



Call Center Management: Practical Workshop

Administration, Communication & Customer Service

QGT-ADM-148 | Practical workshop | 5 or 10 days | Online, classroom, in-house

Course overview

Call Center Management: Practical Workshop is a hands-on workshop built around exercises and real site problems in Call Center Management. It covers the principles, the requirements of international service and communication best practice, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Call Center Management
- Apply the relevant requirements of international service and communication best practice
- Use practical tools, checklists and calculations with confidence
- Recognise common problems, risks and root causes and choose the right corrective action
- Prepare an improvement plan for their own site or organisation

Who should attend

Designed for administrative staff, executive assistants, marketing, sales and customer-facing teams who want practice rather than theory.

Course outline (5 days)

Day 1: Workshop briefing and baseline

Participants bring a real problem from their own site

Day 2: Guided practice 1

Hands-on exercises using templates, checklists and calculators

Day 3: Guided practice 2

Simulations and role-play based on Call Center Management scenarios

Day 4: Field cases from the Gulf and Africa

Analysing what went wrong and what worked

Day 5: Action plan and peer review

Each participant leaves with a reviewed improvement plan

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
20–24 Jun 2027	Alexandria	Classroom	5 days	\$5,500
5–16 Jul 2027	Tbilisi	Classroom	10 days	\$9,900
30 Aug – 3 Sep 2027	Dubai	Classroom	5 days	\$5,500
19–30 Sep 2027	Doha	Classroom	10 days	\$9,900
6–10 Dec 2027	Online (live)	Online (live)	5 days	\$3,000
20–24 Mar 2028	Luanda	Classroom	5 days	\$5,500
9–20 Apr 2028	Amman	Classroom	10 days	\$9,900
28 May – 1 Jun 2028	Alexandria	Classroom	5 days	\$5,500
12–23 Jun 2028	Cape Town	Classroom	10 days	\$9,900
24–28 Jul 2028	Online (live)	Online (live)	5 days	\$3,000
5–9 Feb 2029	Vienna	Classroom	5 days	\$5,500
23 Jul – 3 Aug 2029	Abu Dhabi	Classroom	10 days	\$9,900
17–21 Sep 2029	Baku	Classroom	5 days	\$5,500
30 Sep – 11 Oct 2029	Manama	Classroom	10 days	\$9,900
15–19 Oct 2029	Online (live)	Online (live)	5 days	\$3,000
18–22 Mar 2030	Accra	Classroom	5 days	\$5,500
8–19 Jul 2030	Toronto	Classroom	10 days	\$9,900
22–26 Jul 2030	Houston	Classroom	5 days	\$5,500
28 Jul – 8 Aug 2030	Cairo	Classroom	10 days	\$9,900
18–22 Nov 2030	Online (live)	Online (live)	5 days	\$3,000

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/call-center-management-practical-workshop/>

WhatsApp: +971 50 697 0908

Email: training@qimmatrainig.com

