

# Call Center Leadership

## Motivation by Competition

Sales Contests do make a difference

Facilitator; Dave Worman



In a time where budgets are shrinking or disappearing altogether while performance expectations continue to rise, this workshop is a must for any Call Center Directors, managers and Supervisors responsible for increasing sales and service performance along with positively impacting company profits. If you're a Call Center leader of any kind...that means you!

Working hands on with global Call Center expert and master motivator Dave Worman, you will dive into the chapters of his bestselling book, *Motivating With Sales Contests* and learn how sales contests can increase productivity and performance while creating additional excitement and fun in the workplace.

Join Dave for this workshop and take home your own copy of Dave's book along with a blueprint for contest success including how and why to keep contests simple, how to set contest performance goals...who should and shouldn't win, how to avoid "post contest let down", and contest prize ideas along with other contest tips and ideas that you can implement right away. Don't be surprised when the fun competition turns into maximum results from your inside sales team!



**"I love this step by step instruction that any manager can put to work without any guesswork. Once you get this book in your hands, you won't have to worry about coming up with new ideas...they're all right there for you. Get this book and prosper." – George Walther; Author of "Phone Power" and "Power Training"**

