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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.

Briefing Details:

Tuesday, 2 December 2008
4.30pm – 6.00pm
Stamford Plaza Hotel
111 Little Collins St, Melbourne.

Who Should Attend:

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

Cost:

\$75 plus GST per attendee or
\$65 plus GST per attendee
for two or more participants
attending from the same site.
Includes refreshments and
reference pack.

Registration:

Online Registration, visit -
www.russellconsulting.com.au
or
Fill in your details on the
attached registration form and
return by email/facsimile.

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.

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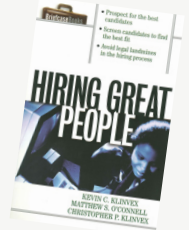
Telephone: Any queries, call Russell Consulting International
Tel: +61 3 9696-3166 • 9am - 5pm EST

On-line: Register On-line at:
www.russellconsulting.com.au

Mail: Complete this registration form and mail to:
Russell Consulting International
177B Dorcas Street, South Melbourne, VIC 3205

Email/Fax: Complete this registration form and scan/email
to info@russellconsulting.com.au or fax to:
+61 3 9696 6788

I can't attend a seminar but please send me the book *Hiring Great People* \$19.95 including GST, Postage within Australia & Card Payment Service Charge. Please complete payment details as per Seminar Registration.



Fees: \$75* plus GST per attendee or \$65* plus GST per attendee for 2 or more participants attending from the same site.

Name _____
Position _____
Department _____
Organisation _____
Address _____
Address _____
City _____
State _____ Postcode _____
Telephone () _____ Fax () _____
Email _____

Enclosed is my cheque for a total of A\$ _____
 Please bill my company:
Purchase order # _____ to the attention of _____
Bill to address (if different from above) _____
Address _____
City _____
State _____ Postcode _____

VISA MasterCard American Express
Name as it appears on card _____
Card number _____
Expiration date _____
Cardholder's signature _____
Cardholder's phone number _____
Fax credit card receipt to _____

* Payment by Credit Card is subject to a Card Payment Service Charge of 2.5%.

Multiple Registrations:

Name _____
Name _____
Name _____
Name _____
Name _____
Name _____

Fees:

All fees payable in Australian dollars and must be received prior to Briefing.

The Briefing fee includes refreshments and reference pack.

Confirmation:

Registrations are accepted on a first-come, first-served basis. Early registration is encouraged due to limited seating capacity.

Cancellation Policy:

A full refund is available for cancellations 3 weeks prior to course date, 50% refund up to 2 weeks prior. Thereafter there is no refund, but a substitute delegate may attend.

Russell ConsultingTM
leadership – safety – people

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