

### “LEGENDARY LEADERSHIP LESSONS”

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.

#### Guest Speakers:

**Haig Davidson (Mitsubishi):** *How do you build an award winning team?*

**Terry Williams (Rapid Results):** *Creating a Positive Workplace Culture*

**Paul Fenton (UCol):** *The Challenges of Leadership*

#### **PLUS...**

-A panel of experts to answer your burning questions about any aspect of leadership

-Training & Networking Sessions

-Visit two Leading Contact Centres

-Discussion on ‘hot topics’ in Contact Centres

-All meals provided – mingle with your peers!



***Climb the leadership ladder and learn all you need to know to be the best leader you can be!***

**INTERESTED? Join us.....**

**WHEN:** Thursday 9<sup>th</sup> March 2017

**WHERE:** Mercure Hotel  
169 Willis Street  
Wellington

**TIME:** 8:30am – 5pm

**COST:** \$599 + GST Per Person  
**OR** 2 people for \$900 + GST

***The Training You Need: The Results You Want***