

Managing personnel

Call center recruitment

Module seven - an international perspective

By John Wright

Synopsis

This module examines the differences between call center agent recruitment in international locations like India and Australia. It provides senior managers with responsibility for recruitment and performance with guidance on how to improve their recruitment processes and remain competitive. The total resource has seven modules. This title uses United Kingdom data but the principles are usable and appropriate in all countries.

How to ...

How to set new performance standards.

How to identify the characteristics of high performers.

How to re-design the recruitment process.

John Wright

Over twenty-five years of experience in corporate life and consulting has provided John with a wide range of experiences that have contributed to this extensive resource. He brings a refreshingly practical approach to the design and avoids the clutter of professional jargon. The end result is an extremely accessible process that delivers quantifiable business results. John provides his consultancy services to a wide range of international private and public organization