

# Call Center Leadership Seminar Agenda

600 Atlantic Avenue Boston, Massachusetts

Thursday, April 22 – DALBAR Conference Room, 30<sup>th</sup> Floor

8:30 Meeting room open for continental breakfast and conversation		
9:00	<b>WELCOME AND INTRODUCTIONS</b>	ALL GUESTS & DALBAR
9:30	<b>DALBAR OVERVIEW</b> A brief overview of DALBAR's primary areas of expertise and the methods we employ.	TANYA KOWALCZYKOWSKI, DALBAR, INC.
9:45	<b>FOUNDATIONS OF SERVICE AND BUILDING A QUALITY CULTURE</b> 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	<b>COACHING AND TEAMBUILDING</b> 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	<b>MOTIVATION AND INCENTIVES</b> 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	<b>OPEN FORUM – GUEST DIALOGUE</b> 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	<b>OPTIONAL: DALBAR CALL CRITERIA</b> 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		