

RADCLYFFE UNIVERSITY CERTIFICATION REGISTER BY JUNE 1ST, 2006!

CONTACT CENTER OPERATIONS MANAGER CERTIFICATE

- BENEFIT FROM THE MOST COMPREHENSIVE BLENDED CURRICULUM IN THE INDUSTRY
- OBTAIN INDUSTRY RECOGNIZED CERTIFICATION
- HANDS-ON EXPERIENCE IN A WORLD CLASS CONTACT CENTER LAB
- CERTIFICATION CONTINGENT ON SUCCESSFUL IMPLEMENTATION OF A MISSION-CRITICAL BUSINESS SOLUTION IN YOUR OWN COMPANY
- EARN DISTINGUISHED RADCLYFFE FELLOW AWARD
- FACULTY AND VISITING PROFESSORS COMPRISED OF RESPECTED CONTACT CENTER EXECUTIVES

Semester Starts
June 26th, 2006
Limited Availability!

NOTHING IS IMPOSSIBLE AT RADCLYFFE UNIVERSITY!

CORE CURRICULUM

- CONTACT CENTER CULTURE
- COACHING AND STAFF DEVELOPMENT
- STRATEGIC OPERATIONS AND WORKFORCE OPTIMIZATION
- TEAM-BUILDING
- MULTI-LEVEL COMMUNICATION STRATEGIES
- TECHNOLOGY AND VENDOR SELECTION
- TYING IT ALL TOGETHER: PLANNING AND IMPLEMENTING YOUR VISION



Get 5 Years of Experience In Only 8 Months of Learning!

ELECTIVES (CHOICE OF THREE)

- CREATING AND DELIVERING INFLUENTIAL PRESENTATIONS
- DEVELOPING AND IMPLEMENTING KEY PERFORMANCE INDICATORS
- GROUP FACILITATION SKILLS
- EFFECT OF EMPLOYEE SATISFACTION ON CUSTOMER SATISFACTION
- PROJECT PLANNING AND IMPLEMENTATION

PROGRAM QUICK VIEW

- 8 MONTHS LONG—ONLY 12 HOURS PER MONTH!
- BLENDED ONLINE, CLASSROOM, WEBSHOPS AND PEER GROUP PROJECTS
- 7 CORE AND 3 ELECTIVES
- PERSONAL ADVISOR
- CONTACT CENTER LAB
- CUSTOMIZED PRACTICUM
- INDUSTRY EXPERTS

FROM THE PRESIDENT...

Radclyffe University's contact center certification programs are designed to raise the bar on how contact centers perform. By combining Radclyffe's standards of excellence in both training and contact center leadership we are able to provide leaders with the comprehensive "application-based" education needed to make real organizational change. Through Radclyffe University's unique blended educational approach, along with a World Class Contact Center Lab and a personal faculty advisor to oversee the customized independent study, we ensure that certification isn't just based on educational theory, but on the ability to apply what an individual has learned back in their own organization. At Radclyffe University, just like at Radclyffe Group, we do what's right, not necessarily what's easiest. We'll help you stay on track and provide you with the support you need to implement change in your organization. Take the Radclyffe Challenge today! Call 973-694-0498 and speak to an admissions counselor to determine which track is best for you.

Liz Ahearn

