

The Summit is an opportunity for Team Leaders to hear from experts in the industry, learn the latest and best practice techniques, and gain insight into what is happening in other Contact Centres.

This year's theme....



Everything you've ever wanted to know about leadership... but didn't know to ask!

For more information call

(09) 447 1994

www.rapidresults.co.nz

-Guest Speakers:

Bart Taylor (*Allianz Global Assistance*)

Tony Sumner (*AMP New Zealand*)

-Panel of experts:

Peter Holder (*Lantern Insurance*)

Elaine McMeeking (*Rapid Results Facilitator*)

Elaena Martin (*Randstad*)

-Training & Networking Sessions

-Visit two Leading Contact Centres:

Vero Insurance

Westpac

-All meals provided – mingle with your peers!

-Discussion on 'hot topics' in Contact Centres

INTERESTED? Join us.....

WHEN: Friday, April 8th 2016

WHERE: Mercure Hotel, 8 Customs St East, Auckland

TIME: 8:30am – 5pm

COST: EARLY BIRD - (Until March 11th 2016) - **\$560 + GST**

STANDARD - **\$620 + GST**

PLUS...EVERY attendee receives a copy of the book 'Leading a Team'

