

Welcome...welcome...welcome...to our SOCAP Heartland Chapter website. This is a great social media format to stay connected with our chapter. We would love to hear your feedback on how we can continue to add value through this site and enhance your ability to network with other Customer Care professionals. So please drop us a note and tell us how we are doing!

Our first meeting of 2011 was in March and held at the Hampton Inn! It was a jam packed day featuring panelist discussions on topics such as Quality Monitoring, Coaching and employee appreciation. Attendees got an inside look at eCoaching, presented by Chris Bijou of iDeal Response who captivated his audience by his unique expertise and enthusiasm. We utilized the expertise of two panels made up of 6 different companies, including Cox Communications, TYSS, ConAgra Foods, Hyatt, AAA, and Mutual of Omaha. We had a great showing with 72 in attendance. Additional time for networking was offered at the Fox and Hound immediately following the meeting.

Our second meeting was in May, 2011. The theme of this meeting was ” **Hiring the Right Talent**”, where we looked at Best Practices in Hiring the Right Talent! Our speaker lineup for the meeting included Baird Holm, Assess and Kelly Services. After the meeting, we had a fun-filled family event at Werner Park, taking in an Omaha Storm Chasers Baseball game as well as a delicious tailgate party and dinner!

Our final meeting will be Tuesday, October 25, 2011 hosted at The Champions Club in Omaha, NE. Our focus for this event will be Leadership and the power of influence. Do you want to Develop Your Leadership Skills and become more influential? Then please join us for this great event.

Our key note speakers will be from **ICAN - Institute for Career Advancement Needs**. ICAN is a non-profit leadership development organization offering leadership training for individuals at every level of their career. The following Executive Leaders: David Brown, CEO of the Chamber of Omaha, Major Todd Thielke, Senior Kroc Center Officer, KROC Center, Salvation Army and Cheryl Holtzen, Director of Inbound Sales and Consumer Services, Omaha Steaks, will be featured panelists discussing how YOU can build your leadership skills and create positive influence within your organization and the community.

Four SOCAP Heartland Board members will attend the SOCAP Annual Conference in Orlando, FL October 16-19, 2011. The conference will provide awesome networking opportunities, and content that promises to deliver great ROI to participants. The benefit for gaining best practices and important industry insights is unmatched elsewhere. Check out our website to see pictures posted after the event. Please think about attending a National SOCAP Conference. We promise you won't regret it!

In closing, I would like to express my gratitude to our Heartland Board for all of their efforts to support our chapter. Don't forget we will be seeking new board members for 2012. This is a great opportunity to get involved in SOCAP and connect with other business professionals. One important criterion for consideration is you need to be attending all local meetings.

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