



Est. 2010

# Directors Club<sup>®</sup>

To endeavour. To achieve

## Big Group Hug

ROUNDTABLE DISCUSSION VIA VIDEO CONFERENCE

### Customer Service Leaders

*Planning For And Navigating Towards A New Normality*

#### When

Tuesday, June 9<sup>th</sup>, 1.45pm – 3pm 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 in customer service 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® Big Group Hug** leader-support roundtable discussion via video conference on Tuesday, June 9<sup>th</sup> at 1.45pm - 3pm BST.

### ***Planning For And Navigating Towards A New Normality***

This is an opportunity for senior leaders in customer service delivery to come together in a confidential and trusted environment and discuss the next steps needed to return to a degree of normality in the coming months.

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)**

1.45pm Arrival online

1.45pm – 2pm **Jon Snow's** welcome, delegate introductions and scene-setter

2pm – 3pm Roundtable discussion on the issues and challenges facing the delegates as they navigate towards a new normality

### **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 from customer service delivery and allied professions.

### **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.org.uk>