



agent  
fest  
2019

celebrate  
your great  
advisors



AGENTFEST 2019 OFFERS A TRULY MOTIVATIONAL DAY FULL OF GREAT SPEAKERS, INDUSTRY LEADERS, MOTIVATIONAL ACTIVITIES & WORKSHOPS THROUGHOUT THE DAY.

Suitable for your front line advisors who are showing talent you want to harness and develop further. All will return to the workplace having enjoyed the unique experience of meeting fellow advisors from other businesses in the North West, along with collecting tangible ideas they can apply to their own development and business performance. A taster of what the day has in store...

**JOHN DRYSDALE,  
NO GURU**



An inspirational speaker who addresses the fundamental issues facing every business – helping Advisors understand how they can ‘stand out’ when working in their teams, ensuring that they are motivated and ready to deliver exceptional service to their customers. John will bring a powerful understanding of how your Advisors can be the best they can be through the ‘art of team dynamics’

Key outputs from this session will be:

- A personal commitment from each delegate in agreeing how to deliver exceptional service.
- ‘Stand out’ in your team and your customer interactions.
- An insight into the art of team dynamics and how they can be applied.

**INTERACTIVE SPEED MENTORING**

A panel of contact centre industry leaders from the North West along with an exciting lineup from TeamSprit will speed mentor - sharing top tips for industry success, including skills for the future, How to maximise upon personal talent, discuss industry issues – all with the objective of ensuring AgentFest offers attending delegates an opportunity to broaden their knowledge about the industry they represent.

**AGENT FEST 2019 QUIZ-A-THON  
TEAM CHALLENGE: ANSWER THE  
QUESTIONS AND GENERATE AN IDEA!**

We pledge to generate 100 ideas from AgentFest 2019: a unique team challenge where teams will generate ideas, take selfies to capture the moment, and enjoy a truly interactive teams session.

**THE PLEDGE FROM AGENTFEST 2019:  
100 IDEAS FOR ALL TO SHARE WITH THEIR  
BUSINESS—100 IDEAS TO PUT INTO PRACTICE**

Hosted at the amazing Team Spirit HQ – delegates will enjoy this fabulous day, treated to a delicious lunch, homemade cakes and biscuits, and refreshments throughout the day.

<b>WHEN</b>		
Friday 31 May. 9.30am – 4.30pm		
<b>LOCATION</b> Team Spirit, Hill Street, Oldham OL4 2AG		
<b>1 place</b>	<b>2-3 places</b>	<b>4 or more places</b>
£145+VAT	£125+VAT per person	£99+VAT per person

**Book now and give your advisors a great opportunity to be rewarded for the great work they do for your customers**  
**Email [info@callnorthwest.org.uk](mailto:info@callnorthwest.org.uk)**

