



Contact Centre Business Seminar

January 24th 2019

Coleg y Cymoedd, Parc Nantgarw, Heol Y Coleg, Cardiff CF15 7QY

8.45 – 9.15	Coffee & Registration	Please sign in, collect your name badge & enjoy a coffee
	WCCF Chair	Welcome
9.15 – 9.30	Matthew Tucker Coleg y Cymoedd	Welcome
9.30 – 10.15	Clive Hyland Try Making Sense	Human Sustainability A radical re-examination of what it means to be human and the implications for organisational success.
10.15 – 11.00	Sidsel Enghoff Jabra	The customer satisfaction paradox As customers are becoming increasingly empowered, companies must realize what it takes to live up to the new customer expectations.
11.00 – 11.30	Networking Coffee Break	Refreshments are now available
11.30 – 11.45	Industry Update Jayne Davies	Awards
11.45 – 12.30	Panel Discussion Matthew Tucker – Coleg y Cymoedd Sidsel Enghoff - Jabra	Q&A
12.30	Close	Please help yourself to lunch

Lunch is now served!

Thank you to our hosts Coleg y Cymoedd to the speakers and our guests for attending, we look forward to seeing you at the next event in April 2019

Follow us on twitter - @WelshCCF - We'll be tweeting today's event using #WCCFForum

