On-the-Job Training Design for Support Teams Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-paced customer support environment, organizations demand high-performing support teams equipped with advanced problem-solving, communication, and technical skills. On-the-Job Training Design for Support Teams Training Course is a powerful strategy to bridge the gap between theoretical knowledge and practical application, ensuring support professionals deliver exceptional customer experiences. By integrating real-time feedback, hands-on practice, and performance metrics, OJT empowers team members to adapt, innovate, and thrive in dynamic work scenarios.

Effective OJT programs for support teams focus on skills reinforcement, operational efficiency, and employee engagement, fostering a culture of continuous improvement. This training not only enhances individual capabilities but also drives organizational success by reducing response times, increasing customer satisfaction, and promoting data-driven decision-making. Participants will gain the tools to design, implement, and measure impactful on-the-job training programs tailored to their support team’s unique needs.

Programme Curriculum

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5 days

Course Objectives

By the end of this course, participants will be able to:

1. Design customized OJT programs for diverse support team roles.
2. Apply real-time coaching techniques to improve performance.
3. Utilize performance metrics to assess learning effectiveness.
4. Enhance customer service skills through practical training.
5. Integrate knowledge management tools into daily workflows.
6. Develop standard operating procedures for consistent training outcomes.
7. Implement feedback-driven learning loops for continuous improvement.
8. Foster employee engagement and retention through effective OJT.
9. Leverage digital tools and e-learning for blended training approaches.
10. Build problem-solving and critical thinking skills on the job.
11. Measure ROI of OJT programs using data analytics and KPIs.
12. Address remote and hybrid team training challenges effectively.
13. Create scalable and sustainable training frameworks aligned with business goals.

Target Audience

1. Customer Support Agents
2. Technical Support Specialists
3. Team Leads and Supervisors
4. Training & Development Professionals
5. Human Resources Professionals
6. Customer Experience Managers
7. Operations Managers
8. L&D Consultants

Course Modules

Module 1: Introduction to OJT in Support Teams

- Understanding the importance of on-the-job training
- Identifying training gaps and learning needs
- Aligning OJT with business objectives
- Case Study: Tech company reducing support resolution time by 30%
- Mapping support roles to training priorities

Module 2: Designing Effective OJT Programs

- Principles of adult learning in workplace settings
- Structuring OJT for skill acquisition and retention
- Creating learning objectives and performance indicators
- Case Study: Bank support team onboarding program success
- Drafting an OJT blueprint for your team

Module 3: Coaching and Mentoring Techniques

- Real-time feedback and coaching methods
- Encouraging peer-to-peer learning and collaboration
- Identifying and leveraging subject matter experts
- Case Study: E-commerce support team mentorship program
- Conducting a coaching session

Module 4: Performance Monitoring and Assessment

- Setting KPIs and measurable outcomes
- Using support analytics to track progress
- Conducting skills assessments and competency checks
- Case Study: SaaS company improving ticket resolution metrics
- Designing a performance tracking dashboard

Module 5: Enhancing Customer Experience Skills

- Communication, empathy, and problem-solving techniques
- Handling difficult customers and escalations
- Role of active listening in support excellence
- Case Study: Telecom support team boosting CSAT scores
- Customer interaction scenarios

Module 6: Integrating Digital Tools in OJT

- Leveraging knowledge bases, LMS, and chatbots
- Using collaboration platforms for learning
- Tracking digital engagement and skill progress
- Case Study: Remote support teams using LMS for continuous learning
- Implementing a tool-based learning module

Module 7: Continuous Improvement and Feedback Loops

- Building a culture of learning and continuous feedback
- Collecting and analyzing training effectiveness data
- Iterating training based on employee and customer feedback
- Case Study: Software support team iterative OJT success
- Designing a feedback-driven improvement plan

Module 8: Scaling and Sustaining OJT Programs

- Developing scalable training frameworks
- Aligning OJT with organizational growth and strategy
- Best practices for remote and hybrid team training
- Case Study: Global BPO implementing sustainable OJT

- Creating a roadmap for long-term OJT implementation

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com