

Leadership Development Program



Program Overview



Greg Bailey Consulting's contact centre leadership development program improves business performance by transforming the leadership capability of your contact centre management team.

The program delivers a rich learning experience for participants, taking them on a personal development journey both as individuals and as a team. As highly experienced managers of award-winning contact centres, our instructors are able to share real-life examples as well as provide proven and practical high performance strategies.



Individuals are challenged to build on their capability as a leader whilst learning new techniques to develop their teams. The program also gives the group an ideal opportunity to develop further as a management team and understand how they can work together to impact business outcomes effectively. To support this, each program is tailored to the specific needs of the organisation and its participants.

The foundation of each program is an eight day group facilitated learning workshop which is structured around the Greg Bailey Consulting (GBC) Dimension 8 leadership model. In addition to this workshop there are a number of personal coaching options to solidify and enhance the learning experience.

The GBC Dimension 8 leadership model is:

Relevant

We use real life examples and case studies to solidify all key learnings. We train and coach each participant on how to apply these new skills within their working environment.

Practical

Proven tips and techniques are shared along the journey. This enables every participant, regardless of their level of capability or experience, to immediately implement what they learn in the work environment.

Tailored

GBC's professional and personal coaching is targeted to the individual participant's needs and skill level. Each individual receives specific guidelines and actions for improving their leadership capability and performance.



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Who Should Attend?

Team Leaders
Support Staff

Instructor :

Margaret Watson

Fees :

From \$4500 per person for 8 participants

(Solutions and pricing can be tailored for any number of participants)

For further information on our leadership program please email info@gbc.net.au

About Your Instructor



Margaret Watson
Senior Consultant
Greg Bailey Consulting

Margaret has over 13 years senior contact centre management

experience across multiple industry sectors including Infrastructure, Financial Services, Utilities, Telecommunications, Sales, and Membership Management.

She has extensive experience in operational planning, contact centre set-ups, change management, relocations and technology transitions.

Margaret is passionate about leading people and has implemented significant employee engagement strategies with outstanding results.

Margaret has directly managed contact centres with up to 600 employees and has held executive accountability for the end-to-end operations of over twenty separate contact centres and 2500 full-time employees.

Margaret has been a past winner of the 'CCNG National Contact Centre Manager of The Year' award and in 2007 and 2008, contact centres under her management received back to back national industry excellence awards.

Leadership Development Program Outline

We offer three distinct leadership development programs designed to be delivered within your business and tailored to your business requirements. Each offers a different level of development and coaching support. Some of the key activities and deliverables included in each program are outlined below.

Key Activities / Deliverables	GBC Gold Development Program	GBC Silver Development Program	GBC Bronze Development Program
Group Development Workshop – 8 days	✓	✓	✓
3 month operational improvement plan	✓	✓	✓
Individual Team Leader and Contact Centre Manager development plan	✓	✓	
Professional one on one coaching with Team Leaders	✓	✓	
Professional one on one coaching with Contact Centre Manager	✓	✓	
Upward Feedback Process	✓		
Individual and group Upward Feedback Report	✓		

At the conclusion of each of our programs, your business will have:

- A management team with a strong understanding of the leadership role, including the ability to work together as a team to influence and direct key business outcomes.
- A three month operational improvement plan that will incorporate productivity, quality, revenue, sales and employee engagement strategies to drive business improvement in the contact centre.
- A management team with a strong understanding of the vision of the organisation and how the leader's role relates to this vision and ultimately influences the success of the business.
- A sound understanding of the leadership team's key strengths and areas for development, including an action plan and personal coaching for the contact centre manager in further developing these leaders.
- Leaders that incorporate organisational projects and continuous improvement within their capabilities and responsibilities.
- Leaders with a clear appreciation for their personal leadership philosophy and how this influences them in how they perform their role.
- Increased employee engagement. More effective leaders will drive an increased engagement from their teams and this will deliver longer retention of staff with financial returns in cost of attrition.
- Higher performing leaders with an appreciation and focus on business deliverables. Leaders will be better equipped to make strategic and commercially-focussed decisions.
- Leaders that take accountability for their own personal development plan and the actions within it, whilst also being accountable for the development of others.
- Leaders with the capability to adapt their leadership styles to inspire and motivate individuals to over-perform in their roles.

Greg Bailey Consulting

Greg Bailey Consulting (GBC) is a boutique consulting firm, specialising in the fields of contact centre management and service delivery management. Established in 2003, GBC works in close partnership with many leading Australian businesses and has a track record of helping clients to achieve significant and measurable business improvement.

The GBC team has over 60 years combined contact centre management experience. The team's skills and knowledge are therefore practical, proven and derived from hands-on experience in building and leading high-performing and award-winning operations.

Built on the values of honesty, integrity, passion and partnership, GBC delivers tangible business benefits for its clients. These include significant improvements in customer satisfaction, substantial reductions in operating costs, improved service delivery and improved staff skills and performance.

In partnership with CCMA, GBC also delivers a unique and highly tailored 3 day contact centre management training program. Since 2006, over 150 contact centre managers and team leaders have attended this highly interactive program.

If your organisation has a need for training in the area of contact centre leadership or contact centre operational management, please contact us and we can tailor a development program to best suit your needs.

For more information about our services please refer to our website www.gbc.net.au