



CCIA Evenst of 2008

Call Center Industry Assocation (CCIA) Thailand

Month	Date	Time	Venue	Topic	Speaker	Company
January	18-Jan-08	09.00 AM – 12.00 PM	Bangkok Noi, 6th Fl., Amari Watergate Hotel	“Sharpening the Saw” by Jack and Suzy Welch	Kriengsak Niratpattanasai	TheCoach
February	14-Feb-08	09.00 AM – 12.00 PM	Meeting room 2, Amari Watergate Hotel	Contact Centre Quality Monitoring Awareness	Jeannie Quek	Fusion Consulting
March	20-Mar-08	09.00 AM – 12.00 PM	Meeting room 2, Amari Watergate Hotel	The Critical Need to Manage your Managers' Transitions	Ann Hulton and Team	DBM
April	22-Apr-08	09.00 AM – 12.00 PM	Meeting room 3, Amari Watergate Hotel	Finding Inspiration from Within	Warattada Pattarodom	Amity Consulting
May	22-May-08	09.00 AM – 12.00 PM	Meeting room 3, Amari Watergate Hotel	How to get your Templates Ready for the Awards	Mark Manolas	Chairman of CCIA
June	19-Jun-08	09.00 AM – 12.00 PM	Grand Ballroom, Amari Watergate Hotel	Recruitment Best Practice	Anchalee Charoenwong	Aspire Recruitment & Consulting
July	No event					
August	25-Aug-08	09.00 AM – 12.00 PM	Meeting room 3, Amari Watergate Hotel	Coaching for Improvement – Development	Chana Korkitkamjorn	TheCoach
September	Sep 08	09.00 AM – 12.00 PM	Meeting room 3, Amari Watergate Hotel	Make Your Call Center More Profitable	Mr.Sidney Yuen	Convergys Corporation
October	3-Oct-08	06.30 PM – 10.00 PM	Grand Ballroom, Amari Watergate Hotel	2008 National Call Center Awards	Members & Awards Applicants	
November	19-Nov-08	09.00 AM – 12.00 PM	Cattleya 2, 3 rd Fl.,The Ambassador Hotel	Building Top Talents How to recruit & motivate “A” player	Chana Korkitkamjorn	TheCoach
December	No event					