

Support Operations Team Lead Course Summary

Description

Successful team leads recognize that it takes more than good support processes and leading-edge technology to run a support team. No matter how good the business-plan or how sound the strategic goals; a lack of leadership awareness and best practices in management will inevitably result in failure. The challenges faced by team leads are unique and varied. In addition to keeping up with the daily demands, team leads are expected to be accomplished jugglers, creative problem solvers, critical decision makers, and competent coaches. Real-world leadership skills are essential for meeting these challenges, and for realizing long-term goals. Effective leaders recognize that in order to succeed they must nurture their most important resource-their people. Leadership skills play a key role in selecting the right people, placing them in the right positions, inspiring them to move in the right direction, and motivating them to succeed. This workshop explores how to do all this in a customer-support organization, and how to stop managing people and start leading them.

Topics

- Managing People
- Managing Processes
- Managing Technology

Audience

Team leads, managers, supervisors and directors of customer-support and technical-support operations who desire to discover and unleash their own leadership potential. This class is also a prerequisite for SPC Support Operations Team Lead Certification.

Prerequisites

There are no prerequisites for this class

Duration

Two days

Support Operations Team Lead

Course Outline

I. Managing People

- A. Fundamentals of customer service management
 - 1. Key principles to consider
 - 2. Creating and promoting a service culture
 - 3. Unit Resources

- B. Leadership as a management style
 - 1. Leadership exercise
 - 2. What's the Difference between a Manager and a Leader?
 - 3. Leadership Attributes: ARE-KNOW-DO
 - 4. Understanding Leadership and Management Styles
 - 5. Building confidence and assertiveness as a leader
 - 6. Unit Resources

- C. Communicating with your team
 - 1. Understanding behavioral styles
 - 2. Communicating with and motivating your team: General
 - 3. Communicating with and motivating behavioral styles
 - 4. Skills for coaching your team
 - 5. Skills for dealing with performance and behavioral problems
 - 6. Unit Resources

- D. Developing your team's professional and personal proficiencies
 - 1. How to create professional-development programs for your team
 - 2. How to train your own team (presentation skills)
 - 3. How to reduce your team's stress for maximum productivity
 - 4. Unit Resources

II. Managing Processes

- A. Common Support Processes
- B. The Process Improvement Game

III. Managing Technology

- A. Common Support Technologies
- B. The Technology Selection Process