



Welcome to the January 20, 2010 edition of ContactNB's e-communicé.

ContactNB is the association representing New Brunswick's contact centre industry. Visit our website at www.contactnb.ca *Follow us on Twitter @contactnb*

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Calendar of Events

February 17, 2010 – Eddie Bauer Centre Employee Job Fair

Saint John, NB – Eddie Bauer Customer Contact Centre

ContactNB is organizing a job fair to help find opportunities for employees affected by the closure of the Eddie Bauer contact centre in Saint John. Employers from all over New Brunswick from all industries are invited to participate. For more information or to register, send an email to info@contactnb.ca or call 506-672-2727.

February 17, 2010 – Best Practice Session - Quality

Saint John, NB – Delta Brunswick – 1:00 – 4:00 pm

Sponsored by



Join colleagues in the area of Quality and Training to share best practices, lessons learned, successes and even horror stories!

Best Practice Sessions bring together ContactNB members to share real-life experiences on topics affecting our industry every day. These sessions are open **only to ContactNB members**. For more information or to register, send an email to info@contactnb.ca or call 506-672-2727.

February 19, 2010 – Contact Centre Special with the Moncton Wildcats



ContactNB has worked with the Moncton Wildcats to offer a special rate for contact centre employees to attend “Support Our Troops Night” on Friday February 19, when the Wildcats take on the Rimouski Oceanic. Contact centre employees and their families can purchase tickets for just \$10 each. Bring your co-workers and show your pride in your company and in the contact centre community. Saint John centres turned out over 200 employees to a Sea Dogs game – let’s see if Moncton can top that! Tickets must be ordered and paid for in advance. For more info, email info@contactnb.ca or call 506-672-2727.

March 5, 2010 – Contact Centre Night at Harbour Station

For the second consecutive year, we are inviting all contact centres in Saint John to come to the game and celebrate our industry in front of what should be a large crowd against the Sea Dogs’ greatest rivals, the Moncton Wildcats.. The Sea Dogs are offering a special ticket price of \$10 for upper bowl seats. All the contact centre attendees will be seated together for maximum effect. We encourage everyone to bring their company banners so everyone can see the great employees our industry has in the city.

There will be an opportunity to give away prize packages from centres who wish to participate. There will be in-the-stands giveaways announced and presented during stoppages in play and will be a great opportunity for your company to get some exposure. Please let me know if you will have a prize package for give-away so it can be included in the game-day script.



contactnb
Presents
**CONTACT CENTRE NIGHT
AT HARBOUR STATION**

SEA DOGS VS. WILDCATS
FRIDAY, MARCH 5 - 7:30PM
TICKETS AVAILABLE FOR ONLY \$10!!
For more info email Mike at mike.bacon@contactnb.ca

March 11, 2010 – Essentials for New Brunswick HR Managers

Moncton NB – Delta Beasejour – 10:00am – 4:30 pm

This full-day session for HR Managers and supervisors at any level will cover recent labour law changes and court rulings, dealing with and avoiding WorksafeNB issues, as well as information from government and non-profit agencies from across New Brunswick.

AGENDA

10:00 – 11:30 AM	WorksafeNB - Michael McGovern , Legal Counsel WorkSafeNB is a Crown corporation charged with overseeing the implementation and application of the New Brunswick Occupational Health and Safety Act, the Workers' Compensation Act of New Brunswick, and the Workplace Health, Safety and Compensation Commission Act of New Brunswick, on behalf of the workers and employers of this province.
11:30 – 12:30 PM	Lunch – “on your own” (several options on-site)
12:30 – 1:15 PM	NB Human Rights Commission – Shara Golden, Offer The Human Rights Commission is a provincial government agency. It promotes equality and investigates and tries to settle complaints of discrimination and harassment. If a complaint cannot be settled, a human rights tribunal can hear the evidence
1:15 – 2:00 PM	NB Employer Support Services – Kathy Bruens, Provincial Coordinator The New Brunswick Employer Support Service (NBESS) supports employers across New Brunswick with the hiring of persons with various types of disabilities, and advancing diversity in the workplace. Your business may be looking at diversity for the first time or you may be more advanced and looking for ways to assist with sustained recruitment. Either way, the NBESS has the support you require!
2:00 – 2:15 PM	Break
2:15 – 4:30 PM	Jamie Eddy, Parter, Cox & Palmer. Influential employment decisions and answer to questions on the most pressing issues facing HR managers.

REGISTRATION

ContactNB Members	\$199.95 + HST = \$ 225.94
Non-Members	\$299.95 + HST = \$338.94

For more information or to register, send an email to info@contactnb.ca or call 506-672-2727.

June 10, 2010 – ContactNB Awards of Excellence – Fredericton

5:30 pm Delta Fredericton
More info coming soon!

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 Our Newest Member

ContactNB is pleased to welcome our newest associate member, Self Management Group, a participant in last year’s Contact Atlantic.



Founded in 1979, Self Management Group is a Canadian Company that consults with **Contact Centers** on a global basis to develop web based customized selection processes, electronic recruiting and screening systems, and state-of-the-art psychometric profiling.

Our web based Contact Center hiring platform takes the guess work out of hiring. We leverage science to pre-screen, assess and select Contact Center candidates that are predicted to perform successfully in that role. Your recruiters use our platform to receive results on screened, best fit candidates in real time and can act on them immediately.

We have developed industry leading psychometric profiling to assess a Contact Center candidate’s inherited traits, attitudes and behaviours (Talent, Effort & Fit) that drive performance. We also provide an on line simulation solution to assess hard skills such as: key boarding, computer navigation, listening, cognitive & problem solving, and cross selling capability.

We have assessed thousands of inbound /outbound customer service, sales, & technical contact center candidates, including Team Leaders and Managers. We are also an industry leader in predicting successful @ Home Agents!

Consistent outcomes with our clients are: improved hiring efficiencies, lower attrition, increased productivity, higher sales generation and a revitalized customer experience

NB Contact Centre Census – We Need Your Input!

ContactNB is looking to collect data on our industry and our centres, both members and non-members. We are surveying for centre populations, entry level starting wages and a few other key pieces of data. We will share the compensation results only with those who participate.

We invite centre managers or HR managers to contact us if you are willing to participate in this brief survey. You can complete it via email or a by phone. Contact me at mike.bacon@contactnb.ca

Members Helping Members – Post on Our Blog!

Members are always asking how other members handle certain issues. ContactNB is going to offer you the opportunity to help other centres by posting responses to questions posted on our blog.

Our current questions pertain to filling time between calls and quality email communications. Post your suggestions on the blog at www.contactnb.wordpress.com

If you have a question you'd like feedback on from other members, send it to info@contactnb.ca

Support Our Associate Members



Video Conferencing and how it can help Companies bottom line.

More and more companies are looking at ways of reducing expenses these days, especially with the economy the way it has been for the last year or so. Many of my customers have looked at ways of reducing travel expenses. This makes sense considering travel can be very expensive. The cost of managing remote offices and teams can be very challenging – which will require some travel – without question. However, effectively managing and working together over distances is greatly increased when you see and hear the person, vs. just hearing. Videoconferencing enables you to do just that and more often.

The traditional means of voice conferencing works well, but companies find that they do not gain the same results as being there face to face. So how can companies reduce travel expenses and still maintain the face to face presence you ask? Well Video Conferencing of course. Traditionally Video Conferencing was categorized in 2 major categories: education and extremely large global corporations. These days Video Conferencing is extremely affordable and especially for small and medium size businesses, below is an outline of benefits when using Video Conferencing:

- Better quality and more productive meetings
- Hold more frequent meetings
- Collaborate documents such as Power Point presentation, graphs, DVD's
- Record meeting or training sessions
- Capture an entire room in true high definition, with better than DVD quality using a simple Internet connections
- No wasted time in airport or cabs in non business hours, more time spent with your families

These are just a few examples of benefits with Video Conferencing. One of my customers was able to pay for the installation of their Video Conferences equipment for 3 offices with 9.7 months and reduced there travel by 50%. Now how about that for an ROI?

To find out more about LifeSize Video Conferencing please contact me and I will be happy to answer any questions you may have!

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Special two-day showcases of **Turnaround Interview**[®], presented by Montana Consulting Group in partnership with Canadian HR Press and eCornell, a division of Cornell University, will begin in the next few weeks.

- **Bathurst**, NB (Danny's Inn) *In French* – January 21-22, 2010
- **Moncton**, NB (Fox Creek Golf Club) – January 25-26, 2010

Cost of registration: Only \$495 per person Please RSVP by calling 1.800.310.8168, , or online at www.turnaroundinterview.com

Back Issues of ContactNB e-communiques

To view previous issues of ContactNB's e-communiques, 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-communique will be issued in mid-February. 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 at least one week in advance.