



Est. 2010

# Directors Club<sup>®</sup>

To endeavour. To achieve

## Virtual Seminar

NEW IDEAS, FRESH THINKING, HOT TOPICS

### Success In Moving Your Customer Service Team To Work At Home (WAH)

*An educational introduction to success in WAH customer service*

#### When

Tuesday, May 19<sup>th</sup>, 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, May 19<sup>th</sup>** at 2pm - 3pm BST titled:

*Success In Moving Your Customer Service Team To Work At Home (WAH)*

The one-hour seminar will be presented in two parts with audience Q&A after each part.

This event is **free of charge** for Directors Club® members and invited guest.

## **Agenda**

*All times are BST*

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

2.05pm – 2.20pm **Part 1:** SYKES' experiences and achievements in moving nearly 60 EMEA customer service operations, with 6,000 staff, to WAH in just three weeks with virtually no loss of service.

Q&A

2.30pm – 2.45pm **Part 2:** Guidelines for achieving a successful WAH 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

**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/6086969345371534349>

## **Seminar Overview**

So much has changed in the last few weeks as businesses apply changes to safeguard their employees and comply with government guidelines.

Customer service departments and their outsourcing partners remain the focal point for incoming questions and concerns, maintaining a vital link between brands and their customers. The obvious immediate move has seen customer service agents go home to work, however, success has been a relative thing.

Attention-grabbing headlines hide the compromises that many brands have accepted in moving to work-at-home (WAH) and the truth is that many were unprepared for the scale of change needed.

This seminar's first part shares SYKES' experiences and achievements in moving nearly 60 EMEA region customer service operations, with 6,000 staff, to WAH in just three weeks with virtually no loss of service.

Our second part will provide guidelines for achieving a successful WAH operation, as many companies turn attention to how their future needs can be met by an agile customer service model.

## Learning Outcomes

Learn how to make Work At Home work for your organisation:

- Understand the difference between in-centre and WAH customer service operations
- Design, rather than adapt, processes and practices for the new environment
- Be ready to help people affected by their changed environment and communications
- How to set WAH up from scratch vs. move an in-centre team

## Who Will Attend?

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

## Session Sponsor

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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