



Est. 2010

# Directors Club<sup>®</sup>

To endeavour. To achieve

## Tomorrow's World

ROUNDTABLE DISCUSSION BY INVITATION

### 5-years Ahead | Changing Customer Experience Expectations

*A future-focused debate on how customer experience design and management may evolve across industries in response to post-pandemic changes in customer behaviours and expectations*

#### When

Thursday, September 10<sup>th</sup>, 10.30am – 12pm 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 the customer experience

#### **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® Tomorrow's World** roundtable discussion via video conference on Thursday, September 10<sup>th</sup> at 10.30am – 12pm BST.

### **5-years Ahead | Changing Customer Experience Expectations**

Join 10 customer-centric leaders to debate how customer behaviours and expectations have changed across various industries over the past 6-months. And how these changes may impact the customer journey and customer experience design over the next 5-years.

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 our invited guest.

### **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 experience design, management and innovation.

### **Series Sponsor**

This educational series is supported and facilitated by **TTEC**, a leading digital customer experience (CX) technology and services company.

TTEC work with their clients to assess every consumer touchpoint and then put in place the best people, technology, processes and mindset needed to make your brand's customer experience truly outstanding. TTEC are customer experience experts.

Learn more by visiting [www.ttec.com/emea](http://www.ttec.com/emea)

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

Today's **Directors Club®** 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.