

Boston Contact Center Ideas & Innovations Tour Selects Michael Sanders from NTI@Home

Michael Sanders, director of marketing at NTI@Home, was selected to conduct a roundtable session at the Contact Center Ideas & Innovations Tour Boston 2019.

BOSTON, MA, UNITED STATES, September 24, 2019 / EINPresswire.com/ -- [Michael Sanders](#), director of marketing at [NTI@Home](#), was selected to conduct a roundtable session at the [Contact Center Ideas & Innovations Tour](#) Boston 2019. The event will occur on Tuesday, Nov. 5, from 1-5 p.m. at the Granite Hills Golf Club in Quincy, Mass.

When selected for the opportunity Sanders stated, "I am excited to be a part of the event and having the chance to discuss industry experiences with a group of my peers. Some contact centers are looking to transition to a remote workforce and through my experience, hope to challenge the misconceptions about remote workers and impart my knowledge to others."



Group of attendees at the Contact Center Innovations & Ideas Tour 2018

The Contact Center Ideas & Innovations Tour is a regional traveling event developed by Contact Center Nation and Contact Center Pipeline Magazine to present engaging content, ideas and solutions to contact center professionals.

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Michael Sanders, Director of Marketing NTI@Home

Along with several industry experts, Sanders will present peer-to-peer roundtable discussions to learn and share industry experiences, insights and best practices with one another. He will present and analyze the topic of “The Culture of a Remote Workforce.”

In the U.S. alone, contact centers are responsible for 3.4 million combined in-house and outsourced jobs.

Considering most contact centers have an in-house and remote workforce presence, companies struggle to develop a combined culture to make working at-home as enjoyable as working in the office.

A TEDx speaker, Sanders will share his expertise of building a remote culture, which stems from 25 years of working within call centers and developing of NTI@Home, which is a non-profit organization, placing and managing individuals with disabilities in remote contact centers.

Other topics of discussion will include the struggles of developing a remote-work culture, goal

setting throughout the organization, and communication across work-at-home and brick-and-mortar settings.

For ticket information, visit Eventbrite. <http://disability.one/ContactCenterIdeas19Boston>

About:

Michael Sanders is the Director of Marketing and Communications for NTI, a non-profit committed on placing Americans with disabilities and disabled Veterans in work-at-home jobs. His career spans over 20 years with leading Fortune 500 companies in the fields of disability advocacy, change management and training and development. He is proud to have graduated with the class of 1995 at Stonehill College with a Bachelor of Arts in Psychology and furthered his degree with a Master of Science in Industrial/Organizational Psychology.

Contact Center Ideas & Innovations Tour (<http://cctrtour.com/>) This regional traveling event will present engaging content, ideas and solutions to Contact Center professionals. Attendees will be able to take away a wealth of powerful information, new industry connections and resources in a relatively small window of time.

NTI@Home (www.ntiathome.org) is a 501 (c) (3) nonprofit organization that helps Americans with disabilities find employment opportunities with government agencies, Fortune 500, and large and small companies. Through NTI@Home, individuals on SSI, SSDI, or have a vocational rehabilitation counselor are eligible for free job training, mentoring, and job placement.

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