

Workforce Planning Scheduling in Contact Centers

Sales and Marketing

Course Overview

Workforce Planning Scheduling in Contact Centers: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live...

What You Will Achieve

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

Who Should Attend

Project managers, project engineers, planners, PMO staff and team members involved in delivering projects of any size.

Course Outline

1. Foundations of Workforce Planning Scheduling in Contact Centers: principles, terminology and context
2. The business case: why Workforce Planning Scheduling in Contact Centers 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)
21 to 25 Sep 2026	Windhoek	\$1,550
5 to 9 Oct 2026	Dar es Salaam	\$1,450
12 to 16 Oct 2026	Online	\$800
26 to 30 Oct 2026	Pretoria	\$1,450
2 to 6 Nov 2026	Gaborone	\$1,395

16 to 20 Nov 2026	Kigali	\$1,650
23 to 27 Nov 2026	Cape Town	\$1,450
7 to 11 Dec 2026	Lusaka	\$1,550

LTC Consultants

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