

Updated 10/2010

| Training topics                                                                                                                 | Participants Profile | Duration | Languages |     |    |
|---------------------------------------------------------------------------------------------------------------------------------|----------------------|----------|-----------|-----|----|
| Strategic Visioning                                                                                                             | Senior & Executive   | 1 day    | NL        | ENG | FR |
| Expert Class Contact Center Management                                                                                          | Middle & Senior      | 24 days  | NL        | ENG |    |
| Contact Center Operating Model & Maturity Assessment                                                                            | Middle & Senior      | 3 days   | NL        | ENG |    |
| Financieel Management van Contact Centers                                                                                       | Middle & Senior      | 3 days   | NL        | ENG |    |
| The European, Belgian, sectorial, individual and non existing rules that impact a contactcenter.                                | Middle & Senior      | 1 day    | NL        | ENG |    |
| Contact Center Metrix: Counting, calculating, measuring, explaining & predicting                                                | Middle & Senior      | 3 days   | NL        | ENG |    |
| New Age CC HR: Orchestrating People, Processes & Technology: Finding the right balance between the three Contact Center anchors | Middle & Senior      | 3 days   | NL        | ENG |    |
| Service delivery management in Contact Centers. The antagonist of product management: walk the talk!                            | Middle & Senior      | 3 days   | NL        | ENG |    |
| CRM, data & sales management in Contact Centers                                                                                 | Middle & Senior      | 3 days   | NL        | ENG |    |
| Contact center ICT: Tools & systems to sustain & uplift your activities                                                         | Middle & Senior      | 1 day    | NL        | ENG |    |
| Contact Center sourcing: at home & abroad                                                                                       | Middle & Senior      | 3 days   | NL        | ENG |    |
| Stepping up to contact center management.                                                                                       | Junior               | 2 days   | NL        | ENG | FR |
| Service Maximisation                                                                                                            | Junior               | 1 day    | NL        | ENG | FR |
| Cost optimisation                                                                                                               | Junior               | 1 day    | NL        | ENG | FR |
| Revenu Generation                                                                                                               | Junior               | 1 day    | NL        | ENG | FR |
| E2E Sales- and Service Delivery Management                                                                                      | Junior               | 1 day    | NL        | ENG | FR |
| Laws & rules, codes, regulations & standards                                                                                    | Junior               | 1 day    | NL        | ENG | FR |
| Organizational Models                                                                                                           | Junior               | 1 day    | NL        | ENG | FR |
| Monitoring                                                                                                                      | Junior               | 1 day    | NL        | ENG | FR |
| Coaching                                                                                                                        | Junior               | 1 day    | NL        | ENG | FR |
| Business Process Management                                                                                                     | Junior               | 1 day    | NL        | ENG | FR |
| Knowledge Management                                                                                                            | Junior               | 1 day    | NL        | ENG | FR |
| Workforce Management                                                                                                            | Junior               | 1 day    | NL        | ENG | FR |
| Selection & Recruitment                                                                                                         | Junior               | 1 day    | NL        | ENG | FR |
| Motivation and retention                                                                                                        | Junior               | 1 day    | NL        | ENG | FR |
| Telephone communication techniques                                                                                              | Agents               | 1 day    | NL        | ENG | FR |
| Inbound call development                                                                                                        | Agents               | 1 day    | NL        | ENG | FR |
| Sales in inbound & outbound                                                                                                     | Agents               | 1 day    | NL        | ENG | FR |