

Accreditation : This Module is a Nationally Accredited Course

Title : **ICTCC301A – MANAGE WORKPLACE RELATIONSHIPS IN A CONTACT CENTRE**

Field Of Study : **GENERIC BUSINESS**

What is this course all about?

This unit applies to the role of contact centre staff in developing and maintaining positive relationships in internal and external environments so that both customers and the enterprise achieve planned outputs/outcomes.

When you have finished this course you should be able to demonstrate your ability to:

Gather, convey and receive information and ideas - ICTCC301A/01

- ❑ Information to achieve work responsibilities is collected from appropriate sources.
- ❑ Method used to communicate ideas and information is appropriate to the audience.
- ❑ Communication takes into account social and cultural diversity.
- ❑ Input from internal and external sources is sought and valued in developing and refining new ideas and approaches.

Develop trust and confidence - ICTCC301A/02

- ❑ People are treated with integrity, respect and empathy.
- ❑ Organisation's social, ethical and business standards are used to develop and maintain positive relationships
- ❑ Trust and confidence of customers, suppliers and colleagues is gained and maintained through competent performance.

Build and maintain networks and relationships - ICTCC301A/03

- ❑ Networking is used to identify and build relationships.
- ❑ Networks and other work relationships provide identifiable benefits for the *team*, organisation and customers;

Manage difficulties to achieve positive outcomes - ICTCC301A/04

- ❑ Problems are identified and analysed, and action taken to rectify the situation with minimal disruption to performance.
- ❑ Team members are given guidance and support to resolve their work difficulties
- ❑ Continued poor performance is managed within processes agreed within the enterprise.
- ❑ Conflict is managed constructively within the enterprise processes.
- ❑ Difficult situations are negotiated to achieve results which are acceptable to the participants and which meet enterprise and legislative requirements

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Sales and/or Customer Service Staff
- ❑ Billing and/or Credit Staff
- ❑ Administration

You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ Manages relationships to achieve goals and results.
- ❑ Monitors and introduces ways to improve relationships.
- ❑ Works effectively with other team members who have diverse work styles, aspirations, cultures and perspectives.
- ❑ Communicates clearly and concisely with individuals and teams.
- ❑ Encourages others in the team to openly propose, discuss and resolve issues.
- ❑ Analyses problems and barriers to team participation and develops constructive responses.
- ❑ Uses effective consultation processes.
- ❑ Deal with conflict before it adversely affects team performance
- ❑ Recognises and minimises the language, literary and numeracy barriers in team participation.
- ❑ Interpersonal Skills
- ❑ Problem Solving Processes.
- ❑ Feedback Mechanisms.
- ❑ Networking Skills.
- ❑ Conflict Resolution
- ❑ Enterprise Policies, Procedures and Guidelines
- ❑ Enterprise Culture and Values.
- ❑ Enterprise Mission, Business Goals and Standards
- ❑ Operational Environment: Customer Base, Company Products and Services

- ❑ Mentoring Skills
- ❑ Leadership Skills
- ❑ Planning
- ❑ Goal Setting Skills
- ❑ Delegation Skills
- ❑ Team Building Skills

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- ❑ Privacy Act;
- ❑ EEO and Anti Discrimination Legislation;
- ❑ Telecommunications Act;
- ❑ Occupational Health and Safety Legislation
- ❑ Industrial Awards and Agreements

What Recognition will you achieve?

Where demonstrated competencies has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus. A certificate will be issued upon successful completion of this module.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9854-6124 or simply visit our website on www.matrixtraininggroup.com/downloads.php In order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.