

Call Center Leadership Seminar Agenda

600 Atlantic Avenue Boston, Massachusetts

Thursday, April 22 – DALBAR Conference Room, 30th Floor

8:30 Meeting room open for continental breakfast and conversation		
9:00	WELCOME AND INTRODUCTIONS	ALL GUESTS & DALBAR
9:30	DALBAR OVERVIEW A brief overview of DALBAR's primary areas of expertise and the methods we employ.	TANYA KOWALCZYKOWSKI, DALBAR, INC.
9:45	FOUNDATIONS OF SERVICE AND BUILDING A QUALITY CULTURE This session explores the impact of customer service on today's business model and the burgeoning necessity to enable your representatives to address customers' issues quickly and effectively.	
10:15 – 10:30 Break		
10:30	COACHING AND TEAMBUILDING What does it mean to be a good coach and lead a team to perform at their best? We will explore concepts in leadership, development, and ways to build an enthusiastic, well prepared team. Included: A chance to test your skills with an interactive exercise.	RYAN CLEMENTS, DALBAR, INC.
12:00 Lunch		
1:00	MOTIVATION AND INCENTIVES This interactive session considers different means of motivating employees and allows guests to share which incentives have worked best as well as which have not.	TANYA KOWALCZYKOWSKI, DALBAR, INC.
2:00	OPEN FORUM – GUEST DIALOGUE An opportunity for guests to network and share challenges, solution ideas and best practices.	ALL GUESTS
3:15 – 3:30 Break / Option to Adjourn		
3:30	OPTIONAL: DALBAR CALL CRITERIA Review the components that make up a successful telephone service experience. We will present DALBAR's call criteria and listen to examples highlighting key elements.	BRENDAN YEAGER, DALBAR, INC.
5:00 Adjourn		