

FORUMS ON TOUR

# Visit to OVO Energy's Bristol HQ



In association with  
 central.

**13 February 2022, 9:30am - 12:30pm**

OVO Energy, 1 Rivergate Temple Quay Bristol, BS1 6ED

- 9.30am** Registration, refreshments and networking
- 10am** Welcome from Jane Thomas, SWCCF
- 10.05am** Kirstie Grimmett, Senior Customer Care Operations Manager, OVO  
The Energy Market Industry overview: recent and current challenges ·  
The Customer  
Our People Support  
Account Management
- 10.35am** Welcome from Piers Brown and Ian Chappell, Central
- 10.45am** Visit the Discovery Hubs
1. Target Operating Model Transformation – why, how and lessons learnt.
  2. Talent Attraction – moving from competencies to behaviours
  3. Winning as a team – solving problems and delighting customers together
  4. Learning and Coaching – making learning and coaching impactful
  5. Engagement matters – retaining and engaging agents and team-leaders
- 12.15pm** Regroup, Q&A
- 12.30pm** Close and Central Demo Desk

**Thank you to our hosts today: Kirstie Grimmett and the OVO Energy team**

Check out our full list of events on our websites:  
[www.swccf.co.uk](http://www.swccf.co.uk) or [www.callnorthwest.org.uk](http://www.callnorthwest.org.uk)