



Directors Club®

Tomorrow's World

LEADER WORKSHOP SERIES

EMEA CX Trends - The 2021 Edition

*6 trends for navigating the new customer and employee landscape.
Plus, 5 simple ways to be future ready in 2021*

When

Thursday, December 3rd, 10.30am – 11.30am GMT

Format

Online workshop via video conference. 30-minutes expert presentation and 25-minutes Q&A. No delegate preparation required

Equipment

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

Who

Senior leaders of and stakeholders in the customer journey

R.S.V.P.

Delegate places are limited by the virtual workshop 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** leaders' workshop via video conference on Thursday, December 3rd at 10.30am – 11.30am GMT, titled:

EMEA CX Trends - The 2021 Edition - 6 trends for navigating the new customer and employee landscape

In just a few months, COVID-19 has dramatically altered how we work, our priorities, plans, and the ways we engage with brands and customers. These are consequential times as business leaders look to position their companies to not only survive but thrive in a rapidly evolving market. Businesses must learn to adapt quickly and be open to new ways of supporting customers. In 2021, get ready to hit the reset button on customer innovation and reshape the employee experience.

The workshop will deliver 30-minutes of expert presentation, followed by 25-minutes of Q&A with the delegate audience.

6 Trends Will Be Presented

- The digital customer takes the lead
- Customer trust is paramount
- Remote work ushers in new opportunities to better serve customers
- Enterprises embrace automation with a human touch
- Cybersecurity becomes a top priority
- Redefine workplace flexibility

The delegates will also take away 5 simple ways to be future ready in 2021.

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 virtual workshop 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 service delivery.

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

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.