

CCA INSPIRE[©]



Developing the managers at the heart of customer operations

WWW.CCA-GLOBAL.COM



The Team Manager has one of the toughest jobs in customer operations.

Team Managers and Team Leaders sit at the heart of customer operations balancing performance, supporting their people, navigating constant change and handling increasingly complex conversations.

They are expected to build trust, maintain engagement and deliver results, often while managing significant pressure themselves.

CCA Inspire[©] has been completely refreshed around the realities of that role giving managers practical development, expert insight and peer learning they can apply directly back into their teams.

LEAD UNDER PRESSURE. LEAD WITH IMPACT. LEAD THROUGH YOUR STRENGTHS





About the Programme



CCA Inspire® returns for 2026, completely refreshed around the realities of managing in customer operations today.

Team Managers and Team Leaders are expected to deliver performance, support their people, navigate change and handle increasingly complex conversations often under significant pressure.

Combining an immersive in-person experience with two interactive virtual sessions, Inspire brings together expert insight, practical techniques and peer learning that managers can apply directly within their teams.

Lead under pressure. Lead with impact. Lead through your strengths.

What Makes Inspire Different

- Built around real Team Manager challenges, not theory
- Led by expert practitioners with direct experience
- Practical techniques managers can apply immediately
- Blended in-person and interactive virtual learning
- Peer learning across the CCA network

What This Will Help Leaders Do

Participants will leave the programme able to:

- Communicate confidently when pressure rises
- Handle difficult conversations more effectively
- Build accountability without micromanaging
- Empower others to take ownership and make decisions
- Understand and use their individual leadership strengths

400+ people from across the CCA community have already participated in Inspire®.





Programme Overview

LEAD UNDER PRESSURE

Communicating with Impact in High-Pressure Situations

24 September 2026 | In-person experience | 1000-1530

Led by Chris White, Hostage Negotiator

- Communicating with clarity under pressure
- Building trust through listening and empathy
- Managing conflict and difficult conversations
- Applying negotiation techniques to leadership situations



LEAD WITH IMPACT

From Intention to Action

8 October 2026 | Interactive Virtual Session | 1000-1200

Expert announcement coming shortly

- Leading authentically and with confidence
- Creating accountability and consistent delivery
- Empowering others to take ownership and make decisions



LEAD THROUGH YOUR STRENGTHS

Discover Your Leadership Strengths with Gallup CliftonStrengths®

3 November 2026 | Interactive Virtual Session | 1000-1200

Led by Chloe Strauss, leadership development expert and executive coach, Gallup

- Understanding your unique strengths to become a more effective leader
- Applying CliftonStrengths to improve communication, decision-making, and collaboration
- Creating high-performing teams by developing and harnessing the strengths of others



The Inspire® Experience

The programme begins with an immersive in-person experience at The Lowry Hotel, Manchester, bringing the Inspire cohort together from the outset.

A dedicated networking lunch provides time to connect, share experiences and learn from peers across the CCA network.

The journey continues through two interactive virtual sessions, with a CCA Inspire® certificate awarded on completion.





Programme Overview



Who Should Attend

CCA Inspire is designed for Team Managers and Team Leaders working in customer operations, including those stepping into greater people-management responsibility.

It is particularly relevant for managers who are:

- Taking on greater responsibility for people and performance
- Leading through change and pressure, including difficult conversations and team challenges
- Looking to strengthen their confidence and impact with practical approaches they can apply immediately

Completed Inspire Before? Come Back.

This is not a repeat of previous Inspire programmes.

CCA Inspire 2026 has been completely refreshed with new contributors, new content and different areas of focus. And you may be a very different leader today from when you first participated.

CCA Inspire Alumni Rate: £895 + VAT

Investment

CCA Member – £995 + VAT per person

CCA Inspire Alumni – £895 + VAT per person

3-Person CCA Member Cohort – £2,750 + VAT

Non-Member – £1,495 + VAT per person

Developing several managers?

Create shared learning and greater impact with an Inspire cohort. For 5+ participants, speak to Katie about group options.

Book CCA Inspire

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