

If You Could Only Attend One Seminar A Year, Which Would You Pick?

By Marlene Lancaster, Operations Manager, Answer Plus Inc.

If you can only attend one seminar each year I would absolutely recommend the CAM-X Supervisor's Coaching Clinic. Over my eighteen years with Answer+Plus I have attended many industry seminars, trade shows, and call center functions.

CAM-X functions are definitely the highlights. This year's event totally exceeded my expectations.

I was looking so forward to attending the Coaching Clinic this year and bringing two of my Supervisors with me because I know how motivating these functions can be.

Sometimes you attend industry functions and you do not necessarily learn anything new but it is worth attending just to get out of the office for a day or two and be refreshed.

Some of the topics covered included: Healthy Communications, Coaching – Building your Team's Self Esteem, Benchmarking, Bearing Stress, The Impact of Process In The Call Centre, Stop The Excuses, Scheduling Software and Preparing Staff For Change. Roundtable discussions included: Recruiting and Hiring, Boosting Morale, Communication When Opinions Differ and Turning a Negative Nellie into a Positive Patty. We had a "Supervisor's Court" to discuss some tough H.R. issues.

We played a "Survival Game" which was supposed to demonstrate that you think better as a team than you do as individuals but it seemed to work the opposite way at one of the tables. Some people are so easily lead!

Linda Osip also lead a session on the CAM-X Awards Programs – everything you need to know!

Throughout the two days we made a list of all of the issues that people wanted answers about. Before we left on Saturday we went through the list. We truly left no question unanswered!

Having the chance to meet and speak with others who have the same job, the same goals and the same challenges is invaluable.

What a wonderful group of professionals to be associated with. It was amazing to find out how many things we are doing right. It is great to know that if we do not have the answers we are seeking, someone in the group does. There were many issues that I was able to help with and a few issues that I needed to gather information about. While I am not new in the business, by any stretch, there are amazing women who belong to CAM-X who are seasoned professionals who I really admire – and aspire to be like.

Barbara Bradbury, the current CAM-X President and Linda Osip, the Executive Directory of CAM-X, are two extraordinary women.

Barbara and I work for the same company and she amazes me with her insight and ability to always make the right choices when it comes to supporting her employees. Words cannot describe how much I admire Linda. She is one very cool, “together” lady. She knows her “stuff.”

The energy at the Coaching Clinic was so high and it was completely contagious. I find that I get so bogged down in the day-to-day events that I forget the things that seem so obvious.

When I returned to work after my last maternity leave and assumed the position of Operations Supervisor I really looked forward to coming into work. I’d drive in singing to the music on the radio and looking forward to coming to work and thinking about how I could make everyone happy. I was finding it difficult to stay positive.

The weekend of the Coaching Clinic I had so many things that I needed to do that I did not think I would survive the weekend. I truly left on Saturday night ready to take on the world.

I eagerly awaited Monday so I could return to my office and spread the positivity. Usually I walk in the door, say a group “hello” to all and sit down at my desk and just get on with the tasks at hand. This particular day I walked in the door and greeted everyone by name and asked them how their weekend went. Immediately everyone started to smile and laugh. Personally, I think they were wondering if I was medicated.

If our CSR’s are not happy and smiling then I need to take a look at myself and make sure that I am setting the example. You get out what you put in. That’s the undeniable truth.

It’s all about *people*, isn’t it?