

Be Your Personal Best

Customer Strategy & Planning 2018

23rd – 24th April 2018
The Majestic Hotel
Harrogate



The Forum
Raising Standards in
Customer Operations

#ForumConf



Be Your Personal Best

Listening Workshop

Clive Wilson, Primeast

Panel:-

Catherine Leggett, NAS

Jodie Williams, Yorkshire Water

Leigh McIlwaine, The Forum



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Listening Workshop



Clive Wilson
Primeast





“Working with the NAS presents a win-win for Forum Member future leaders” – discuss!



Catherine Leggett
National Autistic Society



Jodie Williams
Yorkshire Water



Leigh McIlwaine
The Forum

“Working with the NAS presents a win-win for Forum Member future leaders” – discuss!

This will be a discussion in two parts with a “half-time whistle”.

We ask you to note the extent to which our panellists:

- 1) Assert their own views
- 2) Listen to the ideas of others
- 3) Take account of others’ feelings
- 4) Really get a sense of something powerful emerging for the future (or not, as the case may be)

Be prepared to share your observations at the end of the discussion (our panellists promise not to be offended)



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