

HDI Support Center Team Lead (HDI-SCTL)

Unit 1: Support Center Overview

- Evolution of Service & Support
- Successful Service & Support

Unit 2: Role of the Support Center Team Lead

- Role of the Team Lead
- Effective Leadership
- Emotional Intelligence
- Managing Relationships

Unit 3: Business Planning and Strategy

- Strategic Perspective
- Building a Strategy
- Service Level Management
- SOPs
- Alignment

Unit 4: Support Center Processes

- Best Practices for Support
- Service Operations
- Additional Processes
- Knowledge Management

Unit 5: Service Delivery Methods & Technology

- Systems Thinking Approach
 - Support Tools & Tech
 - Service Delivery Methods
 - Social Media
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Unit 6: Workforce Management and Training

- Workforce Management
- Sourcing and Recruitment
- Training

Unit 7: Communication and Coaching

- Communication Skills
- Cross-Cultural Communication
- Managing Conflict
- Coaching

Unit 8: Teamwork

- Motivation, Rewards, Recognition
- Performance Management
- Retention

Unit 9: Metrics and Quality Assurance

- Metrics
- Quality Assurance
- Using Surveys
- Performance Reporting
- Promoting the Support Center