

"I enjoyed this course immensely. The instructor's wide span of knowledge was remarkable. She was able to relate items in her knowledge base to our 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

All HDI Courses include
a free subscription to the
HDI Industry Insider

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 certification exam

Course Prices



Public Classroom Training: Interactive two-day course among peers.
Member Price: \$1,595 / Price: \$1,695



Virtual Classroom Training: Two days of live, instructor-led training delivered online.
Member Price: \$1,595 / Price: \$1,695



Online Training: 10–12 hours of interactive, self-paced learning.
Member Price: \$745 / Price: \$795



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

Course Outline

HDI Support Center Team Lead

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: Technologies and Service Delivery Methods

- ▶ Service Desk Infrastructure
- ▶ Telephony Infrastructure
- ▶ Service Delivery Methods
- ▶ Service Management Systems

Unit 6: Workforce Management and Training

- ▶ Workforce Management
- ▶ Sourcing and Recruitment
- ▶ Training

Unit 7: Communication and Coaching

- ▶ Communication
- ▶ Global Awareness
- ▶ Managing Conflict
- ▶ Coaching

Unit 8: Metrics and Quality Assurance

- ▶ Metrics
- ▶ Quality Assurance
- ▶ Using Surveys
- ▶ Performance Report
- ▶ Promoting the Support Center

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.

121 South Tejon Street, Suite 1100
Colorado Springs, CO 80903
800.248.5667 | Fax: 719.268.0184
www.ThinkHDI.com
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