

Steve Mitchinson

Associate Director at Limebridge Australia

Perth, Western Australia, AU

Over 20 years speaking experience on all aspects of customer management, customer experience and engagement Experienced, engaging speaker wi

Biography

Steve has worked for some of Australia's most recognised enterprises. He has consulted extensively focusing on delivering more effective customer management and service strategies through the optimisation of systems, processes and employment practices. He has had an extensive customer service career pioneering a range of innovative yet highly effective customer management strategies. He has spoken at over 100 conferences on customer service and effective operations around Australia, Asia and the United States. Steve has developed and delivered a number of innovative and successful programs for improving personal and business effectiveness across a wide range of industries and roles based on Herrmann Whole Brain Thinking. Steve is the immediate Past Chairman of the ATA, Australia's peak body for the contact centre industry and is life member and former National Chairperson of the Australian Institute of Credit Management.

Availability

Keynote, Moderator, Panelist, Workshop, Host/MC

Industry Expertise

Business Services, Outsourcing/Offshoring, Professional Training and Coaching, Human Resources, Management Consulting, Corporate Leadership, Consumer Services, Talent Management, Non-Profit/Charitable, Program Development

Areas of Expertise

Customer Service Excellence, Contact Centre Management, Improving Customer Experience, Employee Engagement and Empowerment, Leveraging Team Diversity, Engaging With Gen Y, Effective Collection Strategies, Receivable Management

Affiliations

Former Chairperson, Australian Teleservices Association, Life Member Australian Institute of Credit Management

Sample Talks

Leveraging the Power of Gen Y

Is it Gen Y at fault, or their managers...

Building a Successful relationship with IT - is it really that hard?

Why is the relationship important? Getting support for new IT investment is one of the most pressing, and expensive challenges facing business leadership. Recent research suggests today's sees the successful implementation of new IT projects as a major challenge - second only to finding and retaining good staff.

A Whole Brain Approach to Customer Service

Understanding customer preferences can transform customer experiences and lead to dramatic revenue improvements. These case studies will prove that...

Interactions 2012, Indianapolis

APAC wide trends across the customer interaction space ? a consultants view

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