



Est. 2010

# Directors Club<sup>®</sup>

To endeavour. To achieve

## Good Ideas Exchange

ROUNDTABLE DISCUSSION VIA VIDEO CONFERENCE

### Customer Contact Leaders & Stakeholders

*At-Home or In-Centre or In-Between? Deciding Who Works Where & When*

#### When

Thursday, July 30<sup>th</sup>, 2.30pm – 3.45pm BST

#### Format

Online roundtable discussion via video conference

#### Equipment Required

You can participate via your laptop, smartphone or tablet  
using standard home broadband

#### Who

Senior leaders of and stakeholders in customer contact delivery

#### **R.S.V.P.**

Delegate places are limited by the online roundtable format

Please register now via the link in the covering email

Dear Members & Invited Guests,

You are cordially invited to participate in a **Directors Club® Good Ideas Exchange** leader-support roundtable discussion via video conference on Thursday, July 30<sup>th</sup> at 2.30pm – 3.45pm BST.

### ***At-Home or In-Centre or In-Between? Deciding Who Works Where & When***

This is an opportunity for senior leaders and stakeholders to come together in a confidential and trusted forum and share ideas and experiences regarding the *Covid-Secure* delivery of customer contact services. The discussion will cover the welfare, performance and management of contact centre staff, in both the at-home and in-centre settings, during this era of social distancing.

The **Chatham House Rule** will be invoked and there will be no viewing audience or distributed recording.

This event is **free of charge** for Directors Club® members and invited guest.

### **Agenda (all times are BST)**

2.25pm Arrival online

2.30pm – 2.45pm **Jon Snow's** welcome, delegate introductions and scene-setter

2.45pm – 3.45pm Roundtable discussion addressing the above topic

### **R.S.V.P.**

If you'd like to accept this invitation, please register **via the link** in the covering email.

We only have a limited number of places due to the roundtable format. These will be allocated on a first come basis. Please register as soon as possible to avoid disappointment.

### **Who Will Attend?**

We are inviting senior leaders of and stakeholders in customer contact delivery.

### **Directors Club® United Kingdom**

Today's **Directors Club® United Kingdom** has its origin as a supper club in London's Mayfair.

The Directors' Dining Club, as it was known, had its home at Claridge's Hotel and brought together business leaders of the day to discuss trends and disruptive forces for change.

In February 2010, Jon Snow (founder and chairman) re-constituted the dining club as the Directors Club® and so a business lifestyle and networking institution was born.

The Club motto **To endeavour. To achieve** captures the spirit of the organisation and the ambitions of its members.

Membership is by invitation or recommendation.

Find out more at <https://directorsclub.world>