

BE YOUR PERSONAL BEST



Be Your Personal Best

L&D @ The Forum

Making the most of your
community's knowledge

Bob Stella



Raising Standards in
Customer Operations

 #ForumConf

To provide learning that fulfils our members' ambitions and their customers' needs while transforming the experience of working in our professional communities from *job to career*.

Working in close partnership with our members' leadership teams, we aim to make every day an opportunity to **prove and improve** those skills by offering support through continuous assessment, coaching and access to **specific modular training**.

Knowledge

An ecosystem of knowledge

Expert delivery

Tailored to your needs

Delivery

F2F or Digital

Event or programme

In house or public

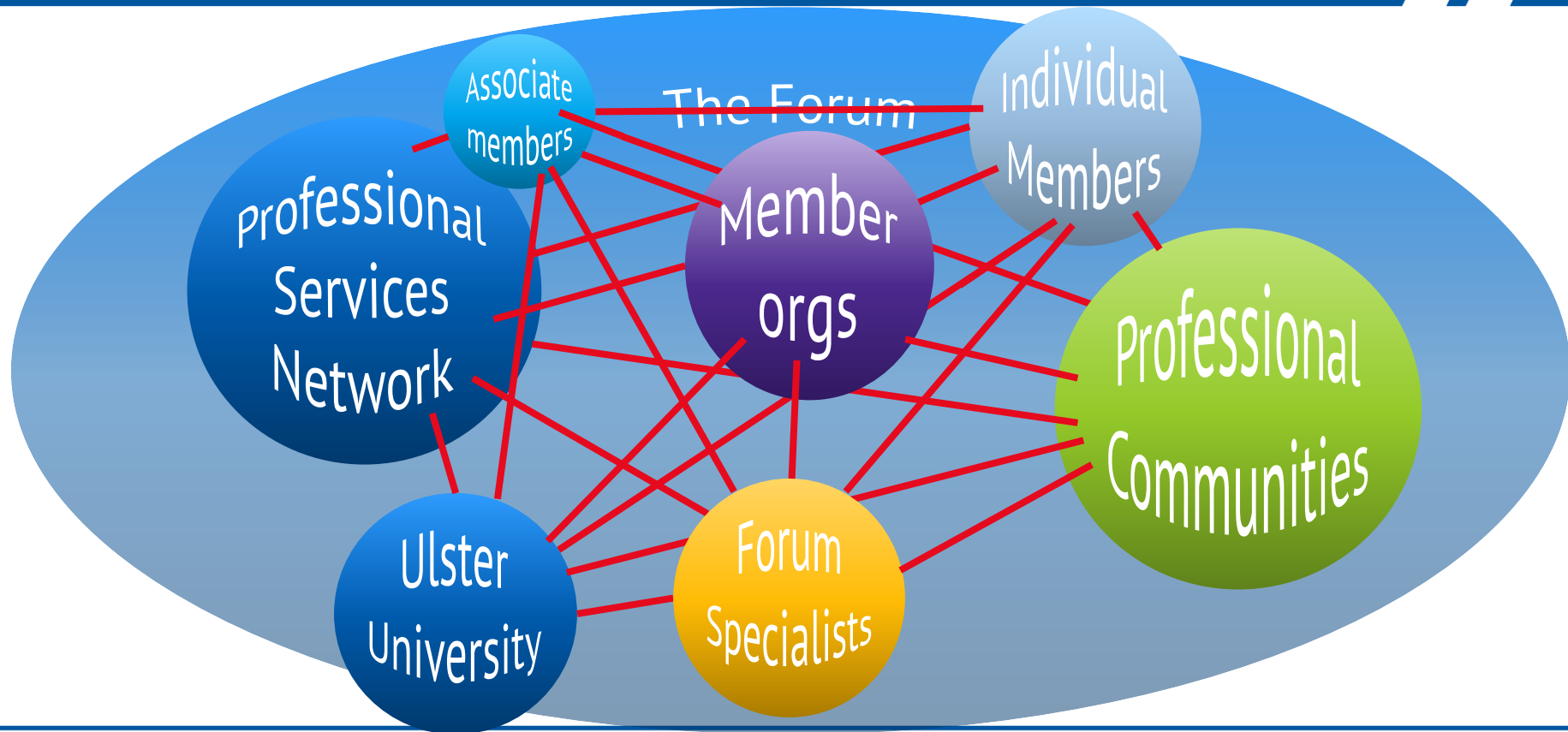
Accreditation

Participants knowledge

Development of skills

Organisational Adoption

A Knowledge Ecosystem



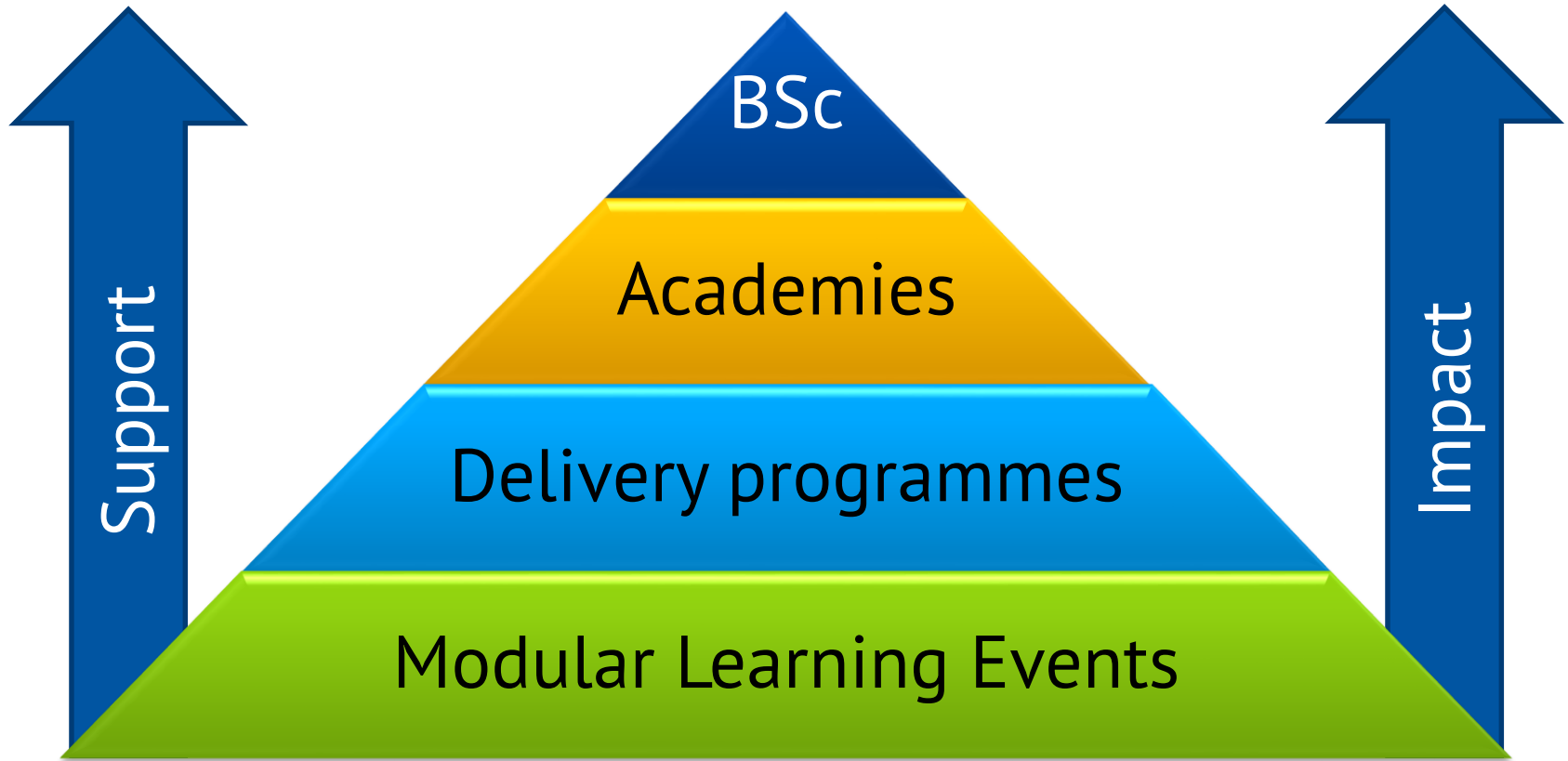
What can I learn from The Forum?

We have mapped 124 modular courses already.

Anything in customer service

Through our network, we are actively mapping more - from email writing skills to continuous improvement.

What do you need to **learn**?



Knowledge

Advanced Diploma

BSc

Delivery

F2F AND Digital

12 month Public
programme

Ongoing support

Accreditation

Apprenticeship
certificate

Organisational
assessment

U.U. Qualification

Academies – in development

Community	Planning						
Role	Forecasting	Cap Planning	Scheduling	Real Time	OB Dialling	MI	Analytics
Higher Learning	BSC - Managing the customer Contact						
Further Learning	Research skills						
	Effective Action Planning Techniques						
	Continuous Improvement						
	Networking						
	Case Studies - Forecasting	Case Studies - Cap Planning	Case Studies - Scheduling	Case Studies - Real Time	Case Studies - OB Dialling	Case Studies - MI	Case Studies - Analytics
	Presenting and positioning	Presenting and positioning	Presenting and positioning	Presenting and positioning	Presenting and positioning	Presenting and positioning	Presenting and positioning
				Coaching & Questioning	Coaching & Questioning	Coaching & Questioning	Coaching & Questioning
				Engaging key stakeholders			
Strategic Analysts	Driving strategy through Forecasting	Driving strategy through Cap Planning	Driving strategy through Scheduling	Driving strategy through Real Time		Driving strategy through MI	Driving strategy through Analytics
		Managing Assumptions				Validating Assumptions	Identifying opportunities from patterns and exceptions
			Measures of Success: Schedule Fit	Building and optimising real time RAG Models		Gamification to drive change	Gamification to drive change
Tier 3	Data visualisation in Forecasting	Data visualisation in Cap Planning	Data visualisation in Scheduling	Data visualisation in Real Time	Build and optimise outbound models	Data visualisation in MI	Data visualisation in Analytics
	Advanced Vol/Flex balancing techniques and analysis tools	Advanced Vol/Flex balancing strategies	How to drive engagement through shift review	Case Studies - Operational Effectiveness	OB Regulation	RDI: Tracking change and Measuring Value	RDI Measuring Value
	Data best practise	ROI Measuring Value	Advanced Vol/Flex balancing strategies			Accuracy and confidence	Accuracy and confidence
	Advanced Vol/Flex balancing mathematics	Advanced Vol/Flex balancing mathematics	Advanced Vol/Flex balancing mathematics	Intro to Analytics	Intro to Analytics	Data best practise and enrichment	Data best practise and enrichment
	Predictability of Events exercise	Operating models, routing strategies and skill design.	Working regulations, Change control and impact analysis	Understanding people (including how to say no)	Understanding people (including how to say no)	Realising the value of data	Realising the value of data
Tier 2							Creating executive summaries
	What do we mean by Volatility	Operating & Budget models for Back Office	Predictability of Events exercise	Predictability of Events exercise	Predictability of Events exercise	Dissemination of Data	Intro to CI methodologies
	Operating and budget plans	Operating and budget plans	Erlang Basics Vs linear calculations	Erlang Basics Vs linear calculations		Creating a balanced scorecard Workshop (DBG Facilitated)	Predictability of Events exercise
	Accuracy and confidence	Volatility & Flexibility – Understanding the flexibility toolkit	Understanding people (including how to say no)	Volatility Vs Flex in RT	Volatility Vs Flex in RT	What is good M7 And, MI Reviews	Scientific Methods
	Forecastable metrics	Erlang Basics Vs linear calculations	Flexibility Toolkit	Intro to Schedule fit	Intro to Schedule fit	Performance records & data tables, rigour and governance.	Performance records & data tables, rigour and governance.
	Gathering Qualitative Feedback	Gathering Qualitative Feedback	Gathering Qualitative Feedback	Gathering Qualitative Feedback	Gathering Qualitative Feedback	Gathering Qualitative Feedback	Gathering Qualitative Feedback
	Telling stories with numbers	Telling stories with numbers	Telling stories with numbers	Telling stories with numbers	Telling stories with numbers	Telling stories with numbers	Telling stories with numbers
	Shrinkages: Calculations	Employee life-cycle – Recruitment to attrition	Intro to Schedule fit	Shrinkage: Tracking, Managing and Optimising	Shrinkage: Tracking, Managing and Optimising	What do we mean by Volatility	What do we mean by Volatility
Tier 1		Shrinkages: Calculations	WFM, Dialer, Routing, IVR, (Language + what to expect)	WFM, Dialer, Routing, IVR, (Language + what to expect)	WFM, Dialer, Routing, IVR, (Language + what to expect)	Accuracy and confidence	Accuracy and confidence
	Intro to Schedule fit	Shrinkage: Tracking, Managing and Optimising	Shrinkage: Tracking, Managing and Optimising			Creating a balanced scorecard to drive recommendations Workshop (DBG Facilitated)	Creating a balanced scorecard to drive recommendations Workshop (DBG Facilitated)
		Conformance / Adherence: Value and management methods	Conformance / Adherence: Value and management methods	Using RAG models to take action	Using RAG models to take action		Root cause Analysis
	Forecasting techniques and analysis tools	Volatility & Flexibility - intro	Volatility & Flexibility - intro	Conformance / Adherence: Value and management methods	Conformance / Adherence: Value and management methods	Dealing with Ad-hoc requests	Dealing with Ad-hoc requests
	Time Horizons & Role Within Planning Team	Time Horizons & Role Within Planning Team	Time Horizons & Role Within Planning Team	Time Horizons & Role Within Planning Team	Time Horizons & Role Within Planning Team	Measures of Success: Balanced Scorecards	Measures of Success: Balanced Scorecards
	Normalising Data	Normalising Data	Normalising Data	Normalising Data	Normalising Data	Normalising Data	Normalising Data
				Academy Induction			
Introduction	What is Forecasting?	What is Cap Planning?	What is Scheduling?	What is Real Time?	What is OB Dialling?	What is MI and Analytics?	
	Standards in Forecasting	Standards in Cap Planning	Standards in Scheduling	Standards in Real Time	Standards in OB Dialling	Standards in MI	Standards in Analytics
	Forecasting in Planning	Cap Planning in Planning	Scheduling in Planning	Real Time in Planning	OB Dialling in Planning	MI in Planning	Analytics in Planning
	Our Planning Cycle, Estate and current operating model						
	Intro to Planning						
	Our Forecasting function and KPIs	Our Cap Planning function and KPIs	Our Scheduling function and KPIs	Our Real Time function and KPIs	Our OB Dialling function and KPIs	Our MI function and KPIs	Our Analytics function and KPIs

Knowledge

In-house, strategy
and framing

Forum - technical

Personal
Effectiveness

Delivery

In House, self
delivered.

Forum led, F2F

Public & Bespoke
digital learning.

Accreditation

Integrated in
performance reviews

University
recognition

Standard and Prof
Accreditation

Knowledge

What do you need to help you achieve your **ambitions?**

Delivery

You know your colleagues, what style of training will help them **learn?**

Accreditation

What will help you notice if the knowledge we trained is **having an impact to your colleagues and organisation?**

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