

HDI Training

HDI Support Center Analyst (SCA) ** we need to have 10 attendees to hold this class

When: August 4-5, 2009 from 8:00-5:00 pm CT

Where: Hosted by Dorsey & Whitney, located downtown Minneapolis (50 south Sixth Street, Ste 1500)

Cost: \$1295 for HDI members, \$1395 for non-members (includes the cost of the HDI certification exam)

What You Will Learn:

- How to assess customer business needs and exceed customer expectations
- Critical thinking skills to resolve incidents quickly and consistently
- Active listening skills and effective communication strategies
- How to identify and defuse challenging customer behavior
- Ways to create win-win interactions with customers, management, and team members
- An awareness of ITIL® processes

HDI Support Center Team Lead (SCTL) ** we need to have 10 attendees to hold this class

When: August 6-7, 2009 from 8:00-5:00 pm CT

Where: Hosted by Robert Half, located in Bloomington

Cost: \$1495 for HDI members, \$1595 for non-members (includes the cost of the HDI certification exam)

What You Will Learn:

- Best practice standards for support center operations
- Effective leadership and management skills
- Fundamental team building and mentoring strategies
- Conflict and stress management skills
- An 8-step method for coaching team members
- How to evaluate team performance using support center metrics, quality assurance monitoring, and key performance indicators (KPIs)
- Knowledge management methods to improve productivity and increase employee and customer satisfaction

Support Center Metrics & Measurements ** we need to have 20 attendees to hold this class

When: Monday, August 3, 2009 from 8:00-5:00 pm CT

Where: Hosted by Dorsey & Whitney, located downtown Minneapolis (50 south Sixth Street, Ste 1500)

Cost: \$595 for HDI members, \$695 for non-members (includes the cost of the HDI certification exam)

What you will Learn:

- The purpose of the different types of metrics
- How to identify which metrics to measure
- Data sources for common support center metrics
- What a key performance indicator (KPI) is and how to identify one based on goals/objectives
- How to differentiate between leading and lagging indicators
- The purpose of base lining and benchmarking
- The value of cost-benefit analysis and return on investment (ROI)
- How to use balanced scorecards
- The purpose of different types of performance reports

Please contact [Heidi Cummings](#) to register for these classes.

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