

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

ALL Sessions are held at the Durham Convention Center unless otherwise noted.

	1:00 PM - 3:30 PM	Registration Open 1:00 PM - 5:00 PM Pre-function area	L C Connecting CX to Business Strategy Meeting Rooms 1 - 4 (Pre-Conference Workshop)				
	4:00 PM - 5:00 PM		F Propel your CX Initiative with Low-hanging Fruit Meeting Rooms 1 - 4 (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	Registration Open 8:30 AM - 12:15 PM Pre-function area	General Session: Welcome (Location: Junior B&C / 30 minutes) - Includes BREAKFAST					
	9:00 AM - 10:50 AM		F Jump Start your CX Engine <i>Brandi Hobbs</i> Junior Ballroom A1 (2-hour Workshop)	T C Design Project Experience <i>Ryan Suydam</i> Meeting Rooms 1 + 2 (2-hour Workshop)	I T Creating PEAK Moments <i>Jen Newman/Blake Godwin</i> Meeting Rooms 3 + 4 (2-hour Workshop)	R L Engaging the Experience Economy <i>Chandra Storrusten</i> Junior Ballroom A2 + A3 (2-hour Workshop)	E L Stop Eating Your Leaders <i>John Doehring</i> Junior Ballroom D2 (2-hour Workshop)	
	10:50 AM - 11:15 AM		Break (25 minutes)					
	11:15 AM - 12:15 PM		L Core Values of CX in Action: 20 Years of Practice <i>Jim Reklis / Jeff Paine</i> Junior Ballroom D2 (1-hour Breakout)	F Role of Branding <i>Tim Asimos</i> Junior Ballroom A1 (1-hour Breakout)	T I Using Analytics to Visualize CX <i>Gerald Cox / Nathan Moore</i> Meeting Rooms 3 + 4 (1-hour Breakout)	I R Client UX Business Model <i>Eliot Wagonheim</i> Junior Ballroom A2 + A3 (1-hour Breakout)	R C CX Maturity Model <i>Ryan Suydam</i> Meeting Rooms 1 + 2 (1-hour Breakout)	
	12:15 PM - 1:30 PM		General Session: Keynote Speaker - James Kane (Location: Junior B&C / 75 minutes) - Includes LUNCH					
	1:30 PM - 1:45 PM		Break (15 minutes)					
	1:45 PM - 3:45 PM		L T Building a CX Playbook <i>Heather Denny</i> Junior Ballroom A1 (2-hour Workshop)	F L SME's CX Story: Pilot to Full Engagement <i>Dan Roeser</i> Junior Ballroom D2 (2-hour Workshop)	L C The Impacts CX and EX have on Mergers & Acquisitions <i>Blake Godwin + Zweig Group</i> Meeting Rooms 1 + 2 (2-hour Workshop)	R T Accelerate Sales through Delivery of Exceptional CX <i>Deb Knupp</i> Meeting Rooms 3 + 4 (2-hour Workshop)	E L Engage Top Talent and Prevent Burnout <i>Pete Atherton</i> Junior Ballroom A2 + A3 (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 PLUS Q&A (Location: Junior B&C / 1 hour)					
	5:30 PM - 7:30 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-celligence Award (Location: Junior B&C / 1 hour) - Includes BREAKFAST					
	9:00 AM - 9:15 AM		Break (15 minutes)					
	9:15 AM - 10:15 AM		L C Client Lifetime Value <i>Ryan Suydam / Brad Porterfield</i> Meeting Rooms 1 + 2 (1-hour Breakout)	F Driving CX in an Accounting Firm: A Case Study <i>Timothy Keith-Introhive Mitch Reno-Rehmann</i> Junior Ballroom D2 (1-hour Breakout)			R L Converting CX Into Financial Success <i>Mike Phillips</i> Junior Ballroom A2 + A3 (1-hour Breakout)	E Strong Organizational Design = CX + EX <i>Andrea Maciejewski / Deb Knupp</i> Meeting Rooms 3 + 4 (1-hour Breakout)
	10:15 AM - 10:30 AM		Break (15 minutes)					
	10:30 AM - 11:30 AM			F C Activate a Promoter <i>Blake Godwin/James Howard</i> Meeting Rooms 1 + 2 (1-hour Breakout)		I L Creating Energy to Lead <i>Becky Jacobs</i> Junior Ballroom D2 (1-hour Breakout)	R L The Cycle of Feedback <i>Lee Jordan</i> Meeting Rooms 3 + 4 (1-hour Breakout)	E I Culture, Culture, Culture <i>Steven Keith/Jamie Spreitzer</i> Junior Ballroom A2 + A3 (1-hour Breakout)
	11:30 AM - 1:00 PM		General Session: <i>CX Panel Discussion with Firm Leaders and CX Gurus</i> Ask you questions...Clarify your firm's next steps (Location: Junior B&C / 1.5 hour) - Includes LUNCH					
	1:00 PM - 1:30 PM		Registration Open 1:00 PM - 1:30 PM Prefunction area	Thank you for being part of the CXps 2019 Community				

* Meeting rooms tentative