



INTRODUCING

# TEAM LEADER GROUP

Ideas & insights  
Networking & visiting other  
Contact Centres  
Confidence building  
Use it for recognition & reward

January 26th at SKY

March 24th

May 5th

July 21st

September 8th

November 24th

Facilitated by Diane Banister  
Intelligent Dialogue



book your places now by emailing Jane Thomas on  
[jane@callnorthwest.org.uk](mailto:jane@callnorthwest.org.uk)

# TEAM LEADER GROUP



**Team leaders make the difference - to your performance, your people and your customer experience.**

**But how do they get new ideas, keep up to date with industry changes, and network with their peers in other Contact Centres?**

Help is at hand. New for 2017, Call North West is launching the Team Leader Group. More than a networking meeting, it will include discussions and speakers on topics chosen by the Team Leader Group.

## **Ideas & Insights**

Facilitated by Diane Banister from Intelligent Dialogue these 2 - 3 hour meetings will explore topics which effect your team leaders from coaching to recruitment, to call quality to attrition.

## **Networking**

This is a great chance for Team Leaders to network with their peers. To share good practices, and to see other contact centres, Please get in touch if you can support the Team Leader Group by hosting a session at your centre.

## **Building Confidence**

Completely immersed in the contact centre world; sharing challenges and ideas, these sessions help to build confidence in those that attend.

## **Recognition**

Why not recognise your key team leaders and support their development by enabling their attendance?

We are launching in January 2017 with a round table session on the 26th. Team Leaders will get the opportunity to talk about the challenges that 2017 holds for them and the contact centre industry.

At this session members will be able to prioritise what they would like to see on the agenda for meetings during 2017.

Diane Banister from Intelligent Dialogue will facilitate the sessions and has worked with contact centres such as BOC, Edwards Vacuum, University of Law, PRS for Music, Ebico and Reynolds Catering Supplies.

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See [callnorthwest.org.uk](http://callnorthwest.org.uk) for more details