



Greenop Pty Ltd presents:

Contact Centre Resource Planning - Create a Forecast

Course Outline and Fees

Developed by:

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Course Outline

This 2.5 day course is a practical course. Participants bring their own data for a skill, and create a forecast using a methodology suited to their own environment.

- Data is gathered prior to attending the course
- Contact volumes are analysed for abnormal events, seasonality, day of week, and time of day patterns.
- AHT is analysed for abnormal events, time of day, and other patterns.
- Erlang C (for real time skills) and shrinkages are applied to create a usable staffing projection.
- Interaction with key change initiators at work during the class break ensures that change initiatives are also included.
- At the completion of this course, students will have created a useful forecast as well as developed their analytical and forecasting skills.

Focus is also placed on presentation skills, with 1 classroom and 2 at work opportunities to present major findings and improve communication skills.

With a maximum of 3 participants per facilitator/coach, this course is structured over 2 weeks to allow participants to gather additional information and communicate with key stakeholders. The additional half day is a 3 hour coaching session for each individual held at their workplace.



Course Content

Session	Content	Outcomes
Pre-course	Short telephone discussion with facilitator to discuss data requirements Gather data and information Book presentation time with management team between Day 1 and 2	Preparation for class attendance Calendars booked for presentations between Day 1 and 2
Session 1 "Analyse, not diagnose" Day 1 Morning and after lunch	Introduction and course overview Introduction to pivot tables Identify historical data patterns <ul style="list-style-type: none"> • Week of month • Day of Week • Time of Day • AHT • Growth rates 	Perform analysis on own data Identify abnormal events Identify reoccurring patterns Identify potential growth rates
Session 2 "Presentation preparation" Day 1 Afternoon	Create communication pack Present communication to class Business Change and impact on forecasts Prepare for return to work	Completed PowerPoint presentation Practice presentation skills in communicating complex ideas Identify change initiators to communicate with
Daily Wrap up		
At work	Present findings to management team Decide on patterns that are reoccurring Determine change initiatives, effect on	Agreed patterns for forecasting Agreed change initiatives to include in the forecast



Session	Content	Outcomes
	AHT, Call Demand and shrinkages	Practice presentation skills in communicating complex ideas
Session 3 "Finalise forecast inputs" Day 2 Morning	Welcome and review of Day 1 Feedback on success of presentations Update and finalise patterns Finalise change initiatives to include in forecast Create forecast	Completed forecast Excel data table containing forecast elements
Session 4 "Create data tables, finalise presentations" Day 2 Afternoon	Create data table incorporating forecast elements Create pivot tables and charts Determine accuracy limits Prepare "Top Tip" Presentation	Excel data table containing forecast elements Charts and data tables allowing simplified access to forecast Practice presentation preparation, create a presentation on "Top Tip" for use in team meeting
Daily Wrap up	Overview of course Course Feedback Set time for coaching sessions	Consolidate learnings
Return to work	Students present "Top Tip" from Create a Forecast to Team or manager	Major Learning communicated Practice presentation skills in communicating complex ideas
Coaching	3 hours individual coaching at work place on topic of individual choice.	Area of choice worked through together eg processes, data analysis, presentation skills



Delivery

The program will be delivered in the classroom over 2 non-consecutive days, plus at the individual's workplace for a 3 hour coaching session.

Greenop Pty Ltd will provide the following:

- Pre-course checklists
- Materials for use in the classroom
- Laptops or PC's for classroom training (or use your own)
- Certificate of attendance
- Travel to the individual's workplace

There will be a maximum of 3 participants per facilitator.

Greenop Pty Ltd can conduct this course in-house or externally.

Fee per participant (incl GST) \$2600

Discounts apply for in house courses

Registration

To register your interest in this course and receive course dates, please call Jane Greenop on 0405 445 239 or email jane@greenop.com.au.

Please email the following information:

Participant Name :

Company :

Title :

Contact Number :

Contact Email :

Course Name :

Preferred Dates :



About Jane Greenop

Jane Greenop is the principal director of Greenop Pty Ltd and has over 12 years experience in the Contact Centre Industry. Her main focus is Contact Centre Planning, and clients have included Banks, Insurance and Financial Services, Ticketing, Outsourcing, Publishing, Pharmaceutical and Telecommunications companies in Australia and Asia.

Previously employed as a Contact Centre Manager for Westpac, Jane managed a 170 seat Contact Centre, and led the migration from Service to Sales culture, achieving a 600% increase in sales. As a Forecaster for Telstra and Westpac, Jane provided forecasts for large (up to 800 seat) call sharing pools, and long term forecasts leading to effective business planning and recruitment decisions.

Jane is a regular lecturer for the ADMA Certificate in Call and Contact Centre Management, and the Advanced Diploma of Customer Contact Management.

She is an active member of the Work Force Management Network Group, and her qualifications include

- Masters of Management (MGSM)
- B.Business (UTS)
- Certificate IV in Workplace Assessment and Training