



Est. 2010

# Directors Club<sup>®</sup>

To endeavour. To achieve

## Virtual Seminar

NEW IDEAS, FRESH THINKING, HOT TOPICS

### **How to Measure and Manage Agent Performance, Wherever They Work**

*Even though your team is now home-based, your success depends on observation, analysis and technology to provide actionable insights*

#### **When**

Tuesday, July 21<sup>st</sup>, 2pm – 3pm BST  
3pm – 4pm CET, 9am – 10am EST

#### **Format**

Online seminar using GoToWebinar

#### **Equipment Required**

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

#### **Who**

Senior stakeholders in customer contact and customer service delivery

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

Please register now via the secure GoToWebinar link below

[Register Here](#)

Dear Members & Invited Guests,

You are cordially invited to attend a Directors Club® online **Virtual Seminar** on **Tuesday, July 21<sup>st</sup>** at 2pm - 3pm BST titled:

### **How to Measure and Manage Agent Performance, Wherever They Work**

This will be an interactive panel discussion, featuring subject matter experts and thought leaders from **SYKES**, a digital marketing and customer service global outsourcer.

Each panellist will present a few key insights and experiences from the past four months and then respond to audience questions, which can be posted live during the session.

### **Topic Overview**

Home-based teams and blended in-centre/work-at-home models have quickly been adopted for customer service delivery. The challenge remains, however, of managing team performance and individuals while they work remotely. Adapting to this new world requires different insights, approaches and communications to what worked in the contact centre alone.

The answer lies in understanding the motivations and influences that affect people working remotely and in using technology to provide visibility, collaboration and assistance to frontline employees and managers, wherever they sit.

In this session, panellists drawn from key disciplines will bring their perspectives and experience to bear on achieving and maintaining high standards of remote-working performance and excellence in customer service operations.

### **Who Will Attend?**

We are inviting senior stakeholders in the delivery of customer contact, customer service and telesales.

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

If you'd like to accept this invitation, please register via the secure GoToWebinar link below:

<https://register.gotowebinar.com/register/8972456194888157200>

### **Learning Outcomes**

Join this session to:

- Understand how remote-working succeeds across dozens of customer service operations
- Gain insights into work-at-home (WAH) employee experiences and how these affect customers
- Hear about the technology that joins together WAH and in-centre employee communications
- Engage with the panel for answers to your own questions and concerns

## Session Facilitator

This Directors Club® online **Virtual Seminar** is supported and facilitated by [SYKES](#), a digital marketing and customer service global outsourcer, providing customer-engagement services to Global 2000 companies.

SYKES' sophisticated solutions satisfy the needs of major companies around the world, primarily in the retail, communications, financial services, technology and healthcare industries.

Find out more about our sponsor at <https://www.sykes.com>.

## Directors Club®

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® United Kingdom 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>

## Intellectual Property

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