

CXps 2020 - Schedule-at-a-Glance

Wednesday, May 13, 2020	8:00 AM - 8:45 AM	Registration Open 8:00 AM - 11:45 AM Pre-function area	General Session: Welcome (Location: Junior B&C / 30 minutes) - Includes BREAKFAST						
	8:45 - 9:00 AM		Break (15 minutes) - Exhibit Area Open						
	9:00 - 9:15 AM		Meeting Expectations: The Makings of a Great Client Meeting Mike Phillips Junior Ballroom A1	Leveraging the Ideal Client Profiles to Impact CX & EX in Your Firm Alex Merbach Junior Ballroom A2/A3	Connecting Revenue to Joy Greg Kihlstrom Junior B&C	Connecting the Dots: Leveraging BX, CX, and EX Ida Cheinman Junior Ballroom D1/D2	Title : To Be DETERMINED Deborah McMurray Meeting Rooms 1/2	Building the Business Case in your firm for CX Blake Godwin Meeting Rooms 3/4	
	9:15 - 9:30 AM								
	9:30 - 9:45 AM								
	9:45 - 10:00 AM								
	10:00 - 10:15 AM								
	10:15 - 10:30 AM								
	10:30 - 10:45 AM								
	10:45 - 11:00 AM								
	11:00 - 11:15 AM		Exhibit Area Open						
	11:15 - 11:30 AM	Industry Solutions Session Clearview Junior A1	Industry Solutions Session Client Savvy Junior A2/A3	Exhibit Area Open		Industry Solutions Session Zweig Group Meeting Rooms 1/2	Industry Solutions Session AEC Business Solutions Meeting Rooms 3/4		
	11:30 - 11:45 AM			Exhibit Area Open					
	11:45 AM - 1:15 PM	General Session: Keynote Speaker - Deb Knupp (Location: Junior B&C / 90 minutes) - Includes LUNCH							
	1:15 - 1:30 PM	Registration Open 1:15 PM - 5:15 PM Pre-function area	Industry Solutions Session Talent Matters Junior A1	Industry Solutions Session Brayn Consulting Junior A2/A3	Exhibit Area Open		Industry Solutions Session Full Sail Partners Meeting Rooms 1/2	Industry Solutions Session Introhive Meeting Rooms 3/4	
	1:30 - 1:45 PM				Exhibit Area Open				
	1:45 - 2:00 PM				Exhibit Area Open				
	2:00 - 2:15 PM				Exhibit Area Open				
	2:15 - 2:30 PM				Exhibit Area Open				
	2:30 - 2:45 PM				Exhibit Area Open				
	2:45 - 3:00 PM				Exhibit Area Open				
	3:00 - 3:15 PM				Exhibit Area Open				
	3:15 - 3:30 PM				Exhibit Area Open				
	3:30 - 3:45 PM				Exhibit Area Open				
3:45 - 4:00 PM				Exhibit Area Open					
4:00 - 4:15 PM	The [Top Secret] Link between CX and Next Generation Leadership John Doehring Junior Ballroom A1	All About the Benjamins: Role of Pricing, Budgeting & Billing in CX Andrea Maciejewski Junior Ballroom A2/A3	How "Best Firms to Work For" Winners are Winning Hearts & Minds Chad Clinehens Junior Ballroom A2/A3	Converting CX to Captured Profits Ryan Suydam Junior Ballroom B&C	Jump Start Your CX Engine Brandi Hobbs Junior B&C	Leadership Style Under Pressure Hilary Pritchett & Sheila Jordan Junior Ballroom D1/D2	Hospitality Best Practices Ann Ashley Meeting Rooms 1/2	The Human Experience Deb Knupp Meeting Rooms 3/4	
4:15 - 4:30 PM									
4:30 - 4:45 PM									
4:45 - 5:00 PM									
5:00 - 5:15 PM									
5:15 - 5:30 PM									
5:30 PM - 7:30 PM	Casino Night Networking Reception - 21C Museum Hotel								

	8:30 AM - 9:30 AM	Registration Open 8:30 AM - 12:15 PM Pre-function area	General Session: Welcome / CX-celligence Award (Location: Junior B&C / 1 hour) - Includes BREAKFAST						
	9:30 - 9:45 AM		Break (15 minutes)						
	9:45 - 10:00 AM		The Human Experience Deb Knupp Junior Ballroom A1	Consistent Service Delivery Danny McPhaul Junior Ballroom A2/A3	Create a Communication Campaign Jennifer Karnitschnig & Karen Terminiello Junior Ballroom D1/D2	Being Human at Work Michele Rochon Meeting Rooms 1/2	Transform Your Client Experience Through Storytelling Alan Hoeffler Meeting Rooms 3/4		
	10:00 - 10:15 AM								
	10:15 - 10:30 AM								
	10:30 - 10:45 AM								
	10:45 - 11:00 AM								
	11:00 - 11:15 AM								

Thursday, May 14, 2020	11:00 - 11:15 AM			Capture Learning Round Table Discussions Junior Ballroom B&C			Meeting Rooms 3/4	
	11:15 - 11:30 AM							
	11:30 - 11:45 AM							
	11:45 AM - 12:00 PM							
	12:00 - 12:15 PM							
	12:15 - 1:00 PM	General Session: Networking Lunch (Location: Junior B&C / 45 minutes)						
	1:00 - 1:15 PM	Registration Open 1:00 PM - 4:15 PM Pre-function area		How CX & EX Drive Value-based Deciding Making & Profits Sarah Kinard & Blake Godwin Junior Ballroom A2/A3	PANEL - TO BE DETERMINE Junior Ballroom B&C	CX as a Cultural Adhesive Make it Sticky Steven Keith Junior Ballroom D1/D2		
	1:15 - 1:30 PM							
	1:30 - 1:45 PM							
	1:45 - 2:00 PM							
	2:00 - 2:15 PM							
	2:15 - 2:30 PM							
	2:30 - 2:45 PM							
	2:45 PM - 3:45 PM			Creating 2020 CX Vision in Your Company Mitch Reno Junior Ballroom B&C				
3:45 PM - 4:15 PM	Learning Recap / Closing Ryan Suydam Junior Ballroom B&C							
5:30 - 9:00 PM	Choose Your Own Adventure: Thursday Evening Networking Event							

Friday, May 15, 2020	8:00 AM - 9:00 AM	Breakfast & Client Feedback Tool User Group Client Savvy Team Junior Ballroom A1/A2/A3	
	9:00 AM - 9:15 AM	Break (15 Minutes)	
	9:15 AM - 11:00 AM	Client Experience Choose Your Adventure Workshop Client Savvy Team Junior Ballroom A1/A2/A3	
	11:00 AM - 11:45 AM	CXps Recap / Key Takeaways Ryan Suydam Junior Ballroom A1/A2/A3	
	11:45 AM - 12:00 PM	Closing Remarks	