

Be Your Personal Best

Customer Strategy & Planning 2018

23rd – 24th April 2018
The Majestic Hotel
Harrogate



Raising Standards in
Customer Operations



#ForumConf

Be Your Personal Best

Challenge Workshop



Raising Standards in
Customer Operations



#ForumConf

- Recap on CI
- Set scene for Change Management
- Roadmap of Challenge Change Management
- Lead into Challenge Networking Session



Alison Conaghan

Planning & Insight Specialist
The Forum



Pete Dunn

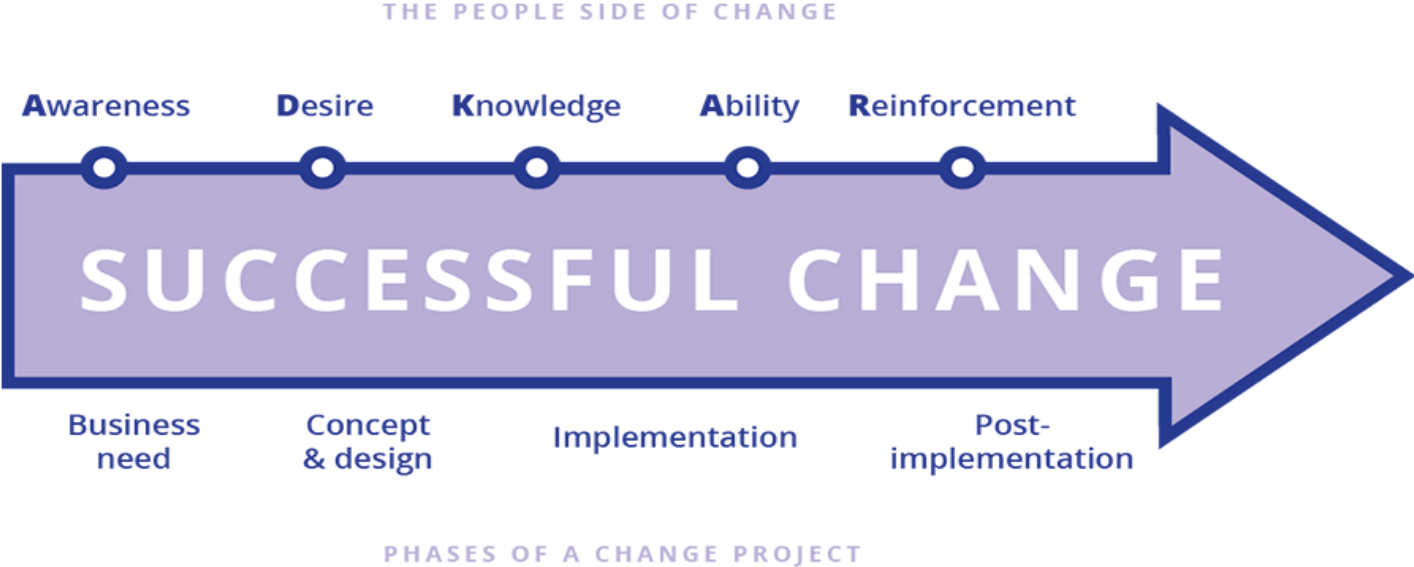
Quality & Customer Experience
Specialist
The Forum

Contracting-What We Committed to.....



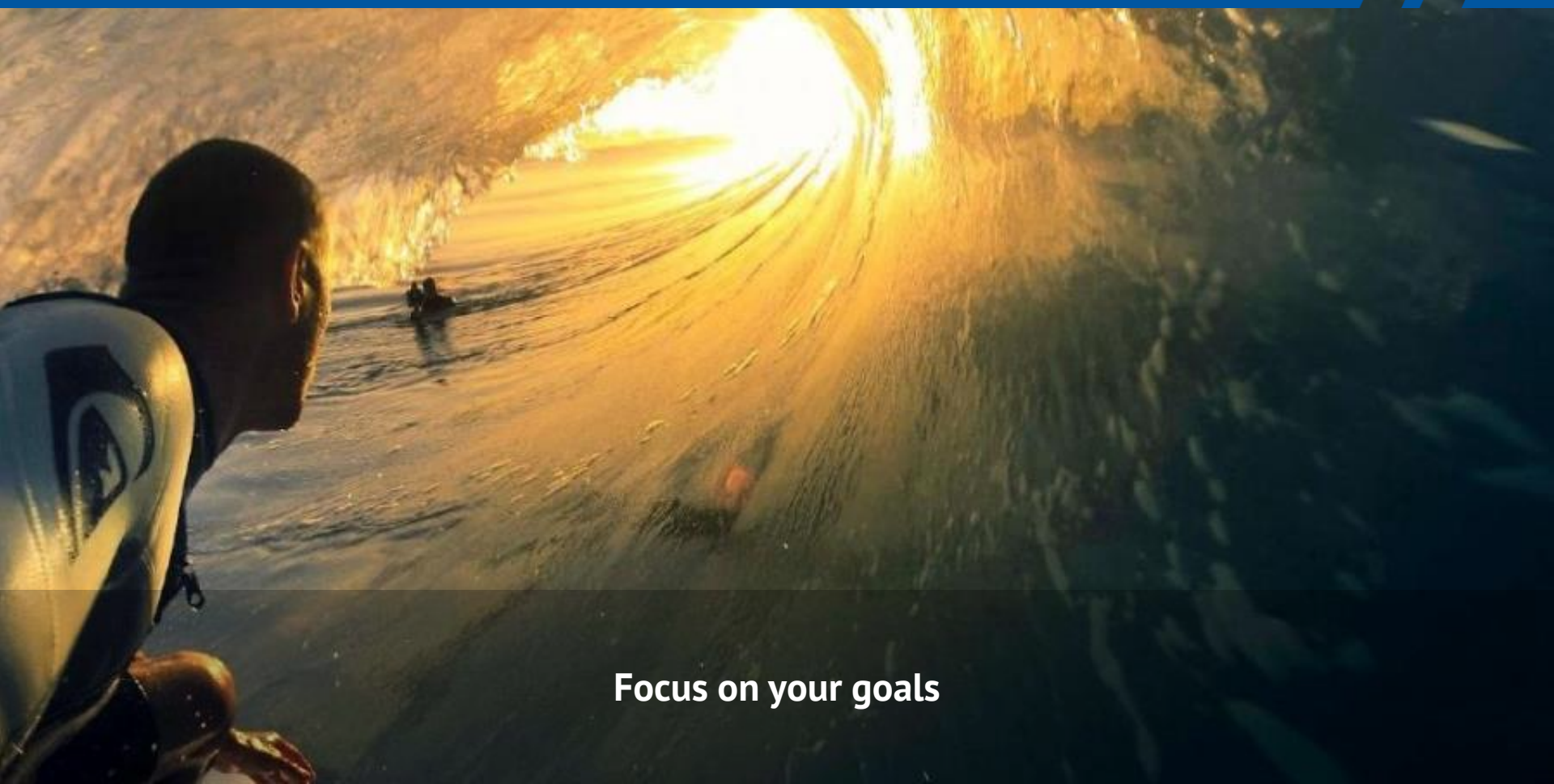
Change Management-Our Tools





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Be your personal best



Focus on your goals

**BE
YOUR
PERSONAL
BEST**

