

Calling all contact centre managers...



June 2009

ETITO is looking to engage contact centre managers from across New Zealand in the development of ETITO's 2009 Strategic Training Plan [STP] for the contact centre industry.

The STP provides ETITO with information about the shape and direction of the contact centre industry and is designed to ensure we can best gear our training services to the needs of industry. Essentially, the STP enables ETITO to:

- Match qualification development with the training needs of industry
- Identify industry requirements for training provision
- Identify events and emerging trends that might impact on the demand for skilled labour in an industry
- Identify possible solutions to shortages in the supply of skilled labour

Taking part in the development of this STP simply involves completing a short questionnaire. This should take just 10 – 15 minutes and as a way of saying thanks, every completed questionnaire containing identifying information will be entered into a \$100 prize draw.

If you're interested in taking part and completing the questionnaire, please contact:

Dominic Madell – ETITO Researcher

Ph: 09 583 1367

dominicm@etito.co.nz