Support Center Team Lead

HDAA

HDI CERTIFIED | Support Center Team Lead

Course Overview

Hone the essential leadership skills required to enhance team performance.

Leadership is a journey and the HDI Support Centre Team Lead (SCTL) Certification course is about developing and realising that leadership potential. A Team Lead is the link between the team and the manager as well as the first point of internal escalation for the customer.

HDI Support Centre 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.

This Course Focuses On

- Essential team lead management & leadership skills;
- The importance of Service Level Agreements (SLAs) & Operating Level Agreements (OLAs);
- The ITIL processes of Incident, Problem, Change, Release, Asset & Configuration Management;
- An overview of Security Management & Knowledge Management;
- Strategies for managing conflict;
- The essentials of people management: hiring, scheduling, evaluating & retaining employees;
- An eight-step method for effective coaching;
- Proven team building & motivational techniques; &
- Essential performance metrics & key performance indicators (KPIs).

Course Outline

Unit 1: Support Center Overview
Evolution of the Support Center
Role of the Support Center

Unit 2: Role of the Support Center Team Lead
Role of the SCTL
Effective Leadership
Emotional Intelligence
Managing Relationships

Unit 3: Business Planning and Strategy
Strategic Perspective
Building a Strategy
Service Level Management
SOPs
Business Alignment

Unit 4: Support Center Processes
Best Practices for Support
Service Operations
Additional Processes
Knowledge Management

Unit 5: Service Delivery Methods & Technology
Support Center Infrastructure
Support Tools
Service Delivery Methods
Cloud Services
Service Management Systems

Unit 6: Workforce Management and Training
Workforce Management
Sourcing & Recruitment
Training

Unit 7: Communication & Coaching
Communication
Global Awareness
Managing Conflict
Coaching

Unit 8: Teamwork, Motivation, & Retention
Teamwork
Motivation, Rewards, Recog
Performance Management
Retention

Unit 9: Metrics & Quality Assurance
Metrics
Quality Assurance
Using Surveys
Performance Reporting
Promoting the Support Center

Further Details

For all other information, such as course price, dates, times, certification, learning methods & how to register contact HDAA on **T:** 1300 130 447 or **W:** www.hdaa.com.au

About HDAA

Founded in 1999, HDAA is an independent association specialising in the Service and Support Industry.

HDAA has achieved a strong reputation for providing independent, authoritative information and advice within this industry and supports its member organisations and individual professionals with a range of services to meet their ongoing challenges in this ever-evolving sector.

HDAA is an HDI Gold Partner and also sits on the HDI International Certification Standards Committee (ICSC). We are an Accredited Training Organisation (ATO) for a variety of service and support certifications and PeopleCert accredited for all our IT Service Management (ITSM) programs.

Our membership covers 100's of organisations in Australia and New Zealand and we've had the pleasure of training 1000's of service and support professionals.

Consulting Services

Based on extensive experience and a detailed knowledge of the service and support industry, HDAA provides a variety of consulting services enabling high quality decision making and bottom line results.

Such services are based on internationally recognised frameworks, best practices and methodologies and include Service Desk Reviews, Knowledge Management Integration - using the Knowledge Centred Service (KCS) methodology, workflow mapping for policy, process and procedure documentation and generalist HR (eg. recruitment and training assistance).

Industry Intelligence

HDAA provides and publishes a range of reports on the service and support industry, including an annual Practices & Salary Report providing an overview of the industry, as well as data and analysis of the market by demographics, incident management, technology, processes, procedures and strategies, performance metrics and more.

HDAA publishes a number of 'on demand' reports, such as Member Requests and one-time Surveys. This includes research, webinars and other such items highlighted in our monthly 'Inside Support' eNews that are pertinent to the Service and Support Industry.

Membership Services

HDAA provides a range of services for its members which can be accessed via our website www.hdaa.com.au.

This online content enables our members to respond swiftly and effectively to new developments in the industry by minimising the time they spend researching and collating the information they need.

Available services and tools such as Workforce Planning (WFP), Service Desk Calculators, Tool Evaluation spreadsheet, Podcasts, 'inside support' monthly eNewsletter, HDI Resources, HDI & HDAA Webinars, SupportWorld Articles and more. N.B. Members must be logged in to access the Knowledge Base content.

HDAA also conducts bespoke research, including areas of the industry where reliable published information is unavailable.

Training, Workshops, Coaching & Mentoring Services

HDAA provides a range of training courses, workshops and events, including tailored, in-house training and workshops. Our courses are internationally recognised qualifications aimed at professionals who wish to progress in the service and support industry; and specifically to help companies maximise the capability and effectiveness of their response in the service and support industry.

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