

The Summit Library

Watch these sessions on-demand

When you purchase a ticket to the Ei Evolution Summit you'll get unlimited access to all of these amazing talks, webinars, workshops and panel interviews. You're welcome to watch any of these sessions on-demand.

Paul Richardson – HSBC

Diamonds, Journey's & the X. Learn the importance of customer journey mapping and its many layers to keep the customer at the heart of everything you do and improve your CX.

Bhagyashree Pancholy

The Real Remote. Find out what real remote work is all about and the differences it holds, compared to remote work during a pandemic and tips to go remote yourself!

Crystal D'Cunha

7 Steps to CX Mastery. Learn the 7 steps needed to master customer experience across multiple channels in your organisation to set you apart from competitors.

Bounce Bhangra

Join Virkam and Manu as they put you through your paces Bhangra style.

Kate Fismer & Claire Jeannerat

Being More Goat! Live from the Swiss alps, Kate and Claire's webinar enables people to reflect on and explore key practices and skills, to build resilience and wellbeing.

Carl Hodler – Storytagger

Build empathy with structured workplace storytelling. Carl uncovers how teams can build agile and inclusive post-pandemic workplace cultures by giving employees permission, skills and tools to tell their own stories.

Tracey McEachran

Writing your way well (the magic of journaling). Combining her experience as an artist and coach Tracey shows you how you can use creativity to take notice of and increase wellbeing on a daily basis.

John Weston

Sociolinguistics and effective communication. Join John on demand and learn how to transform online work into a socially and emotionally rich experience through the power of authentic communication.

John Riordan, Laurel Farrer & Anne Bibb

Thinking differently about the world of remote work. Remote work veterans hold nothing back as they spill the beans on what will make or break the success of new virtual and hybrid organisations.

Virginie Bodescot

Cultural Intelligence. Discover the importance of adapting approaches to reach desired outcomes across multicultural teams, and learn how to improve your cultural awareness.

Alexandra Galviz

I'm OK, You're OK. Speaking to someone is always better than holding it in. Watch Alex's on demand webinar to get tips on how to improve your mental health journey.

Steven Hargreaves

Compassionate Leadership. Understand why compassionate leaders aren't afraid to use the F Bomb (feelings) in their teams and the importance of emotional data in performance.

Theresa Sigillito – Hollema

Virtual Teams Across Cultures. Theresa shared stories and examples of how leaders and teams can connect across geographic and cultural borders using emotional intelligence.

Olga Potaptseva

Agile CX with EI. Learn how to break down complex CX projects using Agile methodology and acquire the skills to recognise emotion in your stakeholders with Olga on demand.

Dr. John Hopkins

Hybrid Work Model. Watch John's session on demand to identify the key considerations of hybrid working and recognise the importance for culture and wellbeing for hybrid/remote work models.

Christina Mosti – Spotify

The emotion in music. Discover the journey Spotify have taken to learn how we relate to music and how changes have been made to classify music to suit a mood or a purpose.

Katty Heath

Taking a sound bath. Catch up on a 45 minute relaxing sound meditation with Katty Heath, using a variety of instruments such as Tibetan bowls, gong, chimes, flute and her voice.

