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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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To Lead.

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Sarah Stealey

Reed, senior
call center
manager at

Deloitte, "

Leadership is
not just about

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people; it is about engaging them and being invested in their future." One of the most important characteristics of an authentic call center leader is, of course, the ability to lead.

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management is,
by no means, an
easy job. It

requires
strategic

vision, hard
work, difficult
decisions, the

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ability to
motivate people
to hit tough
targets, and
much more.
Effective
leaders in the
call center
industry need to
be familiar with
every aspect of
their business,
lead by example,
and work within

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responsibility
of managing a
team of Call
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The numbers
usually range
between eight
and twelve. If
you work as a
call centre Team
Leader, your day-
to-day
activities may
include: Having

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“morning
huddles” to make
sure that your
team know what
their objectives
are for the day
Typical Roles in
a Call Centre
With Job
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leaders traits
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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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making outbound
sales calls.

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enjoyable jobs
of any call
center leader is
to develop and

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promote internal
employees into
Team Lead,
Supervisor or
Manager roles.

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who have
excelled in the
past and are
typically very
self-motivated
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