

INSPIRE

Leadership and personal development programme for managers, team leaders and supervisors

EXCLUSIVE VIRTUAL PROGRAMME FOR INSPIRING LEADERS



Introduction



This year has been a huge test of character, determination and resilience for many people around the world. The commitment of front-line and key workers has been extraordinary and helped to maintain levels of reassurance and comfort to those in need.

As organisations adapt to new ways of working, developing skills and understanding how to engage and collaborate with colleagues has never been more important.

The CCA Inspire Programme will help you increase your knowledge and understanding of what it takes to be a good leader.

Navigating the new hybrid contact centre landscape is undoubtedly one of the biggest challenges customer leaders face. Looking after employee well-being, mental health and delivering awe-inspiring motivation takes new dimensions with both office and home working teams.

Extraordinary times, requires extraordinary leadership.

This 4-part programme will turbo-charge you to lead, collaborate and engage your teams as we settle into the new normal and new ways of working.

And importantly, ensure you can achieve your business objectives.

Programme



Module 1 The new hybrid contact centre leader

24 September

- Welcome to contact centre leadership 2020 and beyond
- The hybrid leader: Complexities and opportunities
- Revolutionary habits of authentic, successful contact centre leaders
- You and your remarkable leadership super-power

Module 2 Optimising hybrid employee engagement

8 October

- The hybrid contact centre employee
- Bringing together WFH and office working practices
- Growing your hybrid contact centre culture and community
- Lessons learnt – what does and doesn't work?

Module 3 Improving team performance

22 October

- Now it's time to increase your CX+EX value
- The science of the possible
- The High Performance Framework
- 3 best practices for happier and improving teams

Module 4 Revolutionise team huddles

5 November

- The High Performance Huddle System
- Discover the 4 huddle mistakes
- Explore huddle tools and tactics for online and face to face
- Inspire, lead and motivate your teams

Be part of it



Programme format

All sessions will run from 1000-1200 and will follow a similar style and format including opportunities for discussion, review, debate and Q&A.

- Welcome and introductions
- Module content and presentation
- Break-out and discussion
- Q&A and review of polling results

Costs

CCA members can participate for a reduced rate of £995 plus VAT per person. Discounts are available for multiple students from the same organisation. The cost for non-CCA members is £1,495 plus VAT per person.

Sign up

If you would like to take part please get in touch with the team.

Email Katie White: katie.white@cca-global.com for more information or to register your interest.