



Est. 2010

Directors Club[®]

To endeavour. To achieve

Virtual Seminar

NEW IDEAS, FRESH THINKING, HOT TOPICS

After The Unlocking, Who Works Where?

How To Decide Who Stays At Home And Who Returns To The Contact Centre

When

Tuesday, June 23rd, 2pm – 3pm BST

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® United Kingdom online **Virtual Seminar** on **Tuesday, June 23rd** at 2pm - 3pm BST titled:

After The Unlocking, Who Works Where? How To Decide Who Stays At Home And Who Returns To The Contact Centre

The session will be presented in two parts with audience Q&A after each part. The content is based on the current experiences of [SYKES](#), a digital marketing and customer service global outsourcer.

Agenda

All times are BST

2pm Welcome by Jon Snow, founder of Directors Club®

2.05pm – 2.20pm **Part 1:** SYKES' view of the return to in-centre customer service operations for the clients they decanted from pure in-centre activities; how this will be planned and executed, and how it will be different to what was in place before.

Q&A

2.30pm – 2.45pm **Part 2:** SYKES will share (at a high level) the options and solutions available to model and achieve the “next normal” in customer service, leading to guidelines for achieving a successful blended (at-home and in-centre) operation, as many companies turn attention to how their future needs can be met by an agile customer service model.

Q&A

2.55pm – 3pm Final thoughts

Who Will Attend?

We are inviting senior leaders with a stakeholding in customer contact and customer service delivery.

R.S.V.P.

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

<https://attendee.gotowebinar.com/register/1168149048483362832>

Learning Outcomes

Join this session to:

- Identify changes made possible by the need for business continuity
- Consolidate lessons learned from the immense changes achieved
- Design for future needs rather than return to what was previously in place
- Embrace and integrate elements to create a better customer experience

Session Facilitator

This Directors Club® United Kingdom 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® 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® 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.org.uk>.

Intellectual Property

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