

AgentFest 25

Your Journey. Your Success!

6 November 2025

The event for front-line professionals

Welcome to AgentFest 25 — a day dedicated to you!

AgentFest is back — bigger, bolder, and better than ever!

Hosted by **Kohler Mira**, proud winners of **Contact Centre of the Year**, this year's event is designed exclusively for frontline Advisors — the real voices and heartbeat of the customer experience.

Join us for a full day of inspiration, learning, and celebration, featuring incredible speakers, interactive workshops, networking opportunities, and plenty of refreshments to keep your energy high throughout the day!

Keynote speaker: Sophie Pierce

The first person with cystic fibrosis to row the Atlantic.

We're thrilled to welcome the extraordinary **Sophie Pierce**, who will headline AgentFest 25 with her inspirational story of courage, resilience, and determination.

Sophie will **share her personal journey** — from her challenging day job as a social worker to achieving her dream of rowing across the Atlantic Ocean. Her story is one of hope, teamwork, mental strength, and pushing beyond limits to prove that anything is possible.

Her message will leave every Advisor inspired to **approach challenges** with renewed confidence, resilience, and purpose.

What to expect

AgentFest 25 is a unique event crafted for Advisors, offering valuable takeaways to enhance confidence, service delivery, and professional growth.

Throughout the day, you'll:

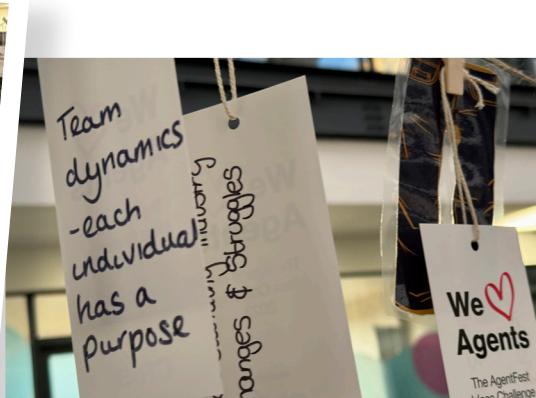
- Hear from **inspirational industry leaders** and motivational speakers.
- Take part in **interactive workshops** to build new skills and boost confidence.
- **Network with fellow Advisors** from across the industry.
- Participate in the **AgentFest Ideas Challenge**, working in teams to develop practical ideas and a personal pledge to take back to your workplace.



Hurry! Places are limited. Book now at www.contactcentreforum.co.uk/events-page/swccf-agentfest-2025

Thursday, 6 November 2025

Kohler Mira Ltd, Whaddon Works
Cromwell Road, Cheltenham, GL52 5EP



Inspirational speakers and sessions



Stevie Thorne
Head of Operations
Kohler Mira

The Power of One

Stevie will share his journey of discovering the true impact each Advisor has. Learn what makes an exceptional Advisor, how to harness your personal strengths, and why individual development — not just corporate growth — drives long-term success.

"Your role matters. Everything you do has impact. Let's unlock your power to make a difference." – Stevie Thorne



Sophie Pierce
Keynote
Speaker

Rowing Against the Odds

Sophie's story of becoming the first person with cystic fibrosis to row across the Atlantic will captivate and inspire. She'll reveal how determination, resilience, and an agile mindset helped her overcome enormous challenges — lessons that resonate far beyond the ocean.



Katy Forsyth
Managing Director
Red Recruitment

AI and the Future of Service – You're at the Heart of the Revolution

Katy will explore what the positive rise of AI means for Advisors. The opportunity of developing new skills that will define success in the contact centre of the future. A thought-provoking look at how technology will change service delivery to ensure brilliant Advisor service remains at the centre of it all.



Emily Shaw
Head of L&D
SWCCF

Your Journey – Your Success

Emily will guide teams through an engaging and collaborative workshop to define personal goals, build confidence, and shape a professional journey you can truly own. Expect energy, insight, and a few 'lightbulb' moments!



The AgentFest 25 Ideas Challenge

Put everything you've learned into action! Working in teams, attendees will create innovative ideas and practical solutions to take back to their businesses. Each participant will also make an AgentFest Personal Pledge — a commitment to growth, positivity, and exceptional service.

Why attend?

- A full day dedicated entirely to Advisors.
- Inspirational sessions from industry leaders.
- Practical workshops packed with real-world value.
- Networking with peers from across the sector.
- A takeaway action plan and personal development pledge.

Make AgentFest part of your engagement and retention strategy — reward, recognise, and re-energise your frontline team!

1 Advisor	£295+VAT pp
2 – 4 Advisors	£249+VAT pp
5+ Advisors	£200+VAT pp

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