶ Essential performance metrics, and key performance indicators (KPIs)

Who Should Attend

— Technical support professionals who must understand support center processes and best practices and master important daily functions such as quality assurance monitoring, coaching, and escalation management

— Individuals who are preparing for the HDI Support Center Team Lead certification

Course Prices

Classroom: Interactive two-day course among peers.

HDI Member Price: \$1,495 per person / Price: \$1,595 per person

Online, Self-Paced: 10-12 hours of self-paced, flexible training.

HDI Member Price: \$645 per person / Price: \$695 per person

On-Site: A two-day course conducted at your company's site.

Call 800.248.5667 for pricing.

Certification

The certification exam is included with the purchase of this course. Instructions for scheduling the exam are provided upon course completion.



Support Center
Team Lead

Register

Call: 800.248.5667 Visit: www.ThinkHDI.com/SCTL

Course Outline

HDI Support Center Team Lead

Unit 1: Support Center Overview

- ▶ The Evolution of the Support Center
- ▶ The Role of the Support Center
- ▶ The Role of the Team Lead
- ▶ Management Functions
- ▶ Managing Relationships

Unit 2: Business Planning and Strategy

- ▶ Strategy of a Support Center
- ▶ Service Level Agreements (SLAs)
- ▶ Standard Operating Procedures (SOPs)
- ▶ Business Alignment

Unit 3: Support Center Processes

- ▶ IT Service Management (ITSM)
- ▶ ITIL Service Support
- ▶ Security Management
- ▶ Knowledge Management

Unit 4: Service Delivery Methods and

- ▶ Technology
- ▶ Service Delivery Methods
- ▶ Telephony Systems
- ▶ Service Management Systems

Unit 5: Recruitment and Training

- ▶ People Management
- ▶ Recruitment
- ▶ Sourcing
- ▶ Training

Unit 6: Communication and Coaching

- ▶ Communication Skills
- ▶ Cultural Sensitivity
- ▶ Emotional Intelligence
- ▶ Managing Conflict
- ▶ Coaching

Unit 7: Teamwork and Retention

- ▶ Teamwork
- ▶ Motivation
- ▶ Performance Management
- ▶ Retention

Unit 8: Quality Assurance and Marketing

- ▶ Quality Assurance
- ▶ Performance Reporting
- ▶ Marketing the Support Center

HDI curriculum addresses the needs of support professionals throughout their careers and the various maturity levels of their support operations. It presents the business processes and soft skills required to increase productivity, profitability, and improve customer satisfaction.