



Retail Forum Agenda

September 25-28, 2017

Location: Magnolia Hotel | 818 17th Street | Denver, CO 80202 | 303.607.9000

HDI Program Manager: Allyson Rollins | Phone: 719-439-9742 | Email: allyson.rollins@ubm.com

Group Facilitator: Amy Eisenberg | Phone: 303-517-4559 | Email: amy.eisenberg@ubm.com

Please Bring: Any necessary information related to the topics on the agenda

Monday September 25

Arrival Day

5:00 pm – 7:00 pm	Registration: Take a moment to check in, pick up your name badge, meeting materials, sign a photo release and get your Rockies ticket if applicable.	LL outside The Magnolia Lounge
6:30 pm – 8:00 pm	Meet and Greet: Come join your peers for an informal gathering over appetizers and drinks.	The Magnolia Lounge

Tuesday September 26

7:30 am – 8:00 pm	Registration: Take a moment to check in, pick up your name badge, meeting materials, sign a photo release and get your Rockies ticket if applicable.	LL outside The Magnolia Lounge
7:45 am – 8:30 am	Breakfast	The Magnolia Ballroom
8:30 am – 9:00 am	HDI Welcome and Ice Breaker Activity – presented by Allyson Rollins, Program Manager	The Magnolia Ballroom
9:00 am – 9:15 am	Travel to Coors Field for our Site Tour	
9:15 am – 10:30 am	Coors Field Technology Team panel discussion: This an opportunity to ask questions of some of the Coors field IT department employees. What technology is behind the game, merchandise, ticket sales and food outlets? What is their disaster recovery plan? What tools do they use? How do the train the IT employees?	Enter at Gate C to Conference Room # 2
10:30 am – 11:30 am	Tour Coors Field	



11:30 am – 11:45 am	Walk back to the Magnolia Hotel	
11:45 am – 12:45 pm	Lunch	The Magnolia Ballroom
12:45 pm – 1:00 pm	Introductions: At your table please take some time to introduce yourself and share where you work.	Larimer
1:00 pm – 4:15 pm	SME: Skip Weisman - Communication <i>The 7 Deadliest Workplace Communication Sins.</i> This interactive session will introduce the seven biggest communication mistakes taking place in workplace. We will learn to recognize all seven communication sins, be able to identify specific ways they manifest, and learn simple ways to turn negatives around, limiting communication mistakes and begin building new positive communication habits. Key takeaways: There are only 3 outcomes that can result from any communication. 1) Why there is a 67% risk of damaging customer and teammate relationships with every communication. 2) The real dollars and cents cost of these communication mistakes to productivity and profits. 3) The 7 most common and damaging interpersonal communication mistakes. The 3 key reasons these communication mistakes occur. Simple tips, tools, and techniques that can be immediately applied to transform communication in any work environment. * Break when convenient	Larimer This is a joint session
4:15 pm – 4:40 pm	Free Time	
4:40 pm – 5:00 pm	Meet in the hotel lobby to travel to Coors Field. There will be a shuttle on a continuous loop from the hotel to Coors Field.	
5:00 pm – 6:30 pm	Pregame Picnic and Networking There will be a shuttle on a continuous loop from the hotel to Coors Field.	Platte River Picnic Area
6:30 pm – 9:30 pm	Colorado Rockies Game There will be a shuttle on a continuous loop from the hotel to Coors Field. Until 9:45 pm.	Section 316



Wednesday September 27, 2017

7:30 am – 8:00 am	Breakfast	The Magnolia Ballroom
8:00 am – 9:00 am	Speed Circuit Discussions: The main topic is Self- Service . We will have 8-10 tables with topics that relate to self-service. During this hour you will have the opportunity to network and talk with all attendees by visiting each table discussing each topic as it relates to self- service. This has been an attendee favorite for the past year.	The Magnolia Ballroom
9:00 am – 10:00 am	Case Study: Self Service Center Implementation by Joey from Jason's Deli.	Boardroom 160
10:00 am – 10:15 am	Break	Boardroom 160
10:15 am - 10:45 am	Show and Tell: Ticketing Systems	Boardroom 160
10:45 am – 12:00 pm	Roundtable Discussion: Problem vs Major Incident. How do you define each? How do you categorize issues in your ticketing system?	Boardroom 160
12:00 pm – 1:00 pm	Lunch	The Magnolia Ballroom
1:00 pm – 3:30 pm	SME Session / Workshop: Jeff Rumburg – The CSI Imperative! The advent of Chief Service Officers and Chief Improvement Officers offer telling clues about why some support organizations succeed at institutionalizing continual service improvement while most others fail. For these pioneering companies, CSI is not a mere slogan, project or program, but rather a core discipline that is carefully developed, nurtured, and managed over time. In this presentation, Mr. Rumburg, who has been retained as an IT service and support expert by some of the world's largest corporations, will present case studies of support organizations that have successfully built a culture and discipline of continual service improvement. Additionally, he will provide a sample CSI timeline and an empirical model for Continual Service Improvement.	Larimer / Champa (joint session)

Attendees will learn about the core discipline of CSI, the role of chief service and chief improvement officers, common pitfalls of implementing CSI, and the five success factors for effective CSI.

- Break when convenient

3:30 pm – 3:35 pm	Break	Change meeting space
3:35 pm – 5:00 pm	SME Rae Ann Bruno will present, Engaging employees; closing the generation gap. Many organizations focus on attracting and retaining employees, but to get the results we desire, we need to motivate and engage our employees and teams to deliver better customer service. With several generations in the workforce, a "one size fits all" approach to motivation and engagement doesn't work. Attend this session to learn what motivates each generation and how you can create an environment where your teams will be highly engaged, productive, and successful.	Glenarm (joint session)
5:00 pm – 5:15 pm	Break	
5:15 pm – 5:30 pm	Meet in the hotel lobby and walk to LIME	
5:30 pm – 6:30 pm	Group Happy Hour and Networking Reception	Lime
6:45 pm or 7:00 pm	Dutch dinner reservations – be sure to sign up for one at the registration table.	

Thursday September 28, 2017

7:45 am – 8:30 am	Breakfast	The Magnolia Lounge
8:30 am – 9:00 am	Celebrate Successes - What initiatives do you support or have you implemented? Perhaps your challenges are more apparent, you can share your biggest challenge instead.	Boardroom 160
9:00 am – 10:00 am	Roundtable Discussion: Dashboards how to tell the story, the business value not just the metrics. What do you share with the executive staff?	Boardroom 160



10:00 am – 11:00 am	Facilitated Open Discussion / Parking Lot: This is an opportunity for open discussion regarding challenges faced, successes experienced, tools, RFPs, vendors etc. Take this time to ask questions of your peers, share ideas or generate topics that are not mentioned on the agenda. What are some current issues faced by IT Support Services that you would like to discuss? Use your post it notes to capture your thoughts throughout the day not pertaining to the agenda items. Utilizing the parking lot area in the meeting room, stick your topic, idea or question in the designated area to be discussed at this time during the day.	Boardroom 160
11:00 am – 11:30 am	The One Thing: This is an opportunity to share what your key takeaways are from the meeting. What will you take back to your organization and begin to implement?	Boardroom 160
11:30 am – 12:00 pm	Future Topics Discussion: Discuss any future topics, case studies or implementations you would like to discuss at future Forum meetings. Amy will work with Allyson Rollins to build the next agenda based on the topics list and your feedback. – Volunteers needed to meet with Allyson and Amy 1 X per month for the 2018 Desktop Steering Team.	Boardroom 160
12:00 pm	Leadership Forum Concludes: Be sure Take your Forum surveys and post any information to HDIConnect group site.	