

# CCA INSPIRE

**Creating opportunities to strengthen resilience, build trust, and empowerment in front-line teams**



## 4 Sessions: March - June 2025

With the remote and hybrid workplace, new challenges in motivation and engagement, managing performance and communication are rising to the top. In addition, employee wellbeing is becoming an increasingly important topic with the 'always on' culture of digital and remote working proving at times to have a detrimental impact on employees.

The Team Manager provides the critical link between customers and business leaders, tasked with delivering a CX strategy. As one of the most challenging roles in any customer facing operation, it's a position that needs resourced by the best talent, with the skills and capabilities to manage effectively, build confidence, adapt to changing demands, whilst at the same time keeping a close eye on quality and performance.

## How can CCA help?

CCA Inspire is a tried and tested programme run by **leadership expert Natalie Calvert**, that offers Team Leaders and Team Managers the opportunity to reflect and review their own performance and re-prioritise their responsibilities as a leader.

Through a blend of **live presentation, peer to peer debate, polling and discussion**, the programme will focus around 4 core topics and help answer some of the most commonly asked questions:

- *How effective is my leadership style? Do I get the most out of my team?*
- *Can I demonstrate improved performance and the value my team brings to the organisation?*
- *How do I ensure I prioritise appropriately?*
- *Am I building a sense of community and embedding the organisation's culture?*

## Programme Dates

SESSION 1	SESSION 2	SESSION 3	SESSION 4
11 MARCH	29 APRIL	20 MAY	17 JUNE

## Cost

MEMBER RATE
£995+VAT pp

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Attend this exclusive virtual programme this September



## The Programme - what's in each session?

### SESSION 1: Leading the hybrid contact centre

- Contact Centre Leadership: Present and Future
- The Hybrid Leader: Navigating Complexities and Opportunities
- Revolutionary Habits of Successful Contact Centre Leaders
- Unleashing Your Leadership Superpower

### SESSION 2: Enhancing Hybrid Employee Engagement

- Understanding the Hybrid Contact Centre Employee
- The CX Employee Engagement Model
- Integrating WFH and WFO Practices
- Cultivating a Hybrid Contact Centre Culture and Community

### SESSION 3: Boosting Team Performance

- Maximising CX and EX Value
- The Science of the Possible: Achieving High Performance
- The High Performance Framework
- Best Practices for Happy and Productive Team

### SESSION 4: Transforming Team Huddles


- Creating High Performance Huddles
- The Business Benefits of Team Huddles
- Essential Tools for Powerful Huddles
- Delivering Exceptional Team Huddles

The sessions have been really good and very inspiring!

I would highly recommend attending future programmes to anyone who has the opportunity

## FOR INFORMATION & REGISTRATION

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