

Welcome to the January 30, 2011 edition of contactnb's e-communique.

ContactNB is the association representing New Brunswick's contact centre industry.

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## Calendar of Events

**LAST CHANCE TO REGISTER !!**

**March 1-2, 2011**

**Becoming a Living Brand Leader – Moncton NB**

Following the success of the Living Brand session at our annual conference, Bridge is running a new workshop to give the Leadership team practical tips on how to move your people from the frontline into proactive Living Brands®. The course will be held on **March 1st and 2nd 2011** at the **Delta Beauséjour** in Moncton. It proves to be a fantastic two-day hands-on workshop as it has been designed to better connect leaders to their frontline teams by utilizing their company's brand vision, values and culture. In short, it turns marketing speak into deliverable actions by the frontline team. Due to the interactivity of this workshop places are limited to 20 per group. If interested please email [fabio@insidebridge.com](mailto:fabio@insidebridge.com) or visit [www.livingbrand.co.uk](http://www.livingbrand.co.uk) to book your place.



**BECOMING A  
LIVING BRAND LEADER  
WITHIN YOUR ORGANISATION**

In Association with  
  
contactnb

**March 1<sup>st</sup> - 2<sup>nd</sup> Delta Beauséjour Moncton, NB - Canada**

**March 31, 2011**

**Essentials for HR Managers - Moncton NB**



Presents

## Essentials for HR Managers

with

**Jamie Eddy**

Partner, Cox & Palmer

Thursday, March 31, 2011

10:00 AM - 4:00 PM  
Moncton NB

Featuring

- The 10 Most Influential Employment Decisions in 2010-2011
- The 20 Most-Pressing Questions Facing HR Professionals (chosen by registrants)

Registration Fee - \$299.95

ContactNB/Contact Centre Nova Scotia Members \$199.95

\*plus HST

To Register, Email: [registration@contactnb.ca](mailto:registration@contactnb.ca)



**June 9, 2011 – Awards of Excellence**

**Event Launch Coming This Week – Watch for It!**



# 2011 Awards of Excellence

*Delta Brunswick, Saint John, NB*



Watch for the big launch announcement of this year's Awards event. We have new categories this year: Health and Wellness, Workforce Management Practices, and Quality Assurance!

Remember, **table placement is determined by the order in which orders are received AFTER** the launch email goes out, so keep those iPhones and Blackberries handy.

If you are interested in sponsorship of this year's Awards event, or would like to donate items for door prizes, please send an email to [awards@contactnb.ca](mailto:awards@contactnb.ca)

**November 2-3, 2011**  
**2011 Contact Atlantic Conference, Fredericton, NB**



We will have an unprecedented line-up of speakers covering a wide variety of topics. Watch for announcements of confirmed speakers in the coming weeks.

Remember to include conference registration in your 2011 budget. Do you have promotional items or door prizes you'd like to donate? It's never too early to send them in. Send an email to [conference@contactnb.ca](mailto:conference@contactnb.ca)

## **Wyndham and UPS Career Fairs in March**

ContactNB has been working with Wyndham Worldwide and UPS to organize career fairs for employees affected by recent job action announcements. Further communications will follow, or email [info@contactnb.ca](mailto:info@contactnb.ca). The Wyndham career fair will be in Saint John on March 17, and the UPS career fair will be in Moncton on March 29.

## **Workforce Management Best Practice Session Coming in April**

We will be holding a Best Practice sharing session on Workforce Management in Moncton in April. Watch for more information. Register now at [info@contactnb.ca](mailto:info@contactnb.ca). Please pass this on to your workforce management team and schedulers!

## **Contact Centre World Features Interview with Member**



Our own Rob Campbell (ContactNB's Vice President as well as Director of Operations for Virtual Agent Services ) was recently interviewed by Contact Centre World, To read his interview visit

<http://north-america.contactcenterworld.com/view/contact-center-executive-interview/2010-industry-champions-exclusive-interview-with-robert-campbell.aspx>

Also Look for an upcoming ContactNB interview with Rob who was recently named Canada's Contact Centre Industry Champion of the Year, and hear all about his experiences meeting Industry Leaders from around the world as well as learn about what is happening across Canada in his role serving on the Board of Directors for Contact Centre Canada.

## WorksafeNB Offers Training-on-the-Job Program

**Is training your new employees costing you?  
Not sure if the candidate you hire will do the job?**



has a no-risk way to fill vacant positions called the Training-on-the-Job Program:

- Individualized training program that provides worker with an opportunity to acquire specific skills;
- Uses worker's transferable skills but respects limitations they may have as a result of workplace injury;
- Provides employer an opportunity to assess whether worker is suitable as a candidate for the position
- Extent of training is dependant upon the complexity of the skills which must be learned by the worker;
- Time frames are negotiated on an individual basis;
- After successful completion of TOJ, employer is expected to hire worker for the job in which he/she was trained.

If interested, please call: Jacqueline Leclair at 506-684-2544 or [jacqueline.leclair@ws-ts.nb.ca](mailto:jacqueline.leclair@ws-ts.nb.ca)

**Est-ce que la formation de vos employés vous coûte cher?  
Incertain si le/la candidat-e embauché-e est capable de faire le travail demandé?**



offre le programme de Formation en cours d'emploi qui vous permet de combler vos postes vacants sans risque :

- Programme individualisé qui fournit au travailleur une occasion d'acquérir des compétences spécifiques;
- Permet au travailleur d'utiliser ses compétences transférables tout en respectant ses limites physiques à la suite d'une blessure au travail;
- Permet à l'employeur d'évaluer si le travailleur est un candidat potentiel pour le poste;
- La durée du placement varie selon la complexité des exigences du poste et des compétences à acquérir;
- La durée du placement est négociée selon le besoin du client;
- Il est entendu que l'employeur devrait embaucher le client formé suite à la réussite du placement

## ContactNB e-communiqués

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