



Manitoba Excellence in Customer Contact Achievement Awards (MECCA)

Thursday, Feb 24: Room A

04:00 PM - 04:15 PM

4 lessons the pandemic taught us about work, life and balance.

with Patty McCord via Ted Talk

Room A

The COVID-19 pandemic changed the way we work for good. Can it also change it for the better? Consultant Patty McCord reviews four key insights employers and employees alike gleaned from their shift to working from home -- and shares how companies can use what they learned in lockdown to creatively rethink how we do business.

Thursday, Feb 24: Room A

04:20 PM - 04:40 PM

5 ways to lead in an era of constant change

with Jim Hemerling via Ted Talk

Room A

Who says change needs to be hard? Organizational change expert Jim Hemerling thinks adapting your business in today's constantly-evolving world can be invigorating instead of exhausting. He outlines five imperatives, centered around putting people first, for turning company reorganization into an empowering, energizing task for all.

Thursday, Feb 24: Room A

04:40 PM - 05:00 PM

The power of appreciation

with Mike Robbins via Ted Talk

Room A

Mike Robbins (www.Mike-Robbins.com) is the author of two books, Focus on the Good Stuff, and Be Yourself, Everyone Else is Already Taken, as well as the forthcoming book Nothing Changes Until You Do. He's an expert in teamwork, leadership, and emotional intelligence who delivers inspirational keynote addresses to audiences throughout the world. Mike talks about "The Power of Appreciation." As Mike discusses, there is an important distinction between "recognition" and "appreciation." Leaders, teams, organizations, and individuals who understand this distinction can have much more impact, meaning, and productivity in their lives and with the people around them. He also discusses some ...

Thursday, Feb 24: Room A

05:00 PM - 06:30 PM

MECCA Part One

Welcome Messages and People Award Winners

Room A

Kevin Shaw

Senior Director Advice Center Credit, RBC

Bruce Rose

Executive Director, MCCA

Carmen Ferris

Manager Education and Development, Manitoba Customer Contact Association

Kerry Holmes

Trainer, MCCA

MECCA Part One Agenda: Welcome Messages Greetings from the Mayor People Award Winners Join us as we celebrate staff who exemplify the BEST that our Industry has to offer.

Thursday, Feb 24

06:30 PM - 06:45 PM

Break

A time to rejuvenate!

Enjoy your break! Join us at 6:15 pm for the presentation of the 2021 MECCA Organization Awards and closing remarks.

Thursday, Feb 24: Room A

06:45 PM - 07:45 PM

MECCA Part Two

Organization Awards and Closing Remarks

Room A

Kevin Shaw

Senior Director Advice Center Credit, RBC

Bruce Rose

Executive Director, MCCA

Carmen Ferris

Manager Education and Development, Manitoba Customer Contact Association

Kerry Holmes

Trainer, MCCA

MECCA Part Two Agenda: Organization Award Winners Closing Remarks Join us as we celebrate organizations who exemplify the BEST that our Industry has to offer.

