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DIRECTORS CLUB

To endeavour. To achieve

London Contact Centre Summit

“A unique networking and peer group collaboration conference”

WHEN

Thursday, March 17th 2016
9am – 4pm

WHERE

Hilton London Paddington
146 Praed Street
London
W2 1EE

WHO

Senior Stakeholders In Customer Contact Operations Or Strategy

R.S.V.P.

Jon Snow

jon.snow@directorsclub.org.uk



SOLVING YOUR BUSINESS CHALLENGES

Our *London Contact Centre Summit* will take place on Thursday, March 17th at the Hilton London Paddington and will be a highlight of the Directors' Club spring term agenda.

This will be one of the year's biggest gatherings of customer contact leaders, offering a unique blend of networking and peer group collaboration.

The sole aim of the *Summit* is solve your business challenges related to contact centre operations or customer contact strategy.

PEER GROUP COLLABORATION

Peer group collaboration is a very powerful and yet under-utilised business resource. In our hyper-busy business lives, there is little time to consult with peers across different verticals and different types of organisations.

Directors' Club is a world-leader in the development and delivery of peer group collaboration events of all sizes.

FORMAT

Delegates can participate in two types of activity over the day:

Speed Consulting™, where each delegate has six 15-minute appointments with our Speed Consultants™ to seek guidance on a current business challenge.

Speed Collaboration™, a roundtable activity where 6 delegates per session each bring a business challenge to the table. In turn, each business challenge is brainstormed by the table for 15-minutes.

You can choose to participate in 1 session of Speed Consulting™ and 2 sessions of Speed Collaboration™ OR you can choose Speed Collaboration™ for all 3 sessions.

AGENDA

The day is divided into three sessions: Morning, Late Morning and Afternoon.

Registration Opens 8.30am

Welcome 9.15am

Morning Session 9.30am

Innovation Spotlight 11am

Coffee & Networking 11.15am

Late Morning Session 11.30am

Innovation Spotlight 1pm

Luncheon & Networking 1.15pm

Afternoon Session 2pm

Closing Remarks 3.30pm

Tea & Networking 3.45pm



VALUE YOU WILL RECEIVE

The *Summit* format seeks to address delegates' real, current business challenges related to contact centre operations or customer contact strategy.

Over the day, you will seek advice, guidance and next-step actions for addressing your business challenge(s) from our panel of Speed Consultants™ and/or your peers around the Speed Collaboration™ tables.

BUSINESS CHALLENGES

We do not restrict or prescribe the business challenges that you can bring to the *Summit*. The only parameters are the challenges must be current, be of high priority, be related to the contact centre, and have addressing-actions to be taken within 12 months.

NETWORKING

As well as enabling collaboration with peers and experts to address business challenges, our *Summits* are about facilitating networking and professional advancement.

The networking breaks across the day will give you ample time to make new connections and grow your network.

WHO SHOULD ATTEND?

The summit is open to all leaders with a stakeholding in contact centre operations or customer contact strategy.

COST

Members and invited guests: Free of charge

Non-members: £495 + VAT

BOOKING

Email jon.snow@directorsclub.org.uk to book your place.

ABOUT THE DIRECTORS' CLUB

Today's *Directors' Club* has its origin in a small supper club in London's Mayfair. The Directors' Dining Club, as it was known, had its home at Claridge's Hotel and brought together business leaders of the day to discuss trends and disruptive forces for change.

In February 2010, Jon Snow (founder and chairman) re-constituted the dining club as the Directors' Club and so a business lifestyle and networking institution was born.

The Club motto *To endeavour. To achieve* captures the spirit of the organisation and the ambitions of its members. Membership is by invitation. Visit <http://directorsclub.org.uk>.