

BUILDING AN INSPIRED WORKFORCE

Session Overview

July 6 - Building an Inspired Workforce

Looking beyond engaging and empowering our teams, this session probes at looking inward to spark internal motivation. We will look at how we can energize our biggest assets (our people) every day and find better job satisfaction. Creating an inspired workforce comes with intentional communication and consistently striving for high trust in our working relationships.

Facilitator: MCCA Team



July 13 - The Resilience Advantage

- What happens when YOU choose to be resilient?
- Why is this a wise choice for YOU vs experiencing stress?
- What is available to build YOUR resilience factor? And -
- Explore YOUR top 10 ways to increase YOUR resilience.

Facilitator:

Lila Larson is an international speaker, author, coach, mentor, consultant, and trainer with experience in the Corporate, Private, Government, Education, Informational Technology, and Non-profit sectors. Her experience as a leader both locally and nationally has resulted in bottom line results for her clients. Her current book soon to be released is The Focused Leader.. Clarity... Focus, Results.

July 20 - The Future of CX

Don't let future shock happen to your Contact Center!

The last year-and-a-half triggered a bold leap into the future for most customer service-oriented organizations. Cloud contact centers, artificial intelligence, new digital channels - all were rapidly adopted to accommodate remote operating models and an unprecedented influx of customer requests. And to many people's surprise, organizations started to quickly accrue returns on their investments. Turning these initial gains into long-term, sustainable benefits, however, requires a holistic view of the customer journey that not only includes the

customer experience, but also the employee experience. Join this discussion with Talkdesk's Kevin McNulty to learn how you can avoid future shock by unifying the CX experience and adopting new best practices.

Facilitator: Kevin McNulty, Director, Product Marketing Talkdesk

July 27 - The Power of Influence

As leaders, we have the power to influence the actions of others. This session looks at the power of personal influence and how to develop it while supporting the development of teams. We create personal influence by having a strong work ethic, by behaving in a way that's in alignment with your organization's culture, and by building your visibility within the business.

Facilitator: MCCA Team

August 3 - Improving Employee Experience

Discover new ways to engage, empower and unify your team — for a better workplace and better results.

Facilitator: Genesys

August 10 - Mastering Virtual Training & Improving Remote Onboarding

The transition to remote work has exposed the many challenges and drawbacks of traditional lecture style training. ProcedureFlow's VP of Product Management, Micah Peterson, leads this interactive session helping you to *reimagine* your organization's training and onboarding programs. Dive into why scenario-based training is the future of contact centre training and discuss what other organizations are doing to make their remote onboarding successful.

Facilitator: ProcedureFlow

August 17 - Why taking responsibility is always the BEST Leadership.

- Have YOU ever felt frustrated as a leader? Like YOU are struggling, confused, unhappy?
Are YOU living the life YOU want as a Leader?

- What if YOU knew that everything YOU are experiencing, YOU either created, promoted or allowed? Personal responsibility as a leader is the key to YOUR success
- What if YOU knew that YOUR success as a leader is based on applying a simple formula? Want to know that formula?

Facilitator:

Lila Larson is an international speaker, author, coach, mentor, consultant, and trainer with experience in the Corporate, Private, Government, Education, Informational Technology, and Non-profit sectors. Her experience as a leader both locally and nationally has resulted in bottom line results for her clients. Her current book soon to be released is The Focused Leader.. Clarity... Focus, Results.

August 24 - Happiness Advantage

With creating an inspired workforce and understanding the power of personal influence we can move towards putting into practice the happiness advantage at work. Pulling from the studies of Shawn Achor, author of The Happiness Advantage: The Seven Principles of Positive Psychology That Fuel Success and Performance at Work, we uncover what it takes to build happiness and how it relates to better performance in our organizations. This session explores helping our employees make the connection with the alignment of values and intention in our everyday work.

Facilitator: MCCA Team
