

Workforce Management Boot Camp

*"This is an essential course for all
workforce managers."*

— Lisa Hower,
Discover Card

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Course Overview

Workforce Management Boot Camp is an unparalleled opportunity to learn an integrated approach to call center workforce planning based on the realities that managers and analysts face every day. Through this boot camp, you'll supplement your on-the-job experience with formal training focused on gaining a complete understanding of the theory of workforce management (WFM).

What You Will Learn

- ▶ Understand the basic WFM statistics
- ▶ Examine a variety of forecasting models and determine what works best for you
- ▶ Provide more value through reporting and data administration
- ▶ Get the most out of Excel
- ▶ Use forecasting, scheduling, and analysis tools to increase efficiency
- ▶ Reduce the "chaos mentality" of real-time management and build a proactive real-time management plan
- ▶ Create long-term staffing plans that account for the realities in your center
- ▶ Identify how and when to reforecast
- ▶ Confidently create forecasts that are consistently accurate on an interval by interval basis

Who Should Attend

— Workforce directors, managers, and supervisors who want hands-on expert training in WFM theory and practice

Course Prices



Public Classroom Training: Interactive four-day course among peers.
Price: \$2,995



Onsite Training: A four-day course conducted at your company's site.
Call 800.248.5667 for pricing.

Register

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

Course Outline

Workforce Management Boot Camp

Unit 1: What Is WFM?

- ▶ The planning and management process
- ▶ WFM maturity assessment
- ▶ Workforce management team structure

Unit 2: Excel: A Key Tool for WFM

- ▶ Weighted average
- ▶ Standard deviation: measuring and controlling variation
- ▶ Correlation
- ▶ Pivot tables
- ▶ Advanced formulas
- ▶ Advanced statistics that will help you do your job
- ▶ Samples vs. population data

Unit 3: Forecasting

- ▶ Cleaning the data
- ▶ Statistical methods including:
 - Historical models
 - Driver-based
 - Event models
 - Judgment-based forecasting
 - Comparing forecast performance with regression testing

Unit 4: Long-Term Staffing

- ▶ Value of a long-term plan
- ▶ Shrinkage/RSF
- ▶ Vacation and holiday planning
- ▶ Staff utilization
- ▶ Staffing models

Unit 5: Weekly Staffing and Scheduling

- ▶ Zero-based staffing
- ▶ Scheduling practices
- ▶ Determining shifts
- ▶ Determining FT/PT ratio

Unit 6: Real-Time Management

- ▶ Proactive planning
- ▶ Day-before adjustments
- ▶ Building a real-time response plan
- ▶ Adherence to schedule

Unit 7: Data Administration and Reporting

- ▶ Reporting and data administration
- ▶ Communicating the value of workforce management
- ▶ Building a real-time response plan
- ▶ Adherence to schedule

This course is delivered in partnership with ICMI.



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