


Breakthrough Performance
Further, faster, together



Customer Strategy & Planning 2016

Welcome to Stratford-upon-Avon
25th and 26th April 2016

 #ForumConf

- **Breakthrough**
- **Active collaboration**
- **Releasing potential**
- **Preparation & support**

How To: Planning

Forecasting, scheduling and real-time
workshop

How To: Planning



-Phil Anderson-

Senior Contact Centre Specialist
Programme Leader



- Alison Conaghan -

Contact Centre Specialist

How To: Planning

The Planning Café

The Planning Café!

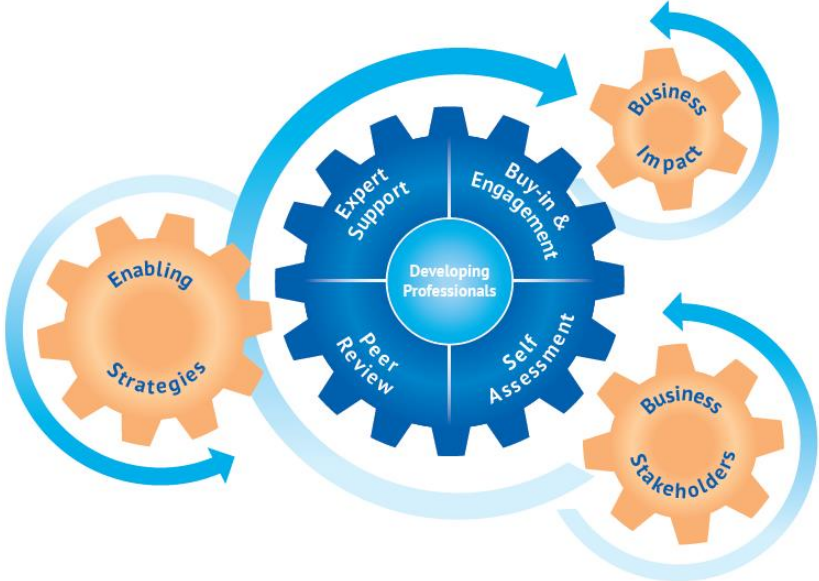
- 3 rounds of discussions, brainstorming and ideas generating.
- Everyone take an active role contributing to discussions
- The person with the best handwriting is not always the best presenter!



*“If everyone is thinking
alike then someone isn’t
thinking.”*

General George Patton

4 lens model



How To: Planning

Round 1: Create the question

Table Discussion, examples

- **Forecasting**, e.g. *What are all the data sources we should use to improve forecast accuracy?*
- **Scheduling/Flexibility**, e.g. *What is the right mix of, full to part-time and range of flexibility options?*
- **Real-Time**, e.g. *What are the best levers you could deploy and methods to implement?*



How To: Planning

Round 2: Brainstorm ideas & solutions

Articulate/explain the agreed question

- Quickly go round the table and introduce yourself
- Articulate/explain the agreed question to the new members of your table?
- Share what has been discussed on the other tables



Brainstorm ideas & solutions

- Write down as many ideas, comments and potential solutions for your agreed question?
- Add the post-its to the flip chart



How To: Planning

Round 3: Fill in the gaps, priorities & conclusions

Articulate/explain the agreed question

- Quickly go round the table and introduce yourself
- Explain your flip chart so far?
- Share what has been discussed on the other tables



Gaps, priorities and any conclusions

- What's missing?
- Consolidate any duplicates and clarify ideas/solutions
- Discuss & identify the priorities
- Finalise your flip chart in readiness to share with the rest of the room



How To: Planning

Part 4: Summary

Summarise your slide

- Back to your original seats/table
- 60 seconds to make any final tweaks before sharing with the rest of the room



Summary

- What was your question?
- What are the top solutions/priorities?



How To: Planning

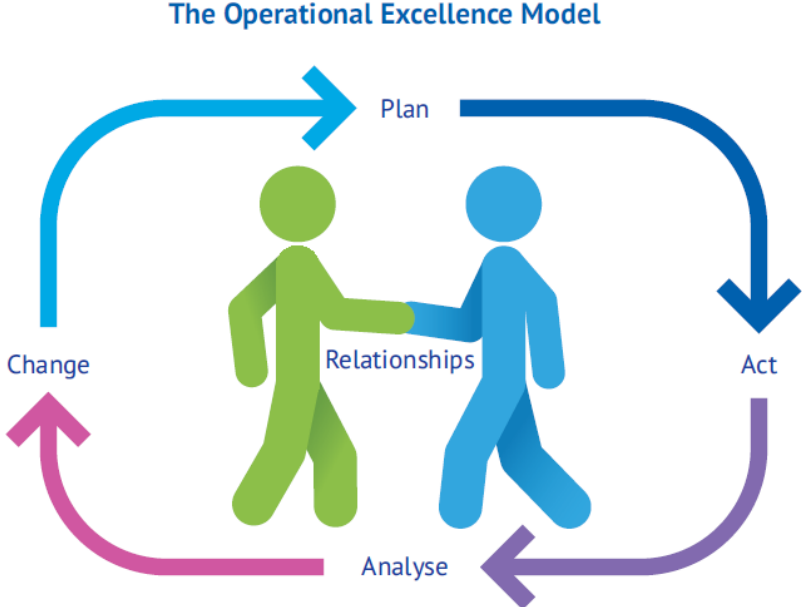
World Café method

World Café Method

1. Set the context
2. Hospitable space
3. Explore questions that matter
4. Encourage everyone's contribution
5. Connect diverse perspectives
6. Listen for patterns and insights
7. Share collective Discoveries



Operational excellence model



Community Awards

Recognition for Teams, Managers, Analysts
and Rising Stars

Community Awards – Registration now open



Nominations

31st May

Finalist Day

6th July, Newcastle
14th July, Solihull

Gala Dinner

29th September
Leeds

31st May

21st June, Solihull
6th July, Newcastle

15th September
Leeds

31st May

21st June, Solihull

15th September
Leeds