

2016/2017 Event Calendar

Date & Time	2016 Event Details	Location & Cost
<p>Thursday 29th September 2016</p> <p>11am-11.45am</p>	<p>Online Webinar</p> <p>10 Best Practices In Customer Care</p> <p>We all know customer care is so important but why is it? This free webinar examines the key benefits and looks at the top 10 best practices to deliver great customer care plus a Q&A with CSN Founder and MD, John Hughes</p>	<p>Free</p>
<p>Thursday 20th October 2016</p> <p>9.30am-1pm</p>	<p>Training Event</p> <p>The Customer Engagement Programme - Leadership Module</p> <p>A chance to experience the module of our Customer Engagement Training Programme aimed specifically at those in leadership roles (senior, managerial or supervisory) as we demonstrate how important it is to lead a team effectively when you want them to engage with customers (internally and externally)</p>	<p>Wolverhampton</p> <p>Free</p>
<p>Thursday 17th November 2016</p> <p>9.30am-2.30pm</p>	<p>Networking Event</p> <p>Customer Service Excellence</p> <p>Join us for this networking event with the emphasis on excellence. With expert speakers, this event will hear from the best and also have interactive sessions to help you put the learning into practice.</p> <p>Plus - we will hold a Sharing & Learning Session called 'How should we manage customer service excellence across social media?'</p>	<p>Wolverhampton</p> <p>£250+VAT per place</p>
<p>Thursday 8th December 2016</p> <p>11am-11.45am</p>	<p>Online Webinar</p> <p>CX The Importance of Employee Engagement</p> <p>We all know that to engage with our customers, we need to engage first with our people. Join us as we look at the best methods to do this effectively and how to use employee engagement to drive improvement. We'll also cover the importance of internal service and hold a Q&A so we can help you tackle your own challenges</p>	<p>Free</p>

Date & Time	2017 Event Details	Location & Cost
<p>Thursday 19th January 2017</p> <p>11am-11.45am</p>	<p style="text-align: center;">Online Webinar</p> <p style="text-align: center;">Customer Journey Mapping</p> <p>Customer journey mapping, while not new, is a fast-growing way to really understand the customer service that your organisation delivers and what your customers go through. At this free webinar, we'll look at the objectives of any CJM exercise and also the process and the different customer personas you can work with. With the usual Q&A and a glimpse at ground-breaking CJM technology that really brings the customer experience to life, this webinar is one you won't want to miss</p>	<p style="text-align: center;">Free</p>
<p>Thursday 23rd February 2017</p> <p>9.30am-1pm</p>	<p style="text-align: center;">Training Event</p> <p style="text-align: center;">The Customer Engagement Programme - Customer-Facing Module</p> <p>A chance to experience the core module of our Customer Engagement Training Programme aimed specifically at those in customer facing roles (internal or external) that focuses on the why you should deliver excellent service and engage with customers as well as the how to do it</p>	<p style="text-align: center;">Wolverhampton</p> <p style="text-align: center;">Free</p>
<p>Wednesday 22nd March 2017</p> <p>11am-11.45am</p>	<p style="text-align: center;">Online Webinar</p> <p style="text-align: center;">Customer Complaints</p> <p>We've long made the point that you'll never get a better customer service opportunity as a complaint. You can turn an unhappy customer around (most don't give you the chance) and fix an issue that might trip you up in future. A double whammy and there is so much learning too. The free webinar gets under the skin of complaints looking at effective ways to manage and handle them. We will also run a Q&A at the end of the session so you can ask us about your own complaint-related challenges</p>	<p style="text-align: center;">Free</p>

Date & Time	2017 Event Details	Location & Cost
<p>Tuesday 11th April 2017</p> <p>11am-11.45am</p>	<p>Online Webinar</p> <p>Voice Of The Customer Measurement</p> <p>Nearly every organisation knows the voice of the customer is crucial and has a way of capturing it. But how many do something effective with the data and comments they collate? Very few. This free webinar looks at the best practice ways to survey customers effectively, in particular measuring the RIGHT customers at the RIGHT time, and what to do next, including closed loop follow up and a Q&A session to answer some of your hot topics</p>	<p>Free</p>
<p>Thursday 4th May 2017</p> <p>9.30am-2.30pm</p>	<p>Networking Event</p> <p>Customer Service Excellence</p> <p>Join us for this networking event with the emphasis on excellence. With expert speakers, this event will hear from the best and also have interactive sessions to help you put the learning into practice.</p> <p>Plus - we will hold a Sharing & Learning Session on the latest issues facing customer service people in 2017</p>	<p>Wolverhampton</p> <p>£250+VAT per place</p>

**CSN customers with an events package have 1 free place included in their package, and all additional places will receive a 10% discount.*

To reserve your place at any of the above events please book online via www.eventbrite.co.uk, email csn@customernet.com or call us on **01902 311641**

