



Expert Class Contact Center Management, 8th edition

	Topic - subject	Teacher	Date	From	Till	Location		
Two-day introductory	ECCCM & Level 4: Roots, mission and curriculum	David Gybels	February 21th, 2014	09:00	9:45	THoCC, Veemarkt 5 Mechelen		
	Who is Who?			09:45	10:30			
	Briefing Exercise & Final Project	Inge Vissers - Jan Smets - David Gybels		11:00	13:00			
	Sales isn't service isn't sales isn't...	Jan Roel Van Rhee		14:00	15:30			
	Introduction Expert Class Teaching Team	All		16:00	17:00			
	Level 4 Mastership, Quid?	David Gybels - Marco Lenaerts		17:00	18:00			
	Check in Hotel Vé			18:00	19:00		Hotel Vé, Vismarkt	
	Meet & Greet	All		19:00	20:00		THoCC, Veemarkt	
	Diner			20:00	22:30			
	Exercise, part II	Inge Vissers - Jan Smets		09:00	10:30		February 22th, 2014	THoCC, Veemarkt
	Role Model Final Project	Angéline Dezitter		10:45	11:15			
	Intro: Contact Center Operating Model & Maturity Assessment	Inge Vissers		11:15	12:30			
	VMS - Contact Centers & the Customer Journey	Jan Smets		13:30	16:00			
	Vision, Mission, Strategy	Function		David Gybels	February 24th, 2014		13:30	14:30
Strategy		François Rossillion	14:45	16:45				
Exercise, part III			17:30	20:30				
Deployment	Make and/or Buy	François Rossillion	March 10th, 2014	13:30	18:30	THoCC		
	Legal context of contact centers	Gerrit Vandendriessche	March 10th, 2014	19:30	21:30			
Site Visit	Site visit Eneco - Level 4 & leadership	Christophe Degrez - Christophe De Clercq	March 17th, 2014	13:30	16:30	Eneco Mechelen		
	Presentation Skills (bonus track)	Jan Smets	March 17th, 2014	17:30	20:30			
CCOM	Recap CCOM: interactive session Part I	Inge Vissers	March 24th, 2014	13:30	20:30	THoCC		
Final Project	Workshop: Final Projects	Inge Vissers - Jan Smets - David Gybels	March 31st, 2014	13:30	20:30			
	Business Plannign & Budget + Value	Optimize Cost - Maximize Service - Generate Revenu Inclusive Budget and Planning & Exercise	Inge Vissers	April 7th, 2014	13:30		20:30	
Project Management		Program & Project Management in Contact Centers	Christophe Vandecaveye	April 14th, 2014	13:30		20:30	
	Performance Management	Business Process Mgt	Wim Keppens	April 24th, 2014	13:30		20:30	
Resources		Monitoring & Coaching	Cris Luyckx	April 28th, 2014	13:30		16:30	
	Resources	HRM	Cris Luyckx	April 28th, 2014	17:30		20:30	
ICT		WFM	Benno Schiffer	May 5th, 2014	13:30		20:30	
	Site Visits	Contact Center ICT	Peter Edel	May 12th, 2014	13:30		16:30	IPG - BXL
Site visit IPG		Jac Vermeer	17:30		20:30			
International	Site Visit IKEA	Roel Michiels - +TBD: IKEA GROUP	May 19th, 2014	17:30	20:30	IKEA Zaventem		
	Seats management	Site visit VANAD	Radboud Heinink	May 26th, 2014	10:00	12:30	Capelle aan den IJssel	
Leadership in Contact Centers		dr Bart Dietz	14:00		19:00	Erasmus Rotterdam		
CCOM	Recap CCOM: interactive session Part II	Inge Vissers & Jan Smets	June 2nd, 2014	13:30	20:30	THoCC		
Information	Knowledge Management & Training	Cris Luyckx	June 12th, 2014	13:30	16:30			
	CRM & Data Management	David Gybels - Christophe De Clercq		17:30	20:30			
Business Activity Monitoting	Measurement & BAM	Jan Smets	June 16th, 2014	13:30	20:30	THoCC		
Organise & Document	Quality Standards	David Gybels	June 23th, 2014	13:30	16:30	THoCC		
	Organise	Inge Vissers	June 23th, 2014	17:30	20:30			
Presentation Final Project		Inge Vissers, Jan Smets, David Gybels	September 8th & 25th	16:30	20:30	THoCC		