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Russell Consulting International is licensed to market, sell and implement Select International, Inc. USA products and services in Australia & Asia Pacific.

#### Who Should Attend:

- ◆ Call Centre Managers
- ◆ CFO's, CEO's, COO's
- ◆ Executive HR
- ◆ OD Managers/Directors
- ◆ Operations Managers
- ◆ Customer Service Managers

# Ensuring the Success of Your Contact Centre in an Economic Downturn

Now, more than ever, it is critical to know who is coming into your organisation and what they are bringing to ensure success. With the impending global economic crisis, it is important that when the phone rings you have the right people on the line with your clients. Getting the right contact centre employees in the right roles in your organisation is absolutely essential to your business' bottom line and its reputation.

Are these common contact centre issues a problem for your organisation?

- High turnover, absenteeism, tardiness
- Processing errors and slow data entry time
- Lengthy and cumbersome hiring process
- Sales quotas unmet due to ineffective influencing skills and poor client impact
- Goals unmet due to poor attitudes and conflict among employees

If you answered "yes" to any of the statements above, join us for a briefing to learn how organisations can improve the quality and productivity of their contact centre operations by utilizing the latest in online behavioural assessment technologies. Led by keynote speaker Chris Klinvex, co-author of the business best selling book, "Hiring Great People," and Executive VP and Co-Founder of Select International, this event will teach you:

- How to hire people who can improve first call resolution and handling time
- How to attract people with the right motivational fit for a contact centre environment
- How to hire people who treat every call like the first call of the day
- How to attract the most effective multitaskers into your contact centre
- How finding, hiring and retaining the right contact centre staff can help you keep your customers during these tough economic times

#### About the Keynote Speaker:

Chris Klinvex is the Executive Vice President and Co-Founder of Select International, Inc., a global leader in assessment technology, strategic recruitment services/RPO and talent acquisition strategy. Chris has spent more than 15 years consulting with large corporations throughout the world on the integration of human resource systems. His experience in working with multinational companies includes automated staffing system design and implementation, company wide employee retention programs, design and implementation of sales evaluation systems, labor market analysis, managerial and executive assessment and leadership training. Chris speaks regularly at business conferences worldwide on issues regarding employee selection and retention. Some clients he has worked with include British Telecom, Citibank, Corning, General Motors, Texaco, Weyerhaeuser, Orica, Toyota, Goodyear and Merck. Chris has an M.A. in international Business Management and a B.A. in Education.



Chris Klinvex  
Executive V.P.  
and Co-Founder  
Select International, Inc.