

## Official curriculum of HDI.

HDI's official 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.

*"I enjoyed this course immensely.*

*The instructor's wide span of knowledge was remarkable. She was able to relate items in her knowledge repertoire 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*

## Course Overview

Support center team leads serve 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 (HDI-SCTL) 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, and operating level agreements
- ▶ 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

## Who Should Attend

- Technical support professionals who must understand support center processes and best practices and master important daily functions like quality assurance monitoring, coaching, and escalation
- Individuals who are preparing for the HDI Support Center Team Lead (HDI-SCTL) certification exam

## Course Prices



**Public Classroom Training:** Interactive two-day course among peers. **Price: \$1,699**



**Virtual Classroom Training:** Two days of live, instructor-led training delivered online. **Price: \$1,699**



**Online Training:** 10–12 hours of interactive, self-paced learning. **Price: \$849**



**Onsite Training:** 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](http://www.ThinkHDI.com/SCTL)

#### **Introduction**

Section 1: Getting Started  
Section 2: Maximizing Your Learning  
Section 3: About HDI

#### **Unit 1: Support Center Overview**

Section 1: Evolution of the Support Center  
Section 2: Role of the Support Center

#### **Unit 2: Role of the Support Center Team Lead**

Section 1: Role of the SCTL  
Section 2: Effective Leadership  
Section 3: Emotional Intelligence  
Section 4: Managing Relationships

#### **Unit 3: Business Planning and Strategy**

Section 1: Strategic Perspective  
Section 2: Building a Strategy  
Section 3: Service Level Management  
Section 4: SOPs  
Section 5: Business Alignment

#### **Unit 4: Support Center Processes**

Section 1: Best Practices for Support  
Section 2: Service Operations  
Section 3: Additional Processes  
Section 4: Knowledge Management

#### **Unit 5: Service Delivery Methods & Technology**

Section 1: Support Center Infrastructure  
Section 2: Support Tools  
Section 3: Service Delivery Methods  
Section 4: Cloud Services  
Section 5: Service Management Systems

#### **Unit 6: Workforce Management and Training**

Section 1: Workforce Management  
Section 2: Sourcing & Recruitment  
Section 3: Training

#### **Unit 7: Communication & Coaching**

Section 1: Communication  
Section 2: Global Awareness  
Section 3: Managing Conflict  
Section 4: Coaching

#### **Unit 8: Teamwork, Motivation, & Retention**

Section 1: Teamwork  
Section 2: Motivation, Rewards, Recog  
Section 3: Performance Management  
Section 4: Retention

#### **Unit 9: Metrics & Quality Assurance**

Section 1: Metrics  
Section 2: Quality Assurance  
Section 3: Using Surveys  
Section 4: Performance Reporting  
Section 5: Promoting the Support Center