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## DJO June 26 Event Recap



### What is CCPN?

CCPN is a growing, community driven network comprised of local call center professionals dedicated to providing a forum for executives passionate about call center purpose. Our focus is to provide an opportunity to strategize, share best practices, and apply expertise in the areas of operations, recruitment and technology. Our calling is devoted to members committed to building relationships, fostering creativity and to empower learning.

### Quick Links

[DJO](#)

[ThereYouGrow](#)

Contact Katie Molloy at  
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Join CCPN [LinkedIn](#) Group

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### Next CCPN Event

When you visit the world headquarters of DJO Incorporated, one thing becomes clear: the driving force behind their daily success is their most valuable resource, people. There are over 4,500 employees in DJO's global workforce.

Above: DJO Incorporated headquarters in Southern California. The 110,000 square foot main campus is home to numerous company functions, executive offices and custom brace manufacturing.

Guests were eager to tour the manufacturing floor where custom braces are made. A favorite was the college football team custom colors used on injury-preventing knee braces. Other tour highlights included the fitness center, the huge BBQ island on the DJO employee patio and the living scoreboard in the call center.

Katie Molloy, President of CCPN introduced Beatrice Perry from CCNG who shared the upcoming regional meeting on August 13 at the University of Phoenix.

Luke Faulstick, Executive Vice President and COO of DJO shared the

CCPN/CCNG Regional Seminar  
is confirmed for

August 13, 2008  
8:00am to 12:00pm  
at

The University of Phoenix

Save the date!

Register with  
[CCPN](#) and [CCNG](#)  
to reserve your seat.

mission statement, vision, and incredible growth of DJO with CCPN members and guests.

The main event was the presentation on Understanding the Four Generation Workforce, by Carol Albert. Carol shared the events that formed each generation and gave perspective on how to effectively work with individuals from each group.

## CCPN AT DJO SURVEY RESULTS

- 100% of participants surveyed would recommend CCPN to a colleague.
- 93% rated our speaker, Carol Albert, as Excellent.
- 85% were left wanting more and said they would be interested in a 3-hour workshop on Understanding the Four Generation Workforce.

### Comments shared by participants:

*"I enjoyed the tour (what a great facility!) and Carol was a very dynamic speaker. It was worth my time and I will look forward to future events."*

*"Enjoyed the tour, great facility and interesting business. Great Topic. Looking forward to reviewing the handout and website."*

*"Excellent presentation, both facility tour and presenter as well as guest speaker."*

*"I thought the college football team custom colors were a neat feature."*

*"Thank you for a great afternoon. The Four Generation Workforce topic was enlightening. Will be utilized to keep a positive environment in my workplace."*

*"Excellent facility and presentation!"*

## ANSWERS AND PRIZES

For those of you who participated in the Four Generation Networking Survey and are curious about the answers, here are the tricky ones:

*Complete this statement: "Weebles wobble, but ..."*

*A: Weebles Wobble but they don't fall down.*

*Translate this: "wotU do spkz so loudly dat I cnot heA wotU sA."*

*A: What you do speaks so loudly that I can not hear what you say.*

*Knows what famous person said the quote above.*

*A:Ralph Waldo Emerson*

Winners of our door prizes:

The \$100 Nordstrom Gift Card went to  
**Jim Shaw** from Time Warner Cable

**Tina White** from Cox Communications  
will enjoy an hour massage

**Albert Heard** from Home Depot  
won the \$25 Barnes & Noble Gift Card

**CONTACT CCPN or JOIN OUR LinkedIn GROUP**

If you are a Director of Contact Center Operations, Contact Center Manager, Supervisor, or HR colleague CCPN is for you! Please join us at a future event and connect with us and our 300 members through our LinkedIn Group.

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