



EST. 1999

CONTACT CENTRE WORLD[™]

The Global Association for Contact Centre & Customer Engagement Best Practices



Employee Engagement Tactics for Superior Performance

1 DAY WORKSHOP

Ideal for:

Leaders, Managers and Supervisors across all business functions (sales, service, IT, HR). In fact, anyone who manages a team or who individually wishes to develop new, valuable management and leadership skills!



This highly enjoyable and participative workshop will enable you to...

- Improve team management strategies
- Develop life changing cognitive coping mechanism skills
- Discover great tips and tricks for increasing motivation
- Increase personal Resilience and learn how it relates to your staff
- Manage workplace and personal stress more effectively
- Enhance your coaching skills
- Set and effectively achieve goals for you and your teams
- Explore world class best practices in measuring employee engagement



When and Where:

30th September 2016, Grange City Hotel, Coopers Row, London EC2

Book places from only £99 per person! See inside for details!!



Agenda at a Glance

9.00 Registration and Welcome Tea/Coffee

9.30 Session One

- The Workout – Enhancing Your Mental Fitness
- Resilience in your workplace
- Understanding pressure, stress and performance
- The stress response
- Dealing with adversity – developing greater tolerance to managing challenges in the workplace

10.45 Break – 15 mins

11.00 Session Two

- Enhancing thinking skills
- Cognitive Behavioural Coaching – exploring performance inhibiting beliefs and attitudes
- Enhancing our EQ (emotional intelligence) – IQ AND strong EQ = a winning combination.

12.30 Lunch – 1 hour

13.30 Session Three

- Motivation – tips and techniques to move your staff to stronger performance
- Tackling procrastination – in ourselves and others. Understanding the causes and solutions
- Mindfulness explained and the proven benefits of creating a Mindful workplace
- Goals setting – Being SMART – enhancing efficiency and focus
- Problem solving strategies – great solutions to keep in your problem management tool set
- Performance coaching in your organisation
- Develop a coaching culture

14.45 Break – 15 mins

15.00 Session Four

- **How** • How to measure employee engagement, quickly and with great accuracy
- **10** • 10 practical employee engagement ideas from around the world
- **Com** • 10 practical employee engagement ideas from around the world
- **Inc** • Communication strategies for centralized and distributed teams
- **Pro** • Incentive schemes to boost performance and morale
- **Hir** • Practical tips and tricks to enhance engagement
- **Top** • Hiring and its role in your engagement strategy
 - Top tips from our global perspective

16.30 Wrap up and close Create your action plan!

Our Workshop Facilitators

Raj Wadhvani



I started my career in the call/customer services industry back in 1990 when I joined an inbound agency in Bristol, UK called Brann Contact 24. I then moved to an outbound agency in London called Decisions where I started in sales of outsourced services and then became an Account Director managing major clients. In 1996 I started my own

business as a consultant and trainer to contact centers and in 1999 sold the company to set up CallCentreWorld.com. In 2001 we relocated from the UK to Canada and changed the name to ContactCenterWorld.com! I am very passionate about this industry and love meeting existing and new members, travelling the World and helping professionals improve themselves and their companies! I love MMA, Scuba diving, skydiving, flying and most things that adrenaline junkies might do around the world!

Andy Barker



I enjoyed a long and diverse career with Sony, joining via the music/entertainment industry, what was described by my interviewer as “a small experimental startup division that may not work”. Throwing caution to the wind, I gave it a try and happily the startup went on to become the video gaming giant PlayStation.

I was given the brief of building a consumer support solution for the launch of PlayStation in the UK and over time, I oversaw its evolution globally as the PlayStation brand grew and diversified hugely along with technological innovation and the sophisticated needs and expectations of consumers.

My career has enabled me to develop a deep understanding of the customer services industry and afforded me the experience to predict and remain ahead of consumer behavioural trends.

Moving from PlayStation in 2014 in order to pursue my passion for mentoring and personal development, I now work within a number of sectors as a certified coach and trainer specializing in Cognitive Behavioural, Resilience and Mindfulness based coaching.



ContactCenterWorld.com, established in the UK in 1999, has been running successful business events since 2006 and has thousands of very satisfied managers and executives in over 60 countries. Clients include: British Gas, Barclays, Carlsberg, Carnival UK, Cisco, DHL, EDF Energy, Vodafone, IHG, Metlife, NTL, Walmart, New York Life, Samsung, Sportingbet.



30th September 2016, Grange City Hotel, London

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By attending this conference you agree to ContactCentreWorld using your name, company name and comments obtained before, during and after the event in marketing and promotional campaigns.

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Payment

All booking fees must be paid in full before the conference starts. Payment can be made by cheque, bank transfer or credit card. Please note all credit card payments will be taken in Canadian dollars. Note: Credit card information will not be passed on to any company.

The booking fee does not include any travel, accommodation or other related expenses other than those specifically quoted on the booking form. It is your responsibility to book directly with any hotels. ContactCentreWorld is not responsible for any loss, damage or injury associated or connected with your involvement with this event.

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Additional Information

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Accommodations

The conference fee does not include hotel accommodations, meals unless specified, transportation or any other expenses not specified.

HOW TO BOOK:



Call +44 (0) 207 084 6248



E-mail form in to AndyB@ContactCentreWorld.com



Fax +44 (0) 208 588 5440






Online: go to www.ContactCentreWorld.com/workshops

BOOKING FORM

Book 3 or fewer places and pay £149 per person
or bring a team of 4 or more and pay only £99 per person

Registrant's Name:		Job Title:	
Company Name:			
Address:			
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Zip/Postal Code:		Country:	
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Person authorized to approve this agreement on behalf of the company named above	
Name:	Job Title:
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Method of Payment:	
<input type="checkbox"/> Please invoice us! (all payments must be received before the event date)	
Charge my <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> 	*There is a 4% surcharge for all purchases made by AMEX
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Security code (3 or 4 digits on reverse of card or front of American Express card) <input type="text"/>	Cardholder's Name:
Cardholder address (if different to above)	
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