

NORTHERN TEAM LEADER SUMMIT 2023



31 March 2023

Team Leader Summit is **BACK**



“Our Team Leaders hold the key to our business success”

The Northern Team Leader Summit 2023 - a one day bespoke event for Team Leaders based in the North of England.

The unique event will bring Team Leaders together to collaborate and experience unique and insightful sessions. All will enjoy valuable operational insight for personal development and future team success.

INSIGHT – managing through change for best performing teams.

KNOW HOW – to engage teams to be resilient in challenging times.

BEST PRACTICE – shared from future-thinking brands.

IDEAS & TIPS – from leading speaker sessions.

The Northern Team Leader Summit 2023 - a day of discovery, where all can be away from the office to indulge in peer-to-peer conversations, workshops and listen to inspirational speaker sessions.

Team Leaders need to be the best they can be. Give your leaders the investment of attending the Northern Team Leader Summit 2023 - the opportunity to add to their skill set, be inspired, and engage with like-minded peers. All will return to their teams motivated and eager to make a difference.

Hurry! Places are limited. Book your places today at www.callnorthwest.org.uk/tls2023

31 March 2023

Avios (IAG), Pacific House, Birchwood
Boulevard, Birchwood, Warrington. WA3 7WE



The Northern Team Leader Summit 2023 – a unique event, dedicated to Team Leaders in the North of England.

The Northern Team Leader Summit 2023 takes place at Avios HQ in Manchester, where all will enjoy the legendary Avios hospitality throughout the day, including lunch, and a tour of the Avios site.

What Attendees Can Expect

9:30am **Registration, refreshments and networking**



Donna Czyzewski, Head of Customer Contact Centres at Avios presents
Welcome to Avios

Donna shares an insight into the culture and transformational journey she and her team have successfully created, where successful leadership is at the heart of business success along with the unique opportunity to ask questions of interest on this great innovative brand.



Nicola Eaton Sawford of Customer Whisperers presents
Successful Leadership for Future Management and Service Delivery

An in-depth session that will explore future team dynamics, how to best manage 'the agility' required for future operational requirements, aligned with ever demanding and changing needs of customers. This session will include the latest in Team Leader Management techniques from the 'Whisperers List' of forward thinking, leading brands including CAZOO.



Katy Forsyth, Founder and Director, Red Recruitment
Leading for Success

Katy will explore why the role of the Team Leader is at the heart of business success. She will share key tips on how to attract and retain contact centre agents, creating a culture where all are encouraged to be the best they can be. Katy will share key industry insights on generational types and how to best manage dynamic teams.

Tour of Avios HQ, followed by lunch



Lee Chambers, Great British Entrepreneur of the Year and International Speaker presents
Building Resilient Teams in the Dynamic Contact Centre Industry

A wonderful opportunity to be a part of this unique interactive session where Lee - billed as 'The Black Autistic Guy' - will explore and focus on building resilient teams in the dynamic contact centre industry. This will be set against a backdrop of focusing on the opportunities Team Leaders and their respective teams can enjoy. All will get to think about resilience in their roles, building action plans through facilitation.

Team Leader Pledge – 'When I return to my business...'

An opportunity for each delegate to commit to their Personal Pledge and share with all.

4:00pm **Summary and close**

Book now and welcome your Team Leaders back into the business as rewarded and motivated individuals.

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|-------------------------|-------------|
| 1 Team Leader | £295+VAT pp |
| 2-3 Team Leaders | £265+VAT pp |
| 4+ Team Leaders | £250+VAT pp |

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