



# Contact Center Training Program Newsletter

VOLUME 1, NUMBER 1

*"Success depends upon previous preparation, and without such preparation there is sure to be failure."*

*In a recent ICMI survey, 86.4% of respondents rely on referrals from their existing agents when seeking new candidates.*

*Considering the talent shortage facing the industry, contact centers should be looking beyond traditional labor pools and staffing approaches.*

## Open House

On May 1<sup>st</sup> SVRC opened its doors at 1000 Tuscola to showcase our new Contact Center Training program. The response from the community was very encouraging. Approximately 40 people from the mid-Michigan area attended and were impressed with the 10-workstation classroom.

WEYI-TV25 attended the open house and aired the story during the early evening news. SVRC was also featured on the [ConnectMidMichigan](#) website.

Thank you to all who attended and a special "Thank You" to the numerous individuals that made the Contact Center a reality.

## What's New

The first class has just wrapped up and participants have applied for jobs with Manpower, Consumer's Power, Morley, Merchants and Medical Credit to name just a few. Others were assisted with posting their resume on Michigan Talent Bank as well as other regional job banks. All students were given guided assistance with job searches and applying for jobs online.

One program participant has already gained employment with an area business and began her job last week!

## Recruitment

If you are seeking job applicants from our program in the area of Customer Service or in Contact Center operations, please call Tim Dinninger at (989) 399-8780. We have resumes on file for each program participant. The program consists of 3 weeks of hands-on CSR training and assistance with employment-seeking activities.

Students are trained using ICMI standard Best Practices, industry-grade hardware and software, and curriculum developed and delivered by an ICMI certified instructor.

## Referral Process

We are now accepting referrals for the upcoming June, July, and August sessions. Please remember to contact Deb Snyder at (989)752-6176 ext 2148 or Dean Emerson at (989)752-6176 ext 2132. Our capacity is limited to 10 participants so please act quickly!

## Upcoming Schedule

- June session: June 9<sup>th</sup>-25<sup>th</sup>.
- July session: July 7<sup>th</sup>-23<sup>rd</sup>.
- August session: TDB.

## 2008 ICMI Survey:

New-hire training lasts from three to six weeks in most contact centers. Most common topics include:

- Customer service skills
- Key call center terms/processes
- Phones and hands-on
- Applications training

SVRC provides training in customer service, terminology/processes, and hands-on phone training - potentially reducing your training cycle by 50% or more. Application training is organization-specific and could be supplied by SVRC upon your organization's request.