



FORUMS ON TOUR

Visit to Interact Contact Centres

interact CONTACT
CENTRES

Thursday, 18 September 2025, 9:30am - 1pm
Trencherfield Mill, Heritage Way, Wigan, WN3 4BN

Join us for a morning of learning
and development designed
to inspire mindset shifts,
empower self-growth, and
unlock leadership potential.

Experience a taster session of
Interact's transformative self-
development and leadership
programme - already making
a powerful impact inside and
outside the contact centre -
enhancing employee experience
and enriching everyday life.

Interact is one of the UK's leading
contact centre outsourcers,
proudly winning numerous
awards including Leading
& Development Team of the
Year 2025. As the first and
only Employee-Owned UK
Outsourcer, our values support
our People, Customer and
Community F.I.R.S.T goals.
We build true partnerships
with our clients that include
BT, EE, The Times, Kraft
Heinz and John West.

9:30am
10am

10:20am

10:50am

11:15am

11:45am

12:15pm

12:30pm
1pm

Registration, refreshments and networking

Welcome

Jane Thomas, Managing Director, Northern Contact Centre Forum, Neil Barber,
CEO, Interact, and
Caroline Barber, Director People & Culture, Interact

Meet MOXY

Mike Chatziminis, Development Coach Manager, Interact
Caroline Barber, Director People & Culture, Interact
Introducing Interact's groundbreaking mindset, self-development
and leadership programme. Aimed at improving employee
experience and supporting people to fulfil their true potential.

Go Bananas (Taster Session)

Development Coaches
Breaking down barriers, building confidence and helping you
to understand yourself and others on a deeper level.

Break and site tour

Synergy Safari Team Building

Development Coaches
Immerse yourself in a fun atmosphere through our team building activities.
Designed to shift mindsets and improve communication. This experience
strengthens team dynamics and elevates customer interactions.

Q&A

Caroline Barber, Director People & Culture, Interact
Guest speakers

Wrap up

Jane Thomas, Managing Director, Northern Contact Centre Forum

Lunch

Close

On-site parking is available but limited, so please let Jane Thomas know if you are expecting to arrive by car: info@contactcentreforum.co.uk. Car sharing is essential. Alternatively, Wigan Wallgate and Wigan North Western train stations are less than a 10-minute walk away. There are also several local car parks nearby including MJ's - Rear Of, 72 Wallgate, Wigan WN1 1BA.

Book your places today

<https://contactcentreforum.co.uk/events-page/forums-on-tour-at-interact-wigan/>

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