

Customer Strategy & Planning Monday 23rd April

08:00	Registration and Refreshments – visit the conference EXPO and meet key industry suppliers				
09:00	Be your personal best: Be stimulated and inspired by today's opening speakers to release potential within yourselves, your team and your organisations. With Jennifer Holloway, best-selling author and consultant, the National Autistic Society and The Forum's experts.				
10:00	Refreshments and networking – visit the conference EXPO and meet key industry suppliers				
	Awards Case Studies	Awards Case Studies	Awards Case Studies	Leadership Forum	EXPO
10:30	Developing the planning & insight teams to deliver powerful impact in field operations as well as the contact centre at ADT .	The power of Speech Analytics to lift coaching performance and customer service at Sky UK .	Back Office & Workshop: The Back Office workshop provides an opportunity to learn from members' case studies and take part in lively discussion.	10:10 – 13:00 followed by lunch. Meet leaders, discuss with inspirational speakers and share ideas around the table. Dig deeper into the themes introduced by our opening keynotes and other speakers/panellists. By Invitation.	Take time to visit the EXPO or set up meetings to make the most of your day.
11:30	How the introduction of Anaplan makes Planning a trusted partner in the business at Barclays .	Developing a culture of innovation at Sainsbury's Bank .	Transforming maintenance schedules and planning for engineers at Anglian Water .		
	Take an early or late lunch to fit with your choice of lunchtime sessions, meetings or networking				
12:30	Keynote: Mobile Service. Martin Hill–Wilson, leading independent consultant in Customer Engagement, stimulates thinking around this hot topic.	Showcase: Automation of work allocation in the Back Office with Verint – eg solutions.	Challenge Workshop: Action learning & support, by Invitation only.	Standards Showcase: Bring your lunch and meet other members who are using Standards Benchmarking to drive improvement. Ask your questions.	Early Lunch from 12:30 Late Lunch until 13:40
13:10	L&D Showcase: Accelerate your development by making the most of the extensive L&D available through The Forum and our partnership with Ulster University.	Showcase: Interaction analytics. Learn about three ways this has driven tangible customer experience improvements and real value in the business.	Workshop: how do you present yourself to maximise your impact? Practical skills from our keynote speaker to help you develop your potential.	Challenge Showcase: Bring your lunch and meet other members who are using the Challenge to drive development. Ask your questions.	Take time over lunch for networking, meetings or to visit the EXPO. Specialist networking groups at 13:45 for Field and Branch Planning
13:45	AI & Robotics: What can it do and what approach is best for you? Hi Tech? Lo Tech? No Tech? Peter Massey charts the opportunities & choices.	Keynote: Leigh Hopwood, Chair of the Chartered Institute of Marketing, shares insight from CIM research findings and explores how to engage better with your marketing teams.	Workshop (repeat): how do you present yourself to maximise your impact? Practical skills from our keynote speaker to help you develop your potential.	Back Office Showcase: Hear how a government organisation has optimised their back office processes.	
	Choose one of the 2-hour workshops or meeting or EXPO opportunities				
14:30	Volatility & Flexibility: How volatility impacts your business, along with ways to remove uncertainty and simplify complexity. Understand what is possible to achieve during 2018.	Customer Experience: See four leading-edge ideas from expert suppliers in the 'Dragons Den' and vote for the 2018 winner. Then join round-tables to learn and share practical expertise & best practice.	Ulster University Research Clinic: What are the Academics saying about our industry? How do we learn from an outside-in perspective? Ulster University showcases the most up to date research.		Networking & EXPO Take time to visit the EXPO or set up meetings to make the most of your day.
14:30	Analysis & Forecasting: Drive better decisions in your organisations and make the most of your data by bringing together the best ideas from different communities of analysts.	Planning for Field & Branch Operations: Explore this specialist topic area by listening to member case studies and discussing your challenges, whilst sharing best practice principles.			
16:45	Monday's Conference Endnote: Enjoy two powerful keynote speakers. Discover how to behave with purpose and pioneer breakthrough. Explore how to make the most of your potential as a professional. Take today's inspiration into your workplace.				
17:30	Networking Event: Join us for drinks to meet industry leaders, colleagues and members.				
20:00	Networking Evening: After dinner, join us, develop your network and enjoy the games and other activities. Collect your drinks voucher from the sponsor's stand during the conference.				

Customer Strategy & Planning Tuesday 24th April

08:00	Registration and Refreshments – visit the conference EXPO and meet key industry suppliers				
09:00	Be your personal best: Be stimulated and inspired by today's opening speakers to release potential within yourselves, your team and your organisations. With Clive Wilson, author and director at Primeast on how change can bring out the best in you, Patrick Coleman, CEO at QStory, Jodie Williams, Diversity Consultant at Yorkshire Water and The Forum's own specialist experts.				
10:00	Refreshments and networking – visit the conference EXPO and meet key industry suppliers				
	Awards Case Studies	Awards Case Studies	Awards Case Studies	Leadership Forum	EXPO
10:30	Putting the customer first, by engaging our people at HomeServe , empowered by customer and colleague charters.	COACH: Zero in on what matters most and help each call make the difference to customers at BT .	Service improvement at ACCA: see how changes in how we work together can make a huge impact for our customers.	10:20 – 13:00 followed by lunch. Meet leaders, discuss with inspirational speakers and share ideas around the table. Dig deeper into the themes introduced by our opening keynotes and other speakers/panellists. By Invitation.	Take time to visit the EXPO or set up meetings to make the most of your day.
11:30	Enabling Cultural Change at RS Components . Discover their people framework and learning culture.	Planning for Digital: Benchmark your function against our Planning for Omni-Channel maturity framework.	Planning in Partnership to Transform Customer Service at Financial Services Compensation Scheme .		
Take an early or late lunch to fit with your choice of lunchtime sessions, meetings or networking					
12:30	Automated Forecasting: Hear about the latest innovations in Forecasting from Ric Kosiba, Genesys Decisions.	Showcase: Intraday Automation: Proactive Management of Your Whole Day with QStory .	Challenge Workshop: Action learning & support, by Invitation only.	Standards Showcase: Bring your lunch and meet other members who are using Standards Benchmarking to drive improvement. Ask your questions.	Early Lunch from 12:30 Late Lunch until 13:40
13:10	L&D Showcase: Accelerate your development by making the most of the extensive L&D available through The Forum and our partnership with Ulster University.	Showcase: Interaction analytics. Learn about three ways this has driven tangible customer experience improvements and real value in the business.	Workshop: How you can deepen listening, gain value from working with difference and build your capacity to influence change. Led by Clive Wilson.	Challenge Showcase: Bring your lunch and meet other members who are using the Challenge to drive development. Ask your questions.	Take time over lunch for networking, meetings or to visit the EXPO.
13:45	Innovation: Join judges from the 2018 Innovation Awards to explore the new trends and underlying factors that enable great customer operations.	Keynote: How can we make business strategy truly engaging (with £0 budget) by building games into our comms plans as a window into the psychology of motivation.	Workshop (repeat): How you can deepen listening, gain value from working with difference and build your capacity to influence change. Led by Clive Wilson.	Hot Topics: take this chance for sharing and networking on key topics prioritised by members.	
Choose one of the 2-hour workshops or meeting or EXPO opportunities					
14:30	Operational Effectiveness: Take your Real-Time and intra-day management to the next level by learning from our members and understanding how to become more operationally effective.	Customer Experience Workshop: Service Design is all about designing interactions from a customer's point of view to grow satisfaction, loyalty & advocacy. So how do you do this? Led by Amy Scott.	New Developments in Planning: See leading-edge ideas from expert suppliers in the ' Dragons Den ', then join round-tables to learn & share.		Take time for networking or meetings and to visit the EXPO before it closes at 14:45
14:30	Social Media & Digital: This session promises new learning and practical takeaways in addition to broadening your networking and finding out how to take an active role in this specialist area.	Performance and Quality: With GDPR & many regulatory changes in 2018, take the chance to gain & share ideas about risk assurance, compliance and how an integrated QA framework can support great customer experience.	Coaching & Development: Learn about some specific techniques that you can put into practice in your workplace to develop yourself and those around you, whether you're new to coaching or already experienced.		
16:30	Conference Endnote: Enjoy powerful keynote speakers. Discover how to behave with purpose and pioneer breakthrough. Explore how to make the most of your potential as a professional. Take today's inspiration into your workplace.				
17:30	Conference Close				
20:00	Gala Dinner and Innovation Awards presentation. VIP reception before dinner for Innovation Award Finalists.				