

agenda

FRIDAY 6 December 2019 9:00am - 12:45pm

The last of the 2019 series of SWCCF Quarterly Forum is kindly hosted by Paul Allen and his team at UCAS.

Join us for the morning Forum, where we will touch on key performance trends during 2019 and how these impact on our thoughts when preparing for 2020.

Get involved in interactive discussions, network with other Contact Centre professionals and be a part of this great opportunity to obtain key information which could help your business needs.

9am Registration and coffee

9:30am Welcome to SWCCF

Jane Thomas, Managing Director, SWCCF

9:40am Welcome to UCAS

Paul Allen, Head of Planning & Performance, UCAS

9:45am Managing Performance 2020

Mark Hatcliffe, former Director, Barclays Banking

An experienced Contact Centre Professional with over 15 years direct leadership of multi-site centres across the UK and India with both Lloyds and Barclays Banks. Having recently left Barclays as a Director, Mark is passionate about developing People Leaders through sharing his Human Service Delivery experience. He has served on 'Contact Centre Board's', the 'Contact Centre Association' and more recently been involved with 'Business in the Community'.



This interactive session will explore and develop some thoughts ready for you to implement in 2020.

10:30am Group discussion

Key performance indicators for 2020. Feedback from groups.

11:15am Coffee break and networking

11:45am SWCCF Members Update

Jane Thomas, Managing Director, SWCCF

12pm 2020: The Year of Wellbeing and Motivation

Andrea Callanan, CEO, Inspire Me

Business woman, Voice & Success Coach, Andrea is passionate about helping people and business find their confidence and their voice. Andrea believes wellbeing and motivation are key to any successful business. Andrea has spent the past decade developing senior leaders in global organisations with a view to unlocking the full potential within their teams. Andrea will share her thoughts with the Forum on how best to achieve them.



12:45pm Lunch and networking
