

Contact Centre Team Leadership and Quality Coaching

Sales and Marketing

Course Overview

Contact Centre Team Leadership and Quality Coaching: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and...

What You Will Achieve

- Explain the core principles and current good practice in Contact Centre Team Leadership and Quality Coaching
- Apply practical tools and techniques for Contact Centre Team Leadership and Quality Coaching in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Contact Centre Team Leadership and Quality Coaching in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Directors, senior managers, heads of department, team leaders and high-potential professionals preparing for greater leadership responsibility.

Course Outline

1. Foundations of Contact Centre Team Leadership and Quality Coaching: principles, terminology and context
2. The business case: why Contact Centre Team Leadership and Quality Coaching matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
14 to 18 Sep 2026	Harare	\$1,395
28 Sep to 2 Oct 2026	Cairo	\$1,450
5 to 9 Oct 2026	Online	\$700
19 to 23 Oct 2026	Windhoek	\$1,395

2 to 6 Nov 2026	Dar es Salaam	\$1,395
16 to 20 Nov 2026	Gaborone	\$1,450
23 to 27 Nov 2026	Kigali	\$1,450
7 to 11 Dec 2026	Cape Town	\$1,650

LTC Consultants

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.