

New training toolkit increases Contact Centre business awareness to maximise performance.

Submitted by: Connections (Oxford)

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Connections (Oxford) Ltd (<http://www.connectionsoxford.co.uk/index.html>), the contact centre training experts (<http://www.connectionsoxford.co.uk/index.html>), announce the launch of bluepotential (<http://www.bluepotential.com/>), an innovative development programme which targets the need for improved commercial awareness and general effectiveness of mid-line managers in a contact centre enterprise.

Unlike typical management development training, bluepotential (<http://www.bluepotential.com/>) delivers a unique and economically practical solution, enabling senior contact centre professionals to become accredited Licensed Practitioners (<http://www.bluepotential.com/Licensed%20Practitioner%20Accreditation.html>) through a combination of a trainer-led workshop, vocational assignments and online learning and assessments.

bluepotential (<http://www.bluepotential.com/>) covers topical contact centre issues such as quality and coaching (<http://www.bluepotential.com/Skills%20&%20Knowledge%20Core%20Components.html>), absence management (<http://www.bluepotential.com/Skills%20&%20Knowledge%20Core%20Components.html>), morale and motivation (<http://www.bluepotential.com/Skills%20&%20Knowledge%20Core%20Components.html>), forecasting and planning (<http://www.bluepotential.com/Skills%20&%20Knowledge%20Core%20Components.html>), performance management (<http://www.bluepotential.com/Skills%20&%20Knowledge%20Core%20Components.html>), P & L and return on investment (<http://www.bluepotential.com/Skills%20&%20Knowledge%20Core%20Components.html>). The quality of bluepotential (<http://www.bluepotential.com/>) course content, trainer delivery and assessment methodologies are all regulated by the national awarding body, NCFE (<http://www.ncfe.org.uk/>).

The bluepotential toolkit (<http://www.bluepotential.com/Online%20Learning%20and%20Assessments.html>) provides Licensed Practitioners with all the materials and resources, such as online learning and assessments, reference materials and case studies needed to deliver operationally relevant, structured, blended learning programmes. Dedicated user support and helpline access are provided to ensure that the investment made in achieving Licensed Practitioner status will deliver maximum returns in the workplace.

bluepotential accreditation programmes are now taking place at venues across the UK and may be delivered in-house subject to delegate numbers. Take a sample assessment (<http://www.compi-tens.co.uk/Registration.aspx>) and see how your own commercial and business awareness skills fare.

For further information visit www.bluepotential.com or telephone 01865 301 320. Alternatively, you can email us at info@bluepotential.com. You can also join one of our Free Discovery Webinars - short interactive presentations which provide an overview of the programme content and costs. Email info@bluepotential.com to register.