



Greenop Pty Ltd presents:

Contact Centre Resource Planning - Scheduling and Change Management

Course Outline and Fees

Developed by:

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Course Outline

This 1 day course focuses on Contact Centre Scheduling methods, change management models and the psychology of change.

- Different methods of schedule allocation are explored including individual v team, preference v performance, fixed v rotation. We look at the advantages and disadvantages of each method
- The psychology of change allows us to understand human emotions, beliefs and values associated with change management.
- Change Management models provide a systematic structure for introducing successful change. We look at Kotter's 8 step model and how to apply it, 4 styles of change management leadership and when to use different change management strategies.

Facilitated by Mother and Daughter Team, Erica and Jane Greenop, this course supports effective Contact Centre Management and highlights the importance change management has on successful schedule management.

To maximise individual learning and participation, there are a maximum of 12 participants in this workshop.

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



Course Content

Session	Content	Outcomes
Welcome and Introduction	Introduction and course overview	
Session 1	Schedule Allocation Methodologies	Understand the variety of ways that schedules can be allocated
Session 2	The Psychology of Change <ul style="list-style-type: none"> • The effect of change on our emotions, thoughts and behaviours • Grieving for the old way • How to help individuals move through change (Worden's model) • How to help yourself move through change 	Understanding of how change affects us as individuals and why some people resist change. How to help those people move through the change process. Understanding of the grief process
Session 3	Change Management Models <ul style="list-style-type: none"> • Identify the need for change – Benchmarking Processes • Kotter's 8 step model • 4 styles of change management • When to use different styles of change 	Knowledge of change management models and how to apply them Knowledge of types of change leadership and what situations are appropriate for their use.
Wrap up		



Delivery

The program will be delivered in the classroom over 1 day.

Greenop Pty Ltd will provide the following:

- Materials for use in the classroom
- Qualified trainers
- Certificate of attendance

There will be a maximum of 12 participants in each course.

Fee per participant (incl GST)

\$880

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



About Erica Greenop

Erica Greenop has worked in the area of change and its associated losses for nearly 20 years. Her work has embraced program development, teaching and training in a variety of professional and community groups and private counselling practice.

Erica is particularly interested in the effect that change has on the human psyche, the profound and often unspoken impact on individuals and the effect this may have on the workplace, groups and communities and others who share their day-to-day lives. She is keenly aware of the difficulties, conflicts and isolation that arise from misunderstanding and inappropriate communication.

Erica has assisted in change management activities through teaching, facilitation, support groups and counselling with Jansen Newman Institute of Counselling and Applied Psychotherapy, Sydney University and UTS Behavioural Science and Nursing Studies, The Institute of Psychiatry, Aged Services Association, Sydney Technical College Welfare Studies, Police Support, The National Association for Loss and Grief, Grief Support, Health Care Professionals and community organisations.

Qualifications include:

- A. Diploma Adult Education (UTS)
- Graduate Diploma of Counselling
- Certificate in Individual Counselling