



Collaboration Network

www.collaborationnetwork.co.uk

London Conference

13th July 2022

The Law Society, Chancery Lane, London WC2A 1PL

Agenda

- 08.45** Registration & Welcome Tea / Coffee / Pastries for Delegates
- 09.30** Welcome Address
Mark Bailey & Will Archer, Directors & Co-Founders, Collaboration Network
- 09.45** **Keynote Talk:** Diversity & Inclusion in the Workplace - How to Make it Work.
Leng Montgomery, Diversity & Inclusion Leader and TEDx Talker
- 10.30** **Interactive Workshop:** Reinvigorating your Complaints Handling
Sarah Lawrence, CWSL Training
- 11.15** Refreshment Break - Morning Tea/Coffee
- 11.30** **Case Study:** L&Q - Different Customers and their Different Needs
Mike Papworth, Head of Customer Relations, L&Q
- 12.15** **Case Study:** Debt & Recovery: Supporting Vulnerable Customers
Danny Hillery, Senior Manager, Nationwide Building Society
David Murphy, Director, ReachOut
- 13.00** Lunch Break
- 13.45** **Expert Panel Discussion:** The Cost of Living Crisis
- Duncan McCombie, Yes Energy Solutions
 - Zoe McLeod, Sustainability First
 - Paula Burnell, Dwr Cymru Welsh Water
 - Vanessa Northam, StepChange
- 14.45** **Keynote Talk:** Reviewing the Landscape of Customer Service
Andy Eadle, Former Director of Customer Operations, Shell Energy
- 15.30** Refreshment Break - Afternoon Tea/Coffee
- 15.45** **Case Study:** Affinity Water - Award-Winning CX Strategy Transformation
Luke Sambridge, Head of Business Excellence & Transformation
- 16.30** **Case Study:** Award-Winning Approach to Supporting Vulnerable Customers
Karen Stewart, Vulnerable Customer Programme Manager, Phoenix Group
- 17.15** Final Thoughts & Questions | Close of Conference Day Programme
- 17.30** Networking Drinks Reception
- 19.00** Close of Conference

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