

Auscontact

2024

Australian Contact Centre Association

NATIONAL CONFERENCE



AGENDA • 30 APRIL 2024

9:30am

Registration and Networking

10:00am

Welcome and Opening Comments

Executive Day Host • Fran Southward

10:15am

2024 Australian Contact Centre Benchmarking Report
Insights for the Exec



Alex Boland
Director of ANZ
Operations



11:00am

Benchmarking Report Insights: Key Impacts
Panel Discussion - prepare to participate!

11:45am

The Leadership Paradox



Shelley Flett
Transformational
Leadership Trainer
and Executive Coach



The focus of this session is around the paradox of leadership. We'll explore how leaders are required to balance opposing ways of thinking and acting, emphasising the equal importance of each. A prime example is the need to nurture both health and well-being, alongside increased productivity and performance. Another is the need to increase output and reduce cost.

The discussion will revolve around the success of organisations in the coming years, contingent upon their ability to execute and deliver optimal outcomes. This involves connecting vision, goals, strategy, and values to the daily activities of every individual in an organisation, without resorting to micromanagement. We'll also discuss the development of operating rhythms using lag and lead indicators for early identification of potential issues.

12:30pm

Lunch Break and Networking



AGENDA CONT'D >

Auscontact

2024

Australian Contact Centre Association

NATIONAL CONFERENCE



AGENDA • 30 APRIL 2024

1:30pm

Welcome back

Executive Day Host • Fran Southward

1:35pm

Leadership Case Study
Let's talk structure...



Tanya Eglinton
General Manager
Customer Connect

BOQ GROUP

2:20pm

Challenge Workshopping
Group activity led by Executive Day Host
Return for debrief and reflections

Resource
challenges

Organisational
Structure

Shrinking budgets,
increased
expectations

Contact centres as
value centres

3:20pm

Leadership Case Study
Finding your authentic self



Melissa van der Burgt
Head of Customer
Experience Centres

Allianz

4:00pm

Close

Executive Day Host • Fran Southward

**Thank you for joining us for the Pre-Conference Executive Day!
See you tomorrow**

Auscontact
2024
Australian Contact Centre Association
NATIONAL CONFERENCE



OUR PARTNERS

GOLD PARTNERS



SILVER PARTNERS



SHELLEY FLETT



Master of Ceremonies,
Tanya Eglinton



Lanyard Sponsor