

TEAM LEADER SUMMIT 2024



Thursday, 29 February 2024

THE event for Team Leaders in the North



Contact Centres and Leaders of the Future – The Cultural Shift

Team Leader Summit 2023 - a one day bespoke event for Team Leaders in the North, bringing our leaders together to collaborate and experience unique and insightful sessions. All will enjoy valuable operational insight for personal development and future team success.

INSIGHT – managing through change for best performing teams.

KNOW HOW – to engage teams to be resilient in challenging times.

BEST PRACTICE – shared from future-thinking brands.

IDEAS & TIPS – from leading speaker sessions.

Team Leader Summit 2024 - a day of discovery, where all can be away from the office to indulge in peer-to-peer conversations, workshops and listen to inspirational speaker sessions.

Team Leaders need to be the best they can be. Give your leaders the investment of attending this Team Leader Summit 2024 - the opportunity to add to their skill set, be inspired, and engage with like-minded peers. All will return to their teams motivated and eager to make a difference.



Hurry! Places are limited. Book your places today at
www.contactcentreforum.co.uk/northern

Thursday, 29 February 2024
2 Lawrence St, Stockport SK1 1DL



Team Leader Summit 2024 – a unique event, dedicated to Team Leaders in the North of England

Team Leader Summit 2024 takes place at Sky Contact Centre, Stockport, where all will enjoy hospitality throughout the day, including lunch and refreshments.

What Your Team Leaders Can Expect from their Day

9:30am Registration, refreshments and networking



Andrea Burke, Head of Contact Centre at SKY presents

Our Leadership Ethos – Contact Centres & Leaders of the Future - The Cultural Shift

From a deep dive data project commissioned by Sky, Andrea will share the 5 key insights SKY are focusing on to bring positive and a real cultural shift for Sky's contact centres throughout the UK. A rare insight awaits all!



Katy Forsyth, Managing Director at Red Recruitment presents

Team Leaders – Leading for Future Success

This session will bring a rare opportunity for Team Leaders to hear from an exceptionally knowledgeable speaker, delivering key industry insights, to what makes an engaged team through effective leadership (tangible feedback from Agent Teams) Leading for success, and future personal development.



Emily Shaw Northern Contact Centre Forum Training & Development Manager presents

Team Leader BUZZ session

Be prepared for a lively and interactive session to work off the lunch, getting all back in the room for a full on afternoon!



Team Leader of the Year - Contact Centre Manager of the Year - SKY Team Leaders of Success presents
Leaders of the Future – the Panel of Foresight, Insight & Rightful Success!

All come together to present THE unique interactive session of the year! This session will setup all Team leader Summit guests with what's needed to be exceptional Team Leaders, successfully managing their teams of the future – ensuring their own Cultural Shift!

The Team Leader Summit 2024 3 Pledges for Action

Working in teams, with some tough decision making to agree 3 Pledges for Action to take back to the business. Lots to gain and share as Team leader Summit gets real and objective for all.

3:30pm Summary and close

Comments from last year's attendees...

"Team Leader Summit is a great event. It helped me position my team's future needs to be the best they can be."

"Interactive sessions with topical and technical insights shared throughout the day."

"Left feeling motivated, ready to invest in my team's development."

Book now and welcome your Team Leaders back into the business as rewarded and motivated individuals

1 Team Leader	£295+VAT pp
2-3 Team Leaders	£275+VAT pp
4+ Team Leaders	£260+VAT pp

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