

USE Credit Union - Event Review

Reward and Recognition

Creating a Positive Culture

presented by Dawn Porter of Roadrunner Sports



Below, Dawn Porter captures the attention of CCPN members



Below, our USE host, Gabriela Alvarez with Lamberto Lee



"BEST OF" CONTEST

Cast Your Vote

Watch for our December on-line survey where you can vote for your favorite CCPN host company and your favorite presentation from the past 12 months.

Enjoyed the many aspects of the DJO tour in June?

Loved the views from atop the Emerald Plaza in September?

(pictured above)

Found RoadRunner Sports the best of the best in April?

Couldn't get enough of Plantronics technology in August?

Loved the venue and the



CCPN Members Enjoying Dawn's Interactive Presentation



USE Credit Union welcomed CCPN on November 13. Members were treated to a tour of the facility by Shannon Getz and Brittany Pinto of USE. Highlights included "one of the best walls of fame I've ever seen" (per multiple CCPN members). This wall of fame recognizes employees who contribute valuable ideas to USE, and comment cards written by Credit Union Members. Other members commented on the expansive employee lounge, complete with a pool table, couches, and cyber cafe where employees are free to access their personal email, or shop on line during breaks!

Member feedback from November 13 at USE:

- 94% of participants strongly agreed that they would recommend CCPN to a colleague.
- 86% of participants strongly agreed that the information presented was of great value.

"This was a great experience and learning opportunity." - CCPN member feedback.

technology panel at AMN Healthcare last December?

Vote for your favorites the week of December 1-5

Winners will be announced on December 10.

Our November Sponsor



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Creating Purpose.

Sharing Vision.

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.

THANK YOU TO OUR MEMBERS AND GUESTS WHO PARTICIPATED IN OUR 12 MONTHS OF EVENTS! A SPECIAL THANK YOU TO OUR SIX HOSTS AND SPEAKERS, SHOWN BELOW. WE COULDN'T HAVE DONE IT WITHOUT YOU!

THE YEAR IN REVIEW

DECEMBER - AMN HEALTHCARE

TECHNOLOGY IMPLEMENTATION - PANEL OF EXPERTS
FACILITATED BY EVAN DONALDSON

APRIL - ROADRUNNER SPORTS

CONTACT CENTER SUPER-HEROES
PRESENTED BY JEFF TOISTER

JUNE - DJO, INC.

UNDERSTANDING THE FOUR GENERATION WORKFORCE
PRESENTED BY CAROL ALBERT

AUGUST - UNIVERSITY OF PHOENIX

CO-SPONSORED BY CCNG AND CCPN
PRESENTATIONS BY ORACLE AND PLANTRONICS

SEPTEMBER - EXCLUSIVELY LEGAL

SOCIAL NETWORKING AND SUNSET HAPPY HOUR
ON TOP OF THE EMERALD TOWERS

NOVEMBER - USE CREDIT UNION

REWARD AND RECOGNITION, CREATING A POSITIVE CULTURE
PRESENTED BY DAWN PORTER

THANK YOU FOR A TERRIFIC YEAR OF CCPN!

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