

**Cancer Information Service
30th Anniversary National Meeting
March 28-31, 2006
Hyatt Regency Bethesda Hotel
AGENDA**

Tuesday, March 28, 2006

Contact Center Managers Session: Executive Boardroom

I. Working in a Virtual Call Center

- Workforce Management

1. Disaster plan—unexpected office closures or severe short staffing—document the plan?
2. Real time management—determining staffing needs intraday-- do we need to put someone on or take someone off? What factors go into this decision? How do we communicate our Real Time Management decisions to each other intraday?--document the procedures?
3. Live Help schedules—are they working? Do we need to change anything? Can these be coordinated by the WFM team inc. coordinating coverage for closures? Should LH become a “monitored” point of access to try and minimize abandons?
4. Projecting staffing needs—how many staff are “enough”?
5. How are centers scheduling callbacks?
6. Working with the WFM team—what is working well? Are there suggestions?

- Learning from Each Other

1. Would it be valuable to establish communications between our regional supervisors? How do we establish communications between our supervisory teams? Workforce Management, Live Help, Smoking, Monitors etc.
2. Are there other opportunities for sharing? Between which groups? How? Are there opportunities for coordinated CE's?

Contact Center Managers Session (cont.)

II. Staff Development

- Supervisor Development

1. How do we “grow” IS’s into supervisors? What qualities do we look for?
2. How do we prevent supervisor burnout?

- IS Development

1. Which techniques are we using to “move” an individual’s performance--Bring and share examples of best practice in this area
2. How do we successfully manage outliers successfully?
3. Senior IS staff and the “Lead” position—how are these staff being utilized, managed? What are the advantages of this position? Are there disadvantages?

- Recruitment and Retention

1. Staff recognition—how do we create meaningful incentives and modes of recognition for staff?
2. How are parent institutions being used to support staff? Both for hiring and professional development--bring and share best practices.

III. Updates from the Project Office

NICE, Smoking service and Live Help service