

Thursday, 11 April 2024, 9:30am - 1pm 106 Wilmslow Road, Didsbury, M20 2YY

The Foundever team in association with Northern Contact Centre Forum is delighted to invite you to Foundever's Manchester site, for the latest in our series of Forums on Tour.

9.30am Registration and refreshments

Welcome to Foundever

Welcome from Jane Thomas, Northern Contact Centre Forum

10.15am Foundever Manchester Breakout Series: Elevating Performance, Wellness, Engagement and NPS

• Where high performance meets coaching excellence with Chrys Petrou (30 mins)

 $\hbox{$\bullet$ Cultivating a culture of health and well-being with Lyndsey Annikin-Nicholson (30 mins)$}$

• Empowering engaged individuals for impactful results with Deb Cabrera (30 mins)

 $\hbox{-} Unveiling our employee NPS journey with Gareth Grant (30 \, \hbox{mins})\\$

12.15pm Informal lunch and Q&A

12.45pm Feedback and closing from Northern CCF

1pm Close

On-site parking is limited and requires pre-booking by emailing Jane Thomas at info@contactcentreforum.co.uk Car sharing is essential. Alternatively, various public transport options are available, including the East Didsbury train and tram stations, as well as bus stops at Didsbury Cricket Club or Fletcher Moss.