

Peter Wilson

Partner Enablement Analyst at Upstream Works Ltd

Toronto, ON, CA

Professional speaker and presenter.

Biography

I am an experienced and entertaining speaker, focussed on engaging with audiences; having delivered well-received conference speeches in South Africa, Dubai and across Europe. I cover subjects such as Customer Experience, Engagement and personal motivation. I have spent over 15 years in the Customer Experience field and worked with many large multi-national corporates to help deliver customer engagement strategies. I am on the Board of Directors for a Non Profit Organisation where I am responsible for Strategic Development

Availability

Keynote, Moderator, Panelist, Host/MC, Corporate Training

Industry Expertise

Consumer Services

Areas of Expertise

Customer Experience, Customer Engagement, Strategy, Employee Engagement, Motivation and Empowerment

Affiliations

Professional Speaker Association, Institute of Directors

Sample Talks

The Infinite Customer Journey

Examining the journeys customers take when purchasing products or services, the decisions they take and why. This talk gives an insight into customer behaviours and how, with understanding, this can be utilised to improve the customer experience and lifetime? value of the customer.

Customer Engagement Strategies

Here we investigate the strategies required to address the needs of customers from all demographics. Do the Millennials or "Y" gens really want different things? What's next? The coining of the phrase "the iGens" opens a whole new discussion on the strategy required for customer engagement in the next half decade. How do businesses plan for it?

Event Appearances

Customer Experience Exchange

IQPC Customer Experience Exchange

The Infinite Customer Journey

International Avaya User Group

Customer Engagement Strategies

Partner Summit

Education

Road Sports College

n/a General Education

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