

Contact Center Stress Management: Signs, Symptoms & Solutions



"The variety and content of the ICMI seminars are invaluable to taking your call center to the next level."

*Reye Kenney
Telecommunications Director,
Hagerty Insurance*

COURSE PRICE

Virtual Classroom Course
\$299

Live, virtual two hour course.

On-Demand
\$299

Access course recording for 30 days.

REGISTER: icmi.com/training

WHO SHOULD ATTEND?

- **Managers**
- **Supervisors**
- **Team Leaders**

Learn the essentials of stress impact and stress management to keep your contact center team charged up without burning out.

Is your contact center on out-of-control overdrive? Too much stress can cause anxiety and burnout. Through ICMI's **Contact Center Stress Management: Signs, Symptoms & Solutions** course, you'll be able to gauge the energy level of your contact center and head off any stress build-up so you can retain more valuable employees who are more productive.

You'll examine the common causes of stress and learn ways to cope with them at the team level. Once you've learned how to manage stress at the team level, you'll learn to manage stress on an individual level. You'll learn to recognize the five stress personality types, allowing you to help each employee prepare a personalized plan for coping with stress.

In this course you'll learn to use a change management worksheet to identify the challenges you face and which are non-negotiable, negotiable or controllable. Next you'll look at the phases of change that your team will go through and how you can use communication to make changes - big and small - easier.

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Designed for contact center managers, supervisors and team leaders who want to manage stress levels to create a more productive workplace atmosphere, this course will help you:

- ▶ Examine the effects of stress, including the results of too much stress, as well as what happens when there is too little stress.
- ▶ Uncover the common causes of stress and ways to realistically cope with them, including more than 90 ways to manage stress.
- ▶ Learn the various stress profiles that individuals will fall under and how to manage stress for each profile.
- ▶ Manage change in a positive and productive manner that will reduce stress and errors using a "Take Charge of Change" worksheet.

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COURSE OUTLINE

- ▶ The Effects of Stress
 - Eustress vs. Distress
- ▶ Common Causes of Stress and How to Cope
 - Top ten stressors in the workplace
- ▶ Events
 - Social
 - Environment
- ▶ Stress Profiles and the Variety of Ways to Deal With Stress
 - Three stages of stress
- ▶ How to Help Yourself and Your Team Members Prevent and/or Manage Stress
- ▶ Managing Change to Help Reduce Stress
 - The five vital skills to manage stress
- ▶ Additional Resources on Stress and Change Management
 - Recognizing stress in the workplace

About ICMI

The International Customer Management Institute (ICMI) is the leading global provider of comprehensive resources for customer management professionals – from frontline agents to executives – who wish to improve customer experiences and increase efficiencies at every level of the contact center. ICMI's experienced and dedicated team of industry insiders, analysts, and consultants are committed to providing uncompromised objectivity and results-oriented vision through the organization's respected lineup of professional services including training, consulting, events, and information resources.