



**Operational Management P17**

Name: \_\_\_\_\_

Department: \_\_\_\_\_

**I understand the areas....**

	Yes	No	I think so
<b>1. Context of management and core skills</b>			
Skills required by the manager			
Leadership role-theory, team building and team working, motivation and stress management			
Communication, interviewing and influencing			
Decision making			
Delegating			
Time management			
Managing change			
Managing internal conflict			
<b>2. Effective control techniques and tools</b>			
Manager as a controller and/or facilitator			
Business planning			
Control and direction of an organisation and the setting up of control systems			
Control models			
Processes and initiatives			
Objectives, target setting, management by objectives, improvement plans			
Project management			
<b>3. Call/contact centre operations</b>			
Customer relationship management, customer focus and evolution of call/contact centres			
Call/contact centre structure, driving forces and support technology			
Call/contact centre service delivery through service levels and agreements, work forecasting and staff scheduling, control and motivation techniques and delivery of call quality			
Alternative administration systems			
<b>4. People management</b>			
Recruitment, job and person specification and competencies, job design, job evaluation, flexible contracts and homeworking			
Performance management and reward			
Training and development for employees and managers, Investors in People, counselling and coaching			



**Please list the most important topics you would like to cover in your training session**

- 1 .....  
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- 2 .....  
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- 3 .....  
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- 4 .....  
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