The Centre for Work, Organisation and Wellbeing invites you to a half day working research symposium on:

‘Critical Issues in Outsourcing and Service Management’

Where: N16_-1.22 (Nathan Campus)
When: Friday August 8th 12:00pm – 3.30pm

Presenters

Dr. Di van den Broek, (Dept. of Work and Organisational Studies, University of Sydney), ‘Call Centre Migrations and Dimensions of Knowledge’

Dr. Catriona Wallace, CEO Callcentres.net, ‘Outsourcing Customer Service Work in APEC: Issues and Challenges’

Assoc. Professor Bob Russell, (Griffith University), ‘The Next Division of Labour: Work Intensity, Skill and Commitment in Australian and Indian Call Centre Operations’

Dr. Mohan Thite, (Griffith University), ‘All That Glitters is not Gold: Work and Employment in Indian Call Centres’

Ms. Sangita De (Ph.D. candidate, Griffith University), ‘What do call centre Managers Do? A Comparative Analysis’

RSVP

RSVP to Pam Brown (Pamela.Brown@griffith.edu.au) by to assist with catering for lunch and afternoon tea.