



TRAINERS AND COACHES POW WOW

17 September 2026

Calling all **trainers** and **coaches** – this is your day!

A high-energy, practical event for anyone shaping the future of learning and development.



Training for the Generations: The Why and The How

A dynamic look at how different generations learn and what motivates them — followed by a Best Practice Workshop to put ideas into action.



What Induction? Rethinking Onboarding – Consciously Designing for Future New Roles

How to shape an induction that works in today's fast-changing customer and technical landscape. Includes the Future Game Changers Workshop.



AI for Training

A practical look at how AI is influencing training and where it fits into the future of L&D, along with an industry update on Future Coaching to explore the skills required to coach tomorrow's teams.



The Customers of Tomorrow are Here! How Will L&D Support Them?

Insights into evolving customer expectations – key drivers behind the purchasing decisions of Gen Z. A look at what it takes to proactively meet and exceed their expectations. A round table discussion on how L&D can support these changing customer requirements.



Characteristics of the Trainer of the Future

A forward look at the skills, mindset, and capabilities tomorrow's trainers will need — and how we start building them now.

Don't miss this unique opportunity to invest in your team's success! Secure your spot for a day filled with insights, strategies, and solutions.

Hurry! Places are limited. Book today at
www.contactcentreforum.co.uk/training

1 delegate £250+VAT pp
3 delegates £500+VAT