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development and retention of talented front-line agents. Whilst the remit of the ' leader ' role will vary depending upon the size of the organisation, there are some consistent elements common to most team leader roles.

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1. The Ability To Lead. According to Sarah Stealey Reed, senior call center manager at Deloitte, "Leadership is not just about people; it is about engaging them

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and being invested in their future
." One of the most important
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A call centre Team Leader has the responsibility of managing a team of Call Centre Agents. The numbers usually range between eight and twelve. If you work as a

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call centre Team Leader, your day-to-day activities may include:

Having “ morning huddles ” to make sure that your team know what their objectives are for the day

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Call center team leaders traits Be firm but fair with everyone You don ' t need to make a show of power or control. Rather, demonstrate that you put the organization and the team before yourself, but not at the expense of getting the job done.

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management starts with trying to
get to know co-workers rather
than focusing on the details of the
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A: The answers here are endless but the two major categories of call center services are customer service and sales. Sales is responsible for scheduling appointments, taking orders, helping customers through the

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online sales process & order
process, and making outbound
sales calls.

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and promote internal employees into Team Lead, Supervisor or Manager roles. These are people who have excelled in the past and are typically very self-motivated to give all they can to help you and your employees be successful.

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