



Keynote Speaker

Professional Partnership Event - 23 September 2022

JHRV100 210722



Engaging with Customers in a hybrid world



Synopsis

Almost every aspect of our engagement with our people and customers has changed, over the past two years.

Many employees are demanding more flexible and hybrid working arrangements, and in some instances are reluctant to hop on a plane or train to go visit customers in person. When you combine this with organisations looking to cut back on business travel expenses as well as looking at ways to protect the environment through unnecessary travel there's no wonder that organisations are taking stock and reflecting up what they've learned from this past two years and using this as an opportunity to shake off the bad habits from before.

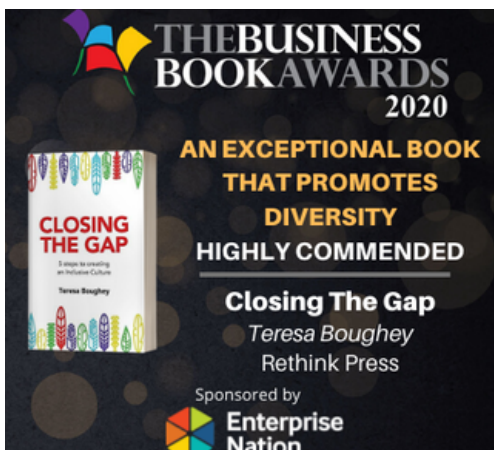
During this interactive session we will explore what changes we are noticing with customer engagement, what this means for our people, and explore ways to foster customer relationships in a hybrid world,



Meet your speaker...



Teresa Boughey MA FCIPD is founder and CEO of National Award winning Jungle HR and Inclusion 247. Teresa is a TEDx speaker, Non-Executive Director and author of Amazon bestseller '*Closing the Gap – 5 steps to creating an Inclusive Culture*', which was Highly Commended as an 'Exceptional Book that promotes Diversity' at the 2020 Business Book Awards.



Teresa is a working party Advisory Board member of the All-Party Parliamentary Group(s) (APPG) for Women in Enterprise and is Chair of the ED&I and Environment Sub Group, influencing government on policy to address intersectional under-representation within the workplace and society.

Teresa is a NHS Non-Executive Director, she also sits on the NHS Employers ED&I Advisory Group, and is on the Board of Advisors at the Royal Holloway University London, Business School.

Teresa is also a keynote speaker and influencer in areas of Diversity and inclusivity, Equity and Belonging. She has spoken at conferences including Festival of Global People, Institute of Directors (IoD) Diversity & Inclusion Roadshow, CIPD Midlands Annual conference.

Teresa has been recognised as one of the Top 100 Female Entrepreneurs and named the 'Most Influential Businesswoman of Year' at the Midlands MBBC Award.



Teresa is a regular media commentator and has appeared on the BBC Sunday Politics Show and Radio. Her articles have featured in Forbes, The Sunday Times (Raconteur) BA Business Magazine, IOD Director Magazine, People Management and HR Director

