

CCA INSPIRE[©]

Leadership for a changing world

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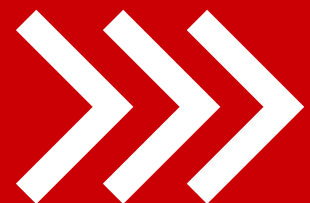
The Changing Nature of Leadership

Leadership in customer contact continues to evolve.

The focus has moved beyond managing performance to supporting people, navigating uncertainty and creating environments where individuals and teams can succeed.

Leaders are expected to balance operational delivery with empathy, resilience and clear communication, often in high-pressure and fast-changing conditions.

CCA Inspire[©] has been designed in response to these challenges.





About the Programme



CCA Inspire© is a reimagined leadership development experience designed to support individuals stepping into, or growing within, people leadership roles.

Building on the success of the original programme, it reflects the evolving demands of leadership today and focuses on the capabilities that matter most.

Delivered as a blended experience, the programme combines expert-led virtual sessions with a high-impact in-person experience, creating space for both reflection and practical application.

What Makes Inspire Different

- Focused on real-world leadership challenges, not theory
- Led by expert practitioners with direct experience
- Designed with input from organisations across the CCA community
- Blended format combining virtual learning with an immersive in-person experience
- Opportunities to learn alongside peers facing similar challenges

What Participants Will Gain

- A more confident and considered leadership approach
- Practical tools to support people, performance and change
- Greater self-awareness and resilience
- Enhanced communication and conflict management skills
- The ability to lead with clarity in complex environments
- Insight from experienced practitioners
- A network of peers across the industry

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Programme Overview

Resilience, Wellbeing and Sustainable Performance **3 September 2026 | Virtual**

- Building personal resilience and emotional awareness
- Recognising and responding to pressure and burnout
- Leading with empathy and emotional intelligence



Leading with Trust, Clarity and Impact **10 September 2026 | Virtual**

- Building trust and psychological safety
- Leading with clarity in complex environments
- Creating inclusive and high-performing teams



Communicating with Impact in High-Pressure Situations **24 September 2026 | In-person experience**

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



The Inspire Experience

The final session brings the programme together through a practical, immersive experience.

Participants will take part in a dedicated networking lunch, providing the opportunity to connect with peers and share perspectives.

The programme concludes with a certificate presentation, recognising achievement as part of the Inspire cohort.

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Programme Overview



Who Should Attend

- Team managers looking to strengthen their leadership approach
- Individuals stepping into people leadership roles
- Emerging and mid-level leaders navigating increasing responsibility

Pricing

CCA Members	£995 + VAT
Non Members	£1,495 + VAT

Group booking options are available.

Find Out More

Speak to the team to learn more about the programme and how it can support leadership development within your organisation.

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