

The Mozaic Breakfast Series



Mozaic Management Consultants are excited to invite you to an executive session where renowned speaker **Damian Kernahan** will share insights and tips on **Customer Experience Strategy Design**.

This session will discuss how to make sense of 'voice of the customer' research without losing sight of your organisation's commercial business strategy.



Damian is Founder and CEO of Proto Partners. He is one of Australia's leading experts on how organisations can move from generating lots of customer centred ideas to choosing the right ideas to invest in to maximise customer loyalty and company profitability.

Damian has held senior executive positions with the Young & Rubicam group and Diageo both here and overseas. In his speaking career he has presented to a wide range of events both locally and overseas in Berlin, San Francisco and Amsterdam. His company is actively engaged with organisations like Optus, Westpac, BT Financial Management, News Limited and Sydney Water.

Agenda:

07.30 – 08.00	Registration and networking buffet
08.00 – 08.05	Introduction by Andrew Vaughan, Mozaic Consulting
08.05 – 09.00	Keynote address, Damian Kernahan, Customer Experience Design
09.00 – 09.30	Networking breakfast continues

When: Thursday 11 June

Where: Forum Restaurant, Darlington Centre, The University of Sydney, 174 City Road, Darlington, NSW 2008

RSVP: judy.c@mozaicmgt.com.au by 5 June

The Mozaic Breakfast Series is a regular networking event featuring renowned keynote speakers discussing topical issues relevant to both personal and professional development.

