



# Directors Club®

VIRTUAL WORKSHOP

Hybrid Working

How can organisations move from  
necessity to powerful choice?

Discover how customer and contact  
centres are transforming their approach

January 26th

2 pm - 3 pm GMT

R S V P

## **AGENDA**

Welcome

Expert presentation (30-minutes)

Delegate Q&A and interactive discussion, moderated by Jon Snow (25-minutes)

Thanks

## **FORMAT**

Virtual workshop via video conference

No delegate preparation required

60-minute learning & knowledge-share session

Up to 20 customer-centric leaders in roles allied to the topic of discussion

## **DELEGATES**

For this session, we are inviting senior leaders in customer-centric roles.

If you feel this invitation is more appropriate for a colleague, you can nominate them to take your place.

## **R S V P**

To accept this invitation, please [click here](#) and fill out a short registration form (2-mins).

Alternatively, you can reply to the covering email or call Jon Snow on 07966 191 128.

## WORKSHOP OVERVIEW

In the drive for competitive edge and customer (as well as employee) preference, organisations need to remodel their hybrid working approach from 2020's **make-do** to **make-great** in 2021. Proactively predicting, navigating and even getting in front of a year which is likely to be formed of two very different halves.

How can new technology help a hybrid model to thrive?

Knowledge, communications, self-service (agents and customers) and security are fast emerging as the vital cogs that will ensure a successful, speedy and agile transition.

Learn how organisations are harnessing knowledge management technology to:

- Successfully and seamlessly manage both onsite and remote teams to deliver superior customer engagement
- Reduce call times and decrease escalations whilst improving customer satisfaction levels and increase workforce productivity
- Ensure sensitive and complex customer data remains secure whether agents are working from home or HQ

The workshop will deliver 30-minutes of expert presentation featuring real life case studies from similar organisations, followed by 25-minutes of Q&A and discussion with the delegate audience. No delegate preparation is required.

## 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 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.

## SESSION SPONSOR

[Verint](#) are experts in providing technology solutions to support the customer engagements and workforces of tomorrow.

Our Knowledge Management software provides a single version of truth across multiple platforms, ensuring accurate knowledge sharing and empowering people and organisations.

From enabling customer facing staff to easily and accurately answer questions to supporting the training and development journey of your staff, Verint's Knowledge Management is deployed in the cloud without the need for specialist staff to manage and scale.