CCMA Leadership Summit 2019

CX Evolution - Delivering for you, your Customers and your Teams in the Digital Era

Thursday 23rd May 2019
Killashee House Hotel, Naas, Co. Kildare.

Chairperson: Eoghan McDermott

- 8.30 – 9.00 a.m. Registration, Coffee & Networking.

- 9.00 – 9.05 a.m. Conference Opening and Welcome.

- 9.05 – 9.45 a.m. **Keynote Speaker – Harnessing the winds of change to build Windmills not Walls –** Dr. Andrea C. Johnson, Director Global Business Systems Workhuman

- 9.45 – 10.15 a.m. **The Digital Revolution -** Matt Buttery, Head of Digital Sky Ireland

- 10.15 – 10.30 a.m. **Launch of the CX Transformation Strategy, Vision & Roadmap for Ireland -** Mary Buckley, Executive Director, IDA

- 10.30 – 11.00 a.m. Panel Discussion.

- 11.00 – 11.30 a.m. Refreshment Break & Networking.

- 11.30 – 11.55 a.m. **The Rise and Rise of the Chief Customer Officer -** Emma Sutton, Senior Customer Director CX, Oracle EMEA Consulting.

- 11.55 – 12.20 p.m. **Accelerating your Teams Potential through Effective Coaching -** Karen Quinlan Byrne, Senior Manager Global Quality & Coaching, Electronic Arts

- 12.20 – 12.45 p.m. **Working with Mindfulness -** Maurice Whelan, Founder Unleash Potential

- 12.45 – 1.00 p.m. Panel Discussion.

- 1.00 – 2.00 p.m. Networking Lunch

- 2.00 – 2.15 p.m. **Launch of CCMA Industry Research 2019 –** Shauna Callagy, Associate Director, Coyne Research

- 2.15 – 2.40 p.m. **The Benefits of Engaged Employees -** John Lamphiere Vice President & Managing Director EMEA Glassdoor

- 2.40 – 3.00 p.m. **The Future Home Research – How do people feel about using and adopting smart devices in their homes?** Claire Carroll, Portfolio Director, The Dock, Accenture's Global Centre for Innovation.

- 3.00 – 3.10 p.m. Panel Discussion.

- 3.10 - 3.50 p.m. **Ask The Experts – A Panel of Industry Experts will Discuss Challenges Facing CX Industry and Share Tips on how to Deliver CX Transformation and Achieve Employee Engagement**
  Panel participants:
  - Alison Creed, The Coaching Creed.
  - Kathy Egan, Head of Customer Service Merlyn.
  - Cormac Farrelly, Digital Strategist, WSI.

- 3.50 – 4.00 p.m. Conference Close.

The cost per delegate for CCMA members is €199 (cost for non-members is €249). If two or more delegates attend from one member company the cost per delegate is reduced to €179.