



USER GROUP

Planning & Analysis User Group

Calling all planning and operational personnel! This is your opportunity to explore timely business requirements.

- **Management of the workforce via hybrid modelling.**
- **More with less, into 2023 and beyond.**

We are delighted to announce an exciting and insightful session as our next Planning & Analysis User Group. We welcome key speakers covering the topics which every planning and operational lead needs to make informed decisions during these challenging times.

Topics

- Management of workforce via hybrid modelling
- Health & Wellbeing – Research & User Group
- More with less into 2023 and beyond

Agenda

11am	Introduction and welcome	
11:05am	“Hybrid work is here to stay – impacts on managing your workforce”	Magnus Geverts, Calabrio
11:35am	“Why health and wellbeing forms part of the solution”	Lee Graves, John Moores University
11:45am	“More with less”	Paul Sanders, Towergate Insurance
12pm	Close	

Paul Sanders
Operational Resource Planning
Manager at Towergate
Insurance Brokers

I have over 10 years of contact centre, operational planning and MI experience across a variety of sectors, joining my current role at Towergate Insurance in 2018.

I’m extremely keen on utilising and investing in new technologies which enhance our business, our employee wellbeing and our customer journey. I also enjoy the challenge and flexibility of trying new ideas that are often derived from front line staff with a view to increasing our level of employee engagement.

This forum provides an open policy within which to share new ideas and practices that have both worked or not in order to raise the level of planning within our region.

**FREE FOR
FORUM
MEMBERS**

It’s free to join us for this thought-provoking and insightful User Group. Book your place online at www.swccf.co.uk or www.callnorthwest.org.uk

**Next session:
21 September 2022**