

2019 FALL SYMPOSIUM AGENDA EVENT SCHEDULE

Time	Topic	Location
7:30a-1:00p	Registration	Atrium
8:30a-8:45a	Break, networking, exhibits, refreshments	Atrium
8:45a-8:50a	Opening Ceremonies, Mark Brody	Big Tex
8:50a-9:05a	State of Economy, Austin/Call Centers, Arthur Jackson	Big Tex
9:05a-10:00a	Keynote address, Jeff Toister	Big Tex
10:00a-3:30p	P.E.A.R.L Paragon Coaching Bar	Atrium
10:00a-3:30p	Demo Lab	Tower
10:00a-10:15a	Break, networking, exhibits, refreshments	Atrium
10:15a-11:15a	Breakout Session 1	
	a) Customer Experience: The Secret Sauce to Effective Customer Engagement, Rusty Langford	Longhorn
	b) Technology: Speed Matters, Head in the Right Direction, Alan Forster	Stadium
	c) Leadership: The Journey of Implementing Workforce Management, Stan Holmes	Bevo
	d) HR Panel: Recruitment & Retention	Balcones
11:15a-11:30a	Break, networking, exhibits, refreshments	Atrium
11:30a-12:30p	Breakout Session 2	
	a) Customer Experience: The Future of Customer Experience in the Call Center, Jim Iyooob	Longhorn
	b) Leadership: Front Line Warriors to Leaders, Michelle López	Bevo
	c) HR: Hiring Best Practices, Bob Lewis	Balcones
	d) Leadership Panel: Diversity & Inclusion	Stadium
12:30p-1:30p	Jeff Toister book signing, lunch, networking, exhibits	Atrium
12:30p- 2:30p	LegalZoom Boot Camp 4 Future Leaders Capstone Presentation	Big Tex
1:30p-2:30p	Breakout Session 3	
	a) Leadership: Creative Problem Solving, Ron Safarik	Longhorn
	b) Technology Panel: The Future of Contact Centers	Stadium
	c) HR: Energize & Engage Your Workforce, Melissa Love	Bevo
	d) Leadership: Leading with Authenticity, David Staab	Balcones
2:30p-3:00p	Break, networking, exhibits, refreshments	Atrium
3:00p-4:00p	Breakout Session 4	
	a) Customer Experience: Effective CX Strategies For Any Business, Robert Azman	Longhorn
	b) Leadership Panel: Women in Leadership	Stadium
	c) Technology Panel: Case Studies, Real Life Lessons	Balcones
4:00p-4:15p	Break, networking, exhibits, refreshments	Atrium
4:15p-4:30p	Closing Ceremonies: Grand Prize Drawings	Big Tex
4:30p-6:30p	Happy Hour	Atrium