

Masterclass 2 The new rules of employee engagement

24 June 2020 Etihad Stadium, Manchester

Host: Natalie Calvert

A dynamic, inspiring session to empower you to be your best self and perform to your optimum capability. Learn how to engage your team with purpose. Take service and performance to new heights - with happier teams, happier customers and a happier organisation.

This session will be led by Natalie Calvert, renowned for her phenomenal expertise and real-world approach, inspiring, strategising, mentoring and training people working for some of the world's biggest brands.

1200-1300	Networking lunch and introduction to other participants
1300-1315	Setting expectations for the day
1315-1445	Part One: Happier, successful leaders <ul style="list-style-type: none">• Aligning customer experience and employee experience for value creation• The powerful habits of high-performance contact centre leaders• Planning for success – and know the pitfalls• 5 'must do's' for high performance
1445-1500	Comfort break
1500-1630	Part Two: Happier, improving teams <ul style="list-style-type: none">• Transforming your team into a high-performance team• Forget the fluff - The science of high-performance• Building your employee engagement strategy for improved customer experience• How to ensure your customer service teams make a real difference to your customers and your organisation
1630-1645	Masterclass 2 - Review and round-up
1645	Close