Garnet
Garnet Global Training Center

GGT-CS-105

Customer Service & Contact Centres

Contact Centre Team Leader Program

برنامج قادة فرق مراكز الاتصال

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Leadership & strategy**

Overview

Contact Centre Team Leader Program is a leadership program that connects strategic choices with execution, people and results. Deliver consistent, efficient service across counters, phones, chat and social channels. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Set direction and priorities for Contact Centre Team Leader Program in your organisation.
- Align people, structure and culture with strategy.
- Lead change and handle resistance constructively.
- Influence boards, peers and external stakeholders.
- Balance short-term results with long-term value.

Who should attend

Customer service agents, team leaders, contact centre managers and service designers. It is aimed at managers and executives who set direction and are accountable for results.

Key topics

- Service standards
- Communication with customers
- Handling complaints
- Channels and tools
- Measuring service
- Service recovery

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Strategic context of Contact Centre Team Leader Program

- Handling complaints
- Measurement and reporting

Day 2 Setting direction and priorities

- Channels and tools
- Measuring service

Day 3 Leading people through change

- Service recovery
- Hands-on workshop on a workplace challenge

Day 4 Decisions, risk and stakeholders

- Service standards
- Common mistakes and how to avoid them

Day 5 Leadership commitments and action plan

- Communication with customers
- Regional and international case studies

10-day outline

Day 1 Strategic context of Contact Centre Team Leader Program

- Handling complaints
- Measurement and reporting

Day 2 Setting direction and priorities

- Channels and tools
- Measuring service

Day 3 Leading people through change

- Service recovery
- Hands-on workshop on a workplace challenge

Day 4 Decisions, risk and stakeholders

- Service standards
- Common mistakes and how to avoid them

Day 5 Leadership commitments and action plan

- Communication with customers
- Regional and international case studies

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Checklists and templates to take away

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Group discussion and peer review

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
18–29 Jan 2027	10-day classroom	Dubai	English	8,950
10–14 May 2027	5-day classroom	London	English	4,750
7–11 Jun 2027	5-day online	Live online	English	2,950
3–7 Oct 2027	5-day classroom	Cairo	Arabic	4,750
17–28 Jan 2028	10-day online	Live online	English	5,450
7–11 Feb 2028	5-day classroom	Paris	English	4,750
20–31 Mar 2028	10-day classroom	Istanbul	English	8,950
5–9 Nov 2028	5-day classroom	Riyadh	Arabic	4,750
1–5 Jan 2029	5-day online	Live online	English	2,950

Dates	Format	City	Language	Fee (USD)
2–13 Apr 2029	10-day classroom	Amsterdam	English	8,950
15–19 Oct 2029	5-day classroom	Dubai	Arabic	4,750
18–22 Nov 2029	5-day classroom	Riyadh	English	4,750
6–17 Jan 2030	10-day classroom	Riyadh	English	8,950
18–22 Feb 2030	5-day classroom	Singapore	English	4,750
20–24 May 2030	5-day classroom	Istanbul	English	4,750
2–13 Dec 2030	10-day online	Live online	English	5,450

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/