Workforce Planning Scheduling in Contact Centers

Laboratory and Research

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

Professionals, specialists and managers at every level who want to strengthen this capability and apply it with confidence at work.

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)
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**

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