



Manchester Conference

29th September 2022

The Pendulum Hotel & Conference Centre, Sackville Street, Manchester, M1 3BB

Agenda

- 08.45 Registration & Welcome Tea / Coffee / Pastries for Delegates
- 09.30 Welcome Address
Mark Bailey, Director & Co-Founder, Collaboration Network
- 09.45 **Award Presentation: Best Approach to Collaboration**
- 09.55 **Case Study: Our Approach to Supporting Vulnerable Customers**
Michelle Mather, Senior Manager, United Utilities
- 10.40 **Case Study: Award-Winning Customer Support in Complaints & Vulnerability**
Amy Lloyd-Jones, Senior Operations Manager, Utility Warehouse
- 11.25 Refreshment Break - Morning Tea/Coffee
- 11.40 **Award Presentation: Best Approach to Culture & Inclusion**
- 11.50 **Case Study: Strategic Response to Customer & Colleague Engagement**
David Harrison, Director of Customer at Atlanta Group
- 12.35 **Regulator Update: The Latest Insight & Research from the UK Regulators Network**
Senior Manager from the UK Regulators Network
- 13.20 Lunch Break
- 14.10 **Award Presentation: Best Approach to Complaints**
- 14.20 **Interactive Workshop: Culture Leadership**
Miranda Cain, Director at Elev-8 Performance
- 15.20 **Award Presentation: Best Approach to Vulnerability**
- 15.30 Refreshment Break - Afternoon Tea/Coffee
- 15.45 **Case Study: Colleague Engagement, Remote Working & Driving CX Change**
Ahdhia Ahmed, CX Engagement Specialist, Novuna
Matthew Prince, Customer Experience Operations Manager, Novuna
- 16.30 **Case Study: Governance & Pushing Positive Change**
Alicia Jordan, Governance Partner, The Very Group
- 17.15 **Award Presentation: Member of the Year 2022**
- 17.25 Final Thoughts | Close of Conference Day Programme
- 17.30 Networking Drinks Reception
- 19.00 Close of Conference

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