

# CCA INSPIRE<sup>©</sup>

AN ACCREDITED PROGRAMME TO SKILL AND EQUIP FUTURE CX LEADERS



## Masterclass 1 **Unlocking the potential for customer service leaders**

7 May 2020 Hilton Hotel, Glasgow

**Host: William Montgomery**

Leadership is about taking people with you on a journey with a common goal. Simple in theory, more difficult in practice, where the people you are leading have different goals or just don't buy into yours. The good news is that there are some actions all good leaders do, everywhere, and success is within reach of those participating in the CCA Inspire programme.

There are as many definitions of leadership as there are leaders. Each leader has a unique style and strategy, influenced by personality and the challenges faced in the leadership role. While styles of leadership vary, there are qualities that all effective leaders share. We will focus on: awareness, change, communication, effectiveness, influence, motivation, resilience, strategy, team and wellbeing.

This session will be led by William Montgomery, a leadership consultant with first class credentials. A former naval officer and business executive, he now heads up TEN, where his focus is on delivering excellent results through excellent people. He has chaired and addressed conferences across the UK in the private and public sectors.

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1200-1300 **Networking lunch and introduction to other participants**

1300-1315 **Setting expectations for the day**

1315-1445 **Session 1**

- Awareness
- Assessing your emotional intelligence
- Effectiveness

1445-1500 **Comfort break**

1500-1630 **Session 2**

- Resilience
- What makes you happy
- Wellbeing

1630-1645 **Masterclass 1 - Review and round-up**

1645 **Close**