



Making the Difference in Customer & Employee Experience Excellence

Gain insights into how to create and embed memorable customer & employee experiences

In association with



Mardyke Arena
UNIVERSITY COLLEGE CORK

Friday 30th August 2019
Devere Hall, University College Cork

Schedule

14:45	Registration & Networking
15:00	Welcome John Mullins – Chairman, Board of Directors, Mardyke Arena UCC
15:05	A Shared Customer Experience Transformation Journey: The Mardyke Way – Inspiring Excellence Nora Aherne – Mardyke Arena UCC
15:15	How to make the Difference in Customer Experience Excellence Keynote Speaker: Marcus Child, Positive Reframe A rare opportunity to hear from UK based speaker Marcus who has helped and enlightened top performing global leaders and brands on creating the right service culture and aligning efforts to achieve outstanding success.
15:45	Q&A
16:00	Networking & Refreshments

Key takeaways:

- You will leave highly motivated and inspired to make the difference in every customer interaction.
- Identify what it takes to succeed in Employee Experience EX and Customer Experience CX.
- Appraise where you are at on the Customer Experience transformation Journey.
- Anticipate the typical blockers to providing excellent customer experiences, learn tips and techniques on how to successfully deal with them.

Book your place online today at www.eventbrite.ie

The event is Free of Charge but places are limited, book early to avoid disappointment.



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About Marcus Child

Marcus Child has had a powerful impact on the people and the performance of many well-known businesses during the past 18 years.



He inspires confidence, wholeheartedness and courage...and has an impressive reputation for helping thousands of members of hundreds of organisations embrace change positively and successfully. In thoroughly uplifting conversations with audiences his work stirs resourcefulness in individuals, positivity between colleagues and trust between organisations and their customers. Marcus's emphasis on exploiting work as an opportunity for self-improvement as well as commercial success means that the new habits he trains are practised in the minds and relationships of people - at work and beyond - long after his programmes are complete.

He speaks in workshops and on conference platforms with pace, humour and exceptional energy. He has helped an astonishing number of CEOs, MDs, boards, business teams, sportspeople, politicians, teenagers and people living with health challenges realise bold and extraordinary goals.

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