

Solutions at Work Telecommunications



CLIENT BUSINESS CHALLENGES

Retain Valuable Employees

Develop Manager Skills

Increase Technical Skills

Execute Critical Projects

Comply with Regulatory Mandates

LEARNING OBJECTIVES

DeVryWORKS helped assess the call center employees' educational needs and worked with the company to set measurable education and training objectives to:

- Increase employee retention by offering flexible delivery options
- Develop a larger pool of experienced, skilled employees to support growth
- Provide degree completion, bachelor and MBA degree programs to maximize employee potential

TARGETED SOLUTIONS

- Identifying employees to participate in the BSTM and MBA program offerings
- Tailoring BSTM and MBA course curriculum for retail sales
- Providing module-based, focused training courses for various ability groups
- Scheduling onsite courses at company facilities
- Continuing to expand enrollment
- Providing employees degree offerings for potential internal promotion to upper management from within the call center

RECOMMENDED COURSES

Bachelor's Degree Completion Program in Technical Management

- Introduction to Business and Technology
- Principles of Management
- Motivation and Leadership

Flexible Education Connects Call Center Employees

A leading telecommunications company is positioning itself to be the industry's premier provider.

To streamline operations and meet customer service demands, the company needed to address the major employee turnover situation they were experiencing in their call centers. Their challenge was to retain top talent and enhance managerial skills to increase the employee morale and improve call center performance.

The company turned to DeVryWORKS to develop tailored course content for a bachelor's degree in Technical Management (BSTM) and an MBA degree program that would enable staff to earn a bachelor's degree and a master's degree for designated employees.

Master's in Business Administration

- Leadership in the 21st Century
- Managing Organizational Change
- Leadership and Organizational Behavior

CLIENT RESULTS

- A 50% reduction in turnover costs
- Ongoing cross-training to elevate performance across organization
- Turnover savings were greater than the education program investment
- A significant improvement in call center management leadership
- Employees who participated in module-based focused training courses were eligible for promotion
- Growing pool of skilled employees trained for promotion to key leadership/management positions