



CUSTOMER SERVICE
SYMPOSIUM

AGENDA

Venue: Chartwell Castle

3rd Customer Service Symposium

29th and 30th August 2024



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Time	Topic
07:00 – 08:00	Registration
08:15 – 08:30	Opening Address: Linda Remke (Founder and Owner at EVEOLVE and HelloCoach) Topic: Evolving CX Excellence through the Speed of Trust Description: It emphasizes the crucial role of TRUST in customer experience (CX) excellence and highlights the importance of educating, aligning, and empowering employees to cultivate trust effectively.
08:30 – 09:00	Sponsor Keynote Topic: (TBA) Description: (TBA)
09:00 – 09:30	Keynote 1 Antonia Oakes (Executive :Customer Experience, Old Mutual Insure) Topic: How AI empowers brands to deliver personalised, seamless CX journeys that foster loyalty and satisfaction Description: (TBA)
09:30 – 10:00	Panel Discussion 1 Topic: How AI empowers brands to deliver personalised, seamless CX journeys that foster loyalty and satisfaction Chair: Dave Hobbs (Head of Customer Success: CX Experts) Panelists: (TBA)
10:00 – 10:15	Network Break
10:15 – 10:45	Keynote 2 Kamani Naidoo (Managing Director and co Founder of SKAI (Pty) Ltd.) Topic: The Impact of Motherhood on the Business Description: (TBA)
10:45 – 11:15	Panel Discussion 2 Topic: The Impact of Motherhood on the Business Chair: Shaun Naidoo (Co-Founder and Account Director at SKAI (Pty) Ltd.) Panelists: (TBA)
11:15 – 12:15	Power Hour Sessions
12:15 – 13:30	Lunch
13:30 – 14:00	Sponsor Keynote Topic: (TBA) Description: (TBA)
14:30 – 15:00	Keynote 3 Landi Jac - (Chief Executive Officer: the Circle of Excellence) Topic: DIMENSIONAL DEAL-MAKING: The Art of Negotiation Description: * How to create a irresistible deal for your customers * Understand the power of a positive persuasion * Overcome your customers' resistance to change
15:30 – 16:00	Panel Discussion 3 Topic: DIMENSIONAL DEAL-MAKING: The Art of Negotiation Chair: Professor Adré Schreuder (Professor Coach & Author: Schadré Consulting) Panelists: Asiya Swaleh(General Manager Sales & New Business Development, Fulcrum Group (Pty) Ltd)
16:00 – 16:30	Keynote 4 Dr (HC) Yolanda Petersen (Chief Executive Director of [beget] Group) Topic: Daily Pressure how women's mental health plays a pivotal role in the success of an organisation Description: * The Great Reset: Mindset Shift & Alignment.(Growth mindset and Leadership Mentality). * Women in leadership: Essentials for long-term success. * Balancing Act: career, family, children.
16:30 – 17:00	Panel Discussion 4 Topic: Daily Pressure how women's mental health plays a pivotal role in the success of an organisation Chair: Nadia Solomon (Head of Customer Experience: Vumatel) Panelists: (TBA)
17:00 – 17:30	Wellness Session – Time to receive your free massage(15min)
30 minute	Light Break (Sound Check)
18:00 – 21:00	Gala Evening (A night with Tina Turner) Featuring Melany Kuyk

Time	Topic
07:30 – 08:30	Registration
08:15 – 08:30	Opening Address: Kendall Rynders (Experience Champion (Customer, User and Employee) CUETA) Topic: Unlocking Potential: How Human-Centric Design Shapes the Future of Work Description: Join us for a quick dive into how human-centric design isn't just a fancy buzzword—it's our secret sauce for happier workplaces! Get ready for a lively session filled with insights on how focusing on real human needs can turn any employee experience from 'meh' to 'marvelous!'"
08:30 – 09:00	Sponsor Keynote Topic: (TBA) Description: (TBA)
09:00 – 09:30	Keynote 5 Lizette Akker (Portfolio Head Community Engagement: CXSA) Topic: CX Maturity in an organisation driving Proactive Experience Management, Leadership and accountability Description:
09:30 – 10:00	Panel Discussion 5 Topic: CX Maturity in an organisation driving Proactive Experience Management, Leadership and accountability Chair: Mpho (Mnguni) Mpofu (Consumer Insights Specialist, Beyond Insights South Africa) Panelists: Mumbi Odame (Head Of Client Experience and Design, Rand Merchant Bank) Emma Marsay (Manager, IQbusiness Insights
10:00 – 10:15	Network Break
10:15 – 10:45	Keynote 6 Grace Brown (Head of Customer Experience and Client Services: JSE) Topic: Leveraging Technology to enhance the organisation fulfilment from a Customer Service and Customer Experience perspective Description: (TBA)
10:45 – 11:15	Panel Discussion 6 Topic: Leveraging Technology to enhance the organisation fulfilment from a Customer Service and Customer Experience perspective Chair: Prashanthi Akaloo (tech and culture solutions consultant, innovation dynamics (current full time on LinkedIn) Panelists: Megaree Naraidoo (Group CIO, Safety SA)
11:15 – 12:15	Power Hour Sessions
12:15 – 13:30	Lunch
13:30 – 14:00	Sponsor Keynote Topic: (TBA) Description: (TBA)
14:30 – 15:00	Keynote 7 Ilana Steyn (Managing Director at Company Partners (Pty) Ltd) Topic: The Influence of CX ON SMME's Description: In today's competitive landscape, the influence of Customer Experience (CX) on Small, Medium, and Micro Enterprises (SMMEs) is more significant than ever. This keynote will explore how SMMEs in South Africa can leverage exceptional CX to boost customer loyalty, enhance brand reputation, and drive sustainable business growth.
15:30 – 16:00	Panel Discussion 7 Topic: The Influence of CX ON SMME's Chair: Arshaad Yousuph (Senior Consultant, Interact RDT) Panelists: (TBA)
16:00 – 16:30	Keynote 8 Cathy Stadler (Managing Partner: MACS Group Global) Topic: How AI will influence businesses in the future Description: (TBA)
16:30 – 17:00	Panel Discussion 8 Topic: Discussions about the lessons of the Event Chair: David Zimmerman (Seasoned Account Executive: GlueUp) Panelists: (TBA)
17:00	Event Closes

Location	29th August 2024 (12pm – 1pm)	30th August 2024 (12pm – 1pm)
Tent 1	TBC	TBC
Tent 2	TBC	TBC
Tent 3	TBC	TBC
Tent 4	TBC	TBC
Tent 5	GlueUp : Topic (TBA) -	CUETA: Topic (Cognitive Load and Customer Experience: Simplifying Design for Optimal Engagement) -Kendall Rynders (Experience Champion (Customer, User and Employee)

Location	Main Auditorium	Main Auditorium
	CXSA: Topic (TBA)- Lizette Akker (Portfolio Head Community Engagement: CXSA)	CXSA: Topic (TBA)- Lizette Akker (Portfolio Head Community Engagement: CXSA)

Maximum of 20 delegates per Workshop - Pre booked seats before the
27th of July 2024

1 hour long Educational Presentation only (no selling of any products)