



**Directors
Club®**

TELCO AND MEDIA LEADERS

VIRTUAL ROUNDTABLE

**Planning for the Post-vaccination Era:
Embracing New Behaviours and Preferences**

In the post-vaccination era to come, our new normality will be heavily influenced by how customer and employee behaviours, habits, expectations and preferences have changed. Join us to explore how these changes may impact Telco and Media in the months and years to come

March 16th

10.30am - 12pm GMT

[RSVP](#)

AGENDA

Welcome

Delegate introductions

Scene-setter by our sponsor (5-mins)

Roundtable discussion moderated by Jon Snow

Thanks

DELEGATES

For this session, we are inviting senior Telco and Media leaders in customer- and people-centric roles.

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

FORMAT

Virtual roundtable via video conference

No delegate preparation required

90-minute knowledge-share & networking session

10 leaders in roles allied to the topic of discussion

Relaxed and spontaneous roundtable discussion

RSVP

To accept this invitation, please [click here](#) and fill out a short registration form (1-min).

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

DISCUSSION TOPIC

By the end of the summer, after nearly 18 months of social and economic disruption, the post-vaccination era should be in full swing. Exactly how our **new normality** presents itself will be heavily influenced by how customer and employee behaviours, habits, expectations and preferences have changed.

You are invited to join a select group of **Telco and Media** leaders for a 90-minutes roundtable discussion, via video conference, addressing the changes and challenges faced by a fast evolving and converging sector.

Key Telco and Media challenges we'd like to address include:

- Embracing the hybrid working model* long-term
- Compliance and security risks for remote staff
- Responding to the growing complexity of customer enquiries
- Monitoring employee engagement and wellbeing
- Managing higher levels of customer vulnerability
- Integrating automation and AI into customer interaction operations

*We define a hybrid working model as one where employees divide their working hours between the office and home.

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

[Teleperformance](#) is the agile business services partner that companies need in this digital world.

For over 40 years, Teleperformance, the global leader in customer experience management, has been connecting customers with the world's most successful companies.

Teleperformance's Digital Integrated Business Services combines human touch and high technology to deliver extraordinary customer experiences. While technology creates new and agile ways of working, our interaction experts remain committed to creating unique connections through empathy, adaptive communication skills, and more importantly, a passion for making it happen.