



Est. 2010

# Directors Club<sup>®</sup>

To endeavour. To achieve

## Breakfast Business School

SEMINARS FOR CUSTOMER-CENTRIC LEADERS

### Blending Talent & Technology

*Evolving Customer Care For The Millennial Generation*

#### When

Thursday, January 31<sup>st</sup>, 8.30am – 10am

Plus 30-minutes of optional networking before and after

#### Where

[The House of St Barnabas](#)

1 Greek Street

Soho Square

London

W1D 4NQ

#### Who

Senior stakeholders in the customer journey

R.S.V.P.

[Click Here To Register](#)

Dear Members & Invited Guests,

You are cordially invited to attend a Directors' Club **Breakfast Business School** seminar on Thursday, January 31<sup>st</sup> at 8.30am – 10am, with 30-minutes of optional networking before and after.

The venue is [The House of St Barnabas](#), 1 Greek Street, Soho Square, London, W1D 4NQ

This seminar is **free of charge** as a Directors' Club member or invited guest.

Members may bring an internal colleague as a guest, again at no charge but subject to space availability. Please book his or her guest place when confirming your own attendance. We cannot extend this offer to external contractors or consultants.

## Agenda

8am – 8.30am Arrival, coffee & networking (please arrive by **8.25am**)

8.30am – 10am Seminar

10am – 10.30am Coffee & networking (optional)

Breakfast-bites, tea, coffee and juices will be served throughout

## R.S.V.P.

If you'd like to accept this invitation, please [click here to register](#)

## Seminar Overview

*Blending Talent & Technology: Evolving Customer Care For The Millennial Generation*

Do you have a customer care culture aligned to the needs and expectations of the next power-house consumer generation, the Millennials?

Do you have the right people with the right training, tools, knowledge, and mindset?

Join fellow leaders of customer service, customer contact, customer experience and other stakeholders in areas such as loyalty and retention at this timely seminar.

Our guest lecturer is **Iain Banks**, Regional Vice President for International Markets at TTEC. Iain will discuss how to engage with your customers using a combination of human talent and technology.

Learn how to:

- Deliver excellence at every touchpoint in the customer journey with a blend of People, Process, and Technology
- Develop an all-star team around a culture of caring and passion, delivering the best possible experiences for your customers and brand
- Provide training, technology, and facilities to represent your brand to your most important assets – your customers and your employees

- Implement solutions such as a digital recruitment engine, an ongoing learning approach, or a web-based business intelligence platform that provide real-time views of employees performance

## Networking

Two 30-minute networking sessions before and after the seminar give you an opportunity to meet your peers and expand your network.

## Who Should Attend?

We are inviting leaders from across UK industry with a stakeholding in customer experience improvement and innovation.

Delegates will include leaders of customer service, self-service, customer experience, user experience, digital, online, e-commerce, customer operations, customer contact, and other allied roles.

## Seminar Sponsor

This Breakfast Business School seminar is supported and facilitated by **TTEC**.

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global customer experience services company focused on the design, implementation and delivery of tech-enabled transformative solutions for many of Europe's most iconic and disruptive brands.

The Company delivers outcome-based contact centre outsourcing solutions through TTEC Engage which operates and manages frontline and back-office business processes that support customer acquisition, care, growth and trust and safety - available onshore, nearshore and offshore. Additionally, TTEC Digital, the company's digital consultancy, designs and builds human centric, tech-enabled, insight-driven customer experience solutions for clients.

Founded in 1982, the Company's 49,700 employees operate on six continents across the globe and live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit <https://www.ttec.com/emea>.

## Breakfast Business School

Directors' Club Breakfast Business School is a regular series of leadership seminars designed to inform, educate and inspire our members and invited guests.

[Click here](#) for more information on Directors' Club United Kingdom.

## The House of St Barnabas

Located in the heart of Soho in a Grade 1 listed Georgian townhouse, the club at [The House of St Barnabas](#) is a private members' club like no other. It is a social enterprise. Membership fees and donations facilitate the work of its Employment Academy, supporting people affected by homelessness in London to find and thrive in lasting paid work.