

e-communique







Welcome to the March, 2010 edition of contactnb's e-communique.

ContactNB is the association representing New Brunswick's contact centre industry.  
Visit our website at [www.contactnb.ca](http://www.contactnb.ca) *Follow us on Twitter @contactnb*

## Headlines

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## Calendar of Events

### April 01, 2010 - Job Fair - Aditya Birla Minacs

9:00 am - 1:00 pm - Riverview Mall, Riverview NB

contactnb is helping to organize a job fair for employees affected by the job action affected by a job action taking place during the month of April. If you are interested in participating in the job fair, please email us at [info@contactnb.ca](mailto:info@contactnb.ca) or call 506.672.2727

### June 10, 2010 - contactnb Awards of Excellence - Fredericton

5:30 pm Delta Fredericton

Table reservations and nominations are now being accepted for our annual Awards of Excellence gala!



. For more information on reservation, nominations and sponsorship opportunities, visit our website at <http://www.contactnb.ca/awards/2010awards/2010awards.htm>

### October 19-20 - Contact Atlantic - Atlantic Canada's Contact Centre Conference and Expo

Moncton NB - Delta Beausejour

Mark your calendars now this year's conference. We will be offering another world-class lineup of speakers and sessions coming up next fall in Moncton.

## Welcome to new Associate Member - Universal Power Solutions Inc.



**Universal Power Solutions** is an Atlantic Canadian company specializing in uninterruptible power supply (UPS) solutions. We sell UPS systems, batteries, inverters, dc power plants and associated equipment. Our team of field service technicians and sales consultants is the largest regional provider in this highly specialized industry serving all 4 Atlantic Provinces.

The company was started in 2004 under the name of PowerWright Atlantic and changed its name this past December to more accurately reflect the scope of work that we now provide. Started as a service company, **Universal Power Solutions** has provided service and preventative maintenance for companies throughout the region now for 6 years. Today, **Universal Power Solutions** sells, services and performs preventative maintenance on UPS and related equipment. This includes change outs on battery banks as well.

**Universal Power Solutions** sells cutting edge modular and scalable UPS equipment that can grow (or shrink) as your company changes. We also lease UPS equipment for 5 year renewable terms that includes 100% preventative maintenance and a battery change over during the entire term - one guaranteed monthly fee for 5 years. Leasing provides peace of mind that your system will be kept in good working order and assurance that you have a fixed fee to operate your system for 60 months.

As an introductory offer, we would like to offer all Contact NB members a free energy audit on your present equipment. In recent audits we have found that many of the units operating in the marketplace are not nearly as energy efficient as the latest technologies available. Replacing existing equipment can save you considerable money on energy costs. We will come to your location and do a site inspection and then follow up with a printed analysis highlighting your current conditions and recommendations for your UPS system - **all at no cost to you!**

I will be calling to introduce myself in the near future. Please contact me if you would like to take advantage if this introductory offer right away.

Regards,

Bob Scott

Atlantic Sales Consultant

902-233-5076

[bscott@UPSpower.ca](mailto:bscott@UPSpower.ca)

[www.UPSpower.ca](http://www.UPSpower.ca)

## Welcome to new Associate Member - Skill Dimensions



Skill Dimensions is a Training & Performance company specializing in program design and delivery with over 20 years experience in:

- Organizational Development
- Sales and Sales Leadership Training and Consulting - addressing the needs of both business to business and consumer markets
- Call Centre Management and Agent Training
- Leadership and Coaching
- Communication Skills

Clients can choose from an existing curriculum of courses or have learning programs designed to address needs unique to their organizations. Sessions are developed to meet pre-defined outcomes and customized with content, exercises and activities reflecting the work environment and “real world” challenges.

The Performance Consulting services go beyond training to address organizational development issues and full service programs which can address:

- Strategic Business Planning - we look at where your organization is today, where you want to be tomorrow and work with you team to determine specific steps and strategies to move forward and achieve results.
- Human Resource development - all the issues that impact performance - are we hiring the right people, managing to specific objectives, motivating and compensating appropriately, developing the skills and knowledge required to meet the needs of today and tomorrow.
- Process Reengineering - how are we doing things today and where can we improve individual and group performance.

To learn more about Skill Dimensions, contact Shelly Fowlie at [sfowlie@nb.sympatico.ca](mailto:sfowlie@nb.sympatico.ca) or call 506-855-5593 or email us at [info@contactnb.ca](mailto:info@contactnb.ca) for the full brochure.

## Training & Education/Contact Atlantic Survey-

### Your Chance to Choose Future Topics

The Training & Education committee as well as the Contact Atlantic Organizing Committees would like your input on what topics you would like to see covered in our best practice sessions, seminars, or at our annual conference this fall. This is your chance to suggest topics and speakers that would be of value to you and your centre. Follow the link to the brief survey.

<http://www.surveymonkey.com/s/t-econtactatlsessions>

## Back Issues of contactnb e-communicues

To view previous issues of ContactNB's e-communicues, visit the Communications page on our website at <http://www.contactnb.ca/news.asp>

## Next Issue/Submission Deadline

The next issue of ContactNB's e-communicue will be issued in April. We always welcome your submissions. If you have any events to share, or if you would like to submit an article to include, please forward it to [info@contactnb.ca](mailto:info@contactnb.ca) at least one week in advance.