



# Support Center Team Lead

## About HDI®

As the world's largest membership association for IT service and support professionals, HDI focuses on industry best practices, develops certification and training programs based on internationally-recognized standards, and provides members with valuable industry resources and events.

## About RADAR Solutions Group (RADAR)

RADAR specializes in Customer Service Delivery Consulting and Training within the IT industry. Since 2001 RADAR has been an HDI Authorized Training Partner delivering certification training in Canada.

As of March 2013, RADAR became an HDI Gold Partner offering all HDI products and services in Canada.

*“This is an excellent course. It helped me gain perspective and understand the new role I am filling.”*

— Nick Cohs,

Global Help Desk Services

Visit our website:

[www.radarsolutionsgroup.com](http://www.radarsolutionsgroup.com)

## Course Overview

Support center team leads serve as the communication link between the team and the manager as well as the first point of internal escalation for the customer.

HDI Support Center Team Lead (HDI-SCTL) training ensures that participants learn how to deliver exceptional customer support, promote process improvement, coach for success, and take charge of the day-to-day operational activities of a team. This course is designed for support professionals who need to develop fundamental management and leadership skills.

## What You Will Learn

- Essential team lead management and leadership skills
- The importance of service level agreements, and operating level agreements
- The ITIL® processes of incident, problem, change, release, asset, and configuration management
- An overview of security management and knowledge management
- Strategies for managing conflict
- The essentials of people management: hiring, scheduling, evaluating, and retaining employees
- An eight-step method for effective coaching
- Proven team-building and motivational techniques
- Essential performance metrics and key performance indicators

## Who Should Attend

- Technical support professionals who must understand support center processes and best practices and master important daily functions like quality assurance monitoring, coaching, and escalation
- Individuals who are preparing for the HDI Support Center Team Lead certification exam

## Available as:

**Public Classroom:** Interactive two-day course among peers.

**Virtual Training:** Two days of live, instructor-led training delivered over the Internet.

**Online Training:** 10–12 hours of interactive, self-paced learning.

**Onsite Training:** A two-day course conducted at your company's site.

## To Register or for Pricing Details:

Visit our website [www.radarsolutionsgroup.com](http://www.radarsolutionsgroup.com) for pricing, scheduled dates and locations, and to register, or call us at **613-271-8075** or email: [info@radarsolutionsgroup.com](mailto:info@radarsolutionsgroup.com)

## Curriculum

### **Introduction**

- Section 1: Getting Started
- Section 2: Maximizing Your Learning Experience
- Section 3: About HDI

### **Unit 1: Support Center Overview**

- Section 1: The Evolution of the Support Center
- Section 2: Role of the Support Center

### **Unit 2: Role of the Support Center Team Lead**

- Section 1: Role of the SCTL
- Section 2: Effective Leadership
- Section 3: Emotional Intelligence
- Section 4: Managing Relationships

### **Unit 3: Business Planning & Strategy**

- Section 1: Strategic Perspective
- Section 2: Building a Strategy
- Section 3: Service Level Management
- Section 4: SOPs
- Section 5: Business Alignment

### **Unit 4: Technologies and Service Delivery Methods**

- Section 1: Support Center Infrastructure
- Section 2: Service Delivery Methods
- Section 3: Telephony Systems
- Section 4: Service Management Systems

### **Unit 5: Support Center Processes**

- Section 1: Best Practices for Support
- Section 2: Service Operations
- Section 3: Additional Processes
- Section 4: Knowledge Management

### **Unit 6: Service Delivery Methods and Technology**

- Section 1: Support Center Infrastructure
- Section 2: Support Tools
- Section 3: Service Delivery Methods
- Section 4: Cloud Services
- Section 5: Service Management Systems

### **Unit 7: Workforce Management & Training**

- Section 1: Workforce Management
- Section 2: Sourcing and Recruitment
- Section 3: Training

### **Unit 8: Communication and Coaching**

- Section 1: Communication
- Section 2: Global Awareness
- Section 3: Managing Conflict
- Section 4: Coaching

### **Unit 9: Teamwork, Motivation, & Retention**

- Section 1: Teamwork
- Section 2: Motivation, Rewards, Recognition
- Section 3: Performance Management
- Section 4: Retention

### **Unit 10: Metrics and Quality Assurance**

- Section 1: Metrics
- Section 2: Quality Assurance
- Section 3: Using Surveys
- Section 4: Performance Reporting
- Section 5: Promoting the Support Center