

Managing for Impact:

# A CX Leadership Workshop

Practical strategies to lead, retain and elevate your CX team

Friday, October 24, 2025

8:00 AM – 4:00 PM

Servcorp Offices, Level 8, 139 Quay Street, Auckland

\$1,000 NZD + GST

This exclusive COPC Inc. workshop offered through CCNNZ, is your chance to **level up your leadership skills in just one day**. We've combined four powerful modules from the COPC® High Performance Management Techniques course into a focused, results-driven program designed specifically for leaders in customer contact operations.

## What You'll Learn

In just one day, you'll gain actionable tools, proven frameworks, and management techniques to improve performance across key areas:



**Recruiting, Training, and Onboarding** – Attract the right talent, onboard effectively, and set up new hires for success from day one.



**Managing Attrition** – Identify root causes, implement targeted retention strategies, and reduce costly turnover.



**Quality Assurance** – Build or enhance your QA program to gain actionable insights, align results with CSAT and deliver meaningful ROI.



**Coaching and Performance Management** – Deliver targeted, effective coaching that drives measurable improvement in individual and team results.

## Who Should Attend

- Contact Centre Managers and Team Leaders
- Quality Managers and Training Leaders
- Anyone responsible for team performance in a customer-facing environment

## Why Attend

- **Learn proven methods** from COPC Inc., the global leader in CX performance improvement.
- **Gain practical tools** you can apply immediately to improve operations.
- **Network with peers** from across New Zealand's CX community.
- **Leave with actionable steps** to boost results, engagement, and retention.



### Register Today

Seats are limited for this special workshop. Secure your spot now and take your leadership skills to the next level.



### Exclusive Offer

CCNNZ members who register for this workshop receive a **10% discount**.

## About COPC Inc.

COPC Inc. helps organizations deliver superior customer experience through consulting, training, certification and research. Grounded in the COPC CX Standard, our training programs are trusted by top brands worldwide to build high-performance teams and drive measurable results.