

Registration 7:30 am - 5:00 pm						
8:00 AM - 8:45 AM	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 the Dots: Leveraging BX, CX, and EX Ida Cheinman Junior Ballroom D1/D2	Title: 2020 Next Big Thing: Service Metamorphosis 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	Connecting Revenue to Joy Greg Kihlstrom Junior B&C					
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						
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	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						
1:45 - 2:00 PM	Exhibit Area Open					
2:00 - 2:15 PM	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	Exhibit Area Open			
2:15 - 2:30 PM						
2:30 - 2:45 PM						
2:45 - 3:00 PM						
3:00 - 3:15 PM	Break (15 minutes)					
3:15 - 3:30 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	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
3:30 - 3:45 PM						
3:45 - 4:00 PM						
4:00 - 4:15 PM						
4:15 - 4:30 PM						
4:30 - 4:45 PM						
4:45 - 5:00 PM						
5:00 - 5:15 PM						
5:30 PM - 7:30 PM	Exhibit Area Open					
Registration 7:30 am - 5:00 pm						
8:30 AM - 9:30 AM	General Session: Welcome / CX-cellece Award (Location: Junior B&C / 1 hour) - Includes BREAKFAST					

Wednesday, May 13, 2020

Thursday, May 14, 2020	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						
	11:15 - 11:30 AM						
	11:30 - 11:45 AM			Capture Learning Round Table Discussions Junior Ballroom B&C			
	11:45 AM - 12:00 PM	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
	12:00 - 12:15 PM						
	12:15 - 1:00 PM	Break (15 minutes)					
	1:00 - 1:15 PM	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
	1:15 - 1:30 PM						
	1:30 - 1:45 PM	Break (15 minutes)					
	1:45 - 2:00 PM		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		
	2:00 - 2:15 PM						
	2:15 - 2:30 PM						
	2:30 - 2:45 PM						
	2:45 PM - 3:00 PM	Break (15 minutes)					
	3:00 PM - 4:00 PM			Creating 2020 CX Vision in Your Company Mitch Reno Junior Ballroom B&C			
4:00 PM - 4:30 PM			Learning Recap / Closing Ryan Suydam Junior Ballroom B&C				
5:30 - 9:00 PM	Break (15 minutes)						

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	

