



HDI Support Center Team Lead

Acronym/Nickname	Certification Body HDI	
Description <p>The support center team lead serves as the champion for the customer and the focal point for support center analysts. For this reason, a team lead must be customer-focused, be able to drive change and process improvements, provide training, and deliver customer support.</p> <p>The HDI Support Center Team Lead course is designed for support center professionals who have been or will be promoted to a team lead position and require fundamental management and leadership skills for their increased responsibilities.</p>	Certification Level Covered competencies The candidates will learn: <ul style="list-style-type: none"> • Best practice standards for support center operations • Effective leadership and management skills • Fundamental team building and mentoring strategies • Conflict and stress management skills • An 8-step method for coaching team members • How to evaluate team performance using support center metrics, quality assurance monitoring, and key performance indicators (KPIs) • Knowledge management methods to improve productivity and increase employee and customer satisfaction Requirements Must attend the online training and pass the certification exam	
Target <ul style="list-style-type: none"> • Experienced support center analysts, supervisors, and team leaders who want to improve their management and leadership skills • Those seeking HDI Support Center Team Lead Certification. 	Career Path	
Authorized Testing Center: HDI	Indicative Fee* HDI Members 1,495 USD Non-members 1,595 USD	Certification Schedule**
<small>* Fees are exclusive of VAT and wire transfer fee ** Fees and schedules are subject to change without prior notice, please get in touch with Authorized Testing Centers through contact details below</small>		
Recommended/Preparatory Training		
Where to get more information: http://www.thinkhdi.com/certification http://www.pearsonvue.com/hdi/		