

Conference Agenda Monday 24th April 2017

08:00	Registration and Refreshments: Visit the conference EXPO and meet key industry suppliers.			
09:00	Breakthrough: Be stimulated and inspired by today's opening speakers to release potential within yourselves, your team and your organisations – and set yourself up for the day ahead.			
10:00	Refreshments and Networking: Visit the conference EXPO and meet key industry suppliers.			
	Awards Case Studies	Awards Case Studies	Awards Case Studies	Networking & EXPO
10:30	TUI: See how key customer issues were opened up & resolved to achieve contact centre transformation.	FCA: Focus on quality of service and management of risk at this high-profile regulator.	BT: Transforming field service by engineers, giving them autonomy & choice, delivering £25m savings.	Take time to visit the EXPO or set up meetings & round-tables to make the most of your day. – Pre-arranged meetings – Specialist groups – Accreditation clinics
11:30	L&G: See how people build success with continuous improvement, engaging people and making change stick.	Aegon: Choice architecture drives better conversations. See proven results from a rigorous pilot programme.	Volatility & Flexibility: Hear about the latest development from members and previous award winners.	
	Take an early or late lunch to fit with your choice of lunchtime sessions, meetings or networking.			
12:30	<i>Best Practice</i>	<i>Technology Update</i>		
	Learning & Development: Innovative members share key success stories and the value this drives in their business. Panel discussion with Q&A.	QStory Showcase: Practical examples of operational analytics and effective real-time automation.	Early Lunch: Buffet served from 12:30 or join a networking table group (if pre-booked).	Take time over lunch for networking, meetings or to visit the EXPO.
13:10	<i>Technology Update</i>	<i>Skills Development</i>		
	Voice of the Customer Showcase Practical examples of what do to and how to do it, if you want to be truly customer-focussed.	Workshop: Deepen your skills on influence & stakeholder engagement: how can we speak the language of the board?	Late Lunch: Buffet served until 13:40 or join a networking table group (if pre-booked).	Take time over lunch for networking, meetings or to visit the EXPO.
14:00				
	Benchmarking & Accreditation: Discover how pioneering members raise standards, taking Planning, Insight or Quality to the next level.	Challenge Workshop for Quality & Customer Experience. Action learning & support, by invitation only.	Confirmit Voice of the Customer Showcase: Practical examples of what to do and how to do it, if you want to be truly customer-focussed.	Networking & EXPO: Take time to visit the EXPO or set up meetings & round-tables to make the most of your day.
	Knowledge Marketplace: Workshop round-tables on topic areas prioritised by members.			
14:00	Planning: Take time to learn from experienced planning professionals and share insight with other members.	Insight: Take time to learn from experienced insight professionals and share insight with other members.	Professional Development: Take time to learn from experienced professionals and share insight with other members.	
15:00	Refreshments and networking: Visit the conference EXPO and meet key industry suppliers.			
15:30	Digital Transformation: Insight on the latest developments. Panel discussion with expert speakers and Q&A.	Challenge Workshop for Data, Analytics & Insight. Action learning & support, by invitation only	Networking & EXPO: Take time to visit the EXPO or set up meetings & round-tables to make the most of your day.	Leadership Forum: 15:15-17:45 Releasing Potential: Meet other leaders, hear from inspirational speakers and share ideas around the table. What are the new approaches being explored by today's pioneers? How do we create the environment & support that gets us from good to great? By invitation only.
	Knowledge Marketplace: Workshop round-tables on topic areas prioritised by members.			
15:30	Customer Experience: Take time to learn from experienced professionals and share insight with other members.	Planning: Take time to learn from experienced planning professionals and share insight with other members.	Professional Development: Take time to learn from experienced professionals and share insight with other members.	
16:40	Monday's 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.		Workshop: Nick Herbert explores what good looks like for customer emails, with practical, powerful tips on how to write successfully.	
17:45	Networking Event: Join us for drinks, games & other activities 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.			

Conference Agenda Tuesday 25th April 2017

08:00	Registration and Refreshments: Visit the conference EXPO and meet key industry suppliers.				
09:00	Breakthrough: Be stimulated and inspired by today's opening speakers to release potential within yourselves, your team and your organisations – and set yourself up for the day ahead.				
10:00	Refreshments and Networking: Visit the conference EXPO and meet key industry suppliers.				
	Awards Case Studies	Awards Case Studies	Awards Case Studies	Networking & EXPO	
10:30	HSBC: See how assisted customer journeys are transforming customers' experience.	Staples: Insight, resourcing & operational transformation in diverse cultures across Europe.	IFDS: See how productivity in the back office has jumped with operational engagement, focus and the use of gamification.	Take time to visit the EXPO or set up meetings & round-tables to make the most of your day. – Pre-arranged meetings – Specialist groups – Accreditation clinics	
11:30	Shop Direct: Outsourcing & digital transformation, see what successful outsourcing partnerships can deliver.	Sky Bet: Segmentation: Creating a culture of experts, doubling the customer base and managing volatile demand.	Three Ireland: See how the creativity of individual analysts made possible visual, multi-channel, real-time dashboards.		
	Take an early or late lunch to fit with your choice of lunchtime sessions, meetings or networking.				
12:30	<i>Best Practice</i>	<i>Technology Update</i>			
	Benchmarking & Accreditation: Discover how pioneering members raise standards, taking Planning, Insight or Quality to the next level.	injix Showcase – Agent Engagement: How to Nail It: Happy agents mean happy customers. How the planning team can help.	Early Lunch: Buffet served from 12:30 or join a networking table group (if pre-booked).	Take time over lunch for networking, meetings or to visit the EXPO.	
13:10	<i>Technology Update</i>	<i>Skills Development</i>			
	Analytics Keynote: A case study presentation and the chance to ask questions of professional experts on speech & text analytics.	Workshop: A fantastically enjoyable way to develop or core skill. The Method, builds on their top-rated workshop from last year.	Late Lunch: Buffet served until 13:40 or join a networking table group (if pre-booked).	Take time over lunch for networking, meetings or to visit the EXPO.	
14:00					
	Keynote: How do you build impact and credibility? Hear how previous award winners built on success at QVC, RSA and Belron	Learning & Development: Innovative members share key L&D success stories and the value this drives in their business. Panel discussions with Q&A.		Networking & EXPO Take time to visit the EXPO or set up meetings & round-tables to make the most of your day.	
	Knowledge Marketplace: Workshop round-tables on topic areas prioritised by members.				
14:00	Customer Journey Maps: Take time to learn from experienced professionals and share insight with other members.	Scheduling & Productivity: Take time to learn from experienced professionals and share insight with other members.	Forecasting & Analysis: Take time to learn from experienced professionals and share insight with other members.		
15:00	Refreshments and Networking: Visit the conference EXPO and meet key industry suppliers.				
15:30	Future Trends: Stimulation and insight from Adrian Swincoe, author of HOW TO WOW, and the latest 2017 Dimension Data benchmarking report.	Planning Challenge Workshop: Action learning and support for challenge participants. By invitation only. Join the challenge.	Networking & EXPO: Take time to visit the EXPO or set up meetings & round-tables to make the most of your day.	Leadership Forum: 15:15-17:45 Meet other leaders, hear from inspirational speakers and share ideas around the table. What are the new approaches being explored by today's pioneers? How do we create the environment & support that gets us from good to great? By invitation only.	
	Knowledge Marketplace: Workshop round-tables on topic areas prioritised by members.				
15:30	Customer Experience: Take time to learn from experienced professionals and share insight with other members.	Operational Planning: Take time to learn from experienced professionals and share insight with other members.	Professional Development: Take time to learn from experienced professionals and share insight with other members.		
16:40	Releasing Potential: Steve Woosey, CEO of The Forum, hosts our end-of-conference keynote, with two stimulating and inspiring keynote speakers to send us back into the workplace with fresh enthusiasm and new ideas from the conference days.				
17:45	Conference Close.				
19:00	Gala Dinner and Innovation Awards presentation. VIP reception before dinner for Innovation Award Finalists.				