

CXps 2019 - Schedule-at-a-Glance*

L Capability/Leadership
 F Foundations
 T Tools of the Trade
 I Innovations & Trends
 R ROI of Client Experience
 E Employee Experience and CX
 C Client Savvy Session

Monday, May 20, 2019	12:00 PM - 2:00 PM	Registration Open 12:00 PM - 5:00 PM Pre-function area	L C Connecting CX to Business Strategy Meeting Room 1 (4-hour Pre-Conference Workshop)					
	2:00 PM - 4:00 PM							
	4:00 PM - 5:00 PM		F Propel your CX Initiative with Low-hanging Fruit Meeting Room 4 (1-hour Pre-Conference Session)					
	5:00 PM - 7:00 PM	Welcome Reception - The Durham Hotel Rooftop Bar (2 hours)						

Tuesday, May 21, 2019	8:30 AM - 9:00 AM	General Session: Welcome (Location: Junior B&C / 30 minutes)								
	9:00 AM - 10:50 AM	Registration Open 8:30 AM - 12:15 PM Pre-function area	L T Building a CX Playbook <i>Heather Denny</i> Meeting Room 4 (2-hour Workshop)	F Jump Start your CX Engine <i>Brandi Hobbs</i> Junior Ballroom A3 (2-hour Workshop)	T C Design Project Experience <i>Ryan Suydam</i> Meeting Room 1 (2-hour Workshop)	I T Creating PEAK Moments <i>Jen Newman</i> Meeting Room 3 (2-hour Workshop)	R L Engaging the Experience Economy <i>Chandra Storrusten</i> Junior Ballroom D3 (2-hour Workshop)	E L Stop Eating Your Leaders <i>John Doehring</i> Meeting Room 2 (2-hour Workshop)		
	10:50 AM - 11:15 AM		Break (25 minutes)							
	11:15 AM - 12:15 PM			F Driving CX in an Accounting Firm: A Case Study <i>Timothy Keith-Introhive</i> <i>Mitch Reno-Rehmann</i> Junior Ballroom A3 (1-hour Breakout)	T Role of Branding <i>Tim Asimos</i> Junior Ballroom A1 + A2 (1-hour Breakout)	I R Client UX Business Model <i>Eliot Wagonheim</i> Junior D1 + D2 (1-hour Breakout)	R C Mergers & Acquisition <i>Client Savvy</i> Meeting Room 2 (1-hour Breakout)			
	12:15 PM - 1:30 PM	General Session: Keynote Speaker (Location: Junior B&C / 75 minutes)								
	1:30 PM - 1:45 PM	Break (15 minutes)								
	1:45 PM - 3:45 PM	Registration Open 1:30 PM - 5:00 PM Pre-function area	L Values & Culture: Are they Wowing your Clients? <i>Ruth Lund</i> Meeting Room 4 (2-hour Workshop)	F L SME's CX Story: Pilot to Full Engagement <i>Dan Roser</i> Junior Ballroom A3 (2-hour Workshop)	T TITLE: Pending <i>Speaker Pending</i> Junior Ballroom D3 (2-hour Workshop)	I C Empowering Your Doer-Sellers for Greater Success <i>Kate Lucey</i> Meeting Room 3 (2-hour Workshop)	R T Accelerate Sales through Delivery of Exceptional CX <i>Deb Knupp</i> Meeting Room 1 (2-hour Workshop)	E L Engage Top Talent and Prevent Burnout <i>Pete Atherton</i> Meeting Room 2 (2-hour Workshop)		
	3:45 PM - 4:00 PM		Break (15 minutes)							
	4:00 PM - 5:00 PM		General Session: Updates from Neumann Monson, MSA Professional Services, SCS Engineering (Location: Junior B&C / 1 hour)							
	5:00 PM - 7:00 PM	Networking Reception - Tobacco Road Sports Café								

Wednesday, May 22, 2019	8:00 AM - 9:00 AM	Registration Open 8:00 AM - 11:45 AM Pre-function area	General Session: Welcome / CX-cellece Award (Location: Junior B&C / 1 hour)				
	9:00 AM - 9:15 AM		Break (15 minutes)				
	9:15 AM - 10:15 AM		L Client Lifetime Value C <i>Blake Godwin / Brad Porterfield</i> Junior A1 + A2 (1-hour Breakout)			R The Cycle of Feedback L <i>Lee Jordan / Gate</i> Meeting Room 2 (1-hour Breakout)	E Culture, Culture, Culture I <i>Steven Keith</i> Meeting Room 3 (1-hour Breakout)
	10:15 AM - 10:45 AM		Break (30 minutes)				
	10:45 AM - 11:45 AM			F Activate a Promoter C <i>Client Savvy</i> Meeting Room 1 (1-hour Breakout)	I Creating Energy to Lead L <i>Becky Jacobs</i> Junior D1 + D2 (1-hour Breakout)	E Strong Organizational Design = CX + EX <i>Andrea Maciejewski / Deb Knupp</i> Junior A1 + A2 (1-hour Breakout)	
	11:45 AM - 1:30 PM		General Session: Pending (Location: Junior B&C / 1.5 hour)				
	1:30 PM - 2:00 PM		Registration Open 1:30 PM - 2:00 PM Prefunction area	Thank you for being part of the CXps 2019 Community			

* Meeting rooms tentative