

Convention September 25 & 28 // COACH U September 28 & 29

Schedule of Events

Sunday, September 24

4:00 – 6:00pm Board Meeting

6:00 – Board Dinner

Monday, September 25

12:00 – 4:00 Exhibit Hall Set Up

6:00 – 8:00pm Convention Opening Reception

Tuesday, September 26

7:00am Walk with Michael

8:00 – 9:00am Networking Breakfast

9:00 – 9:20am A Purposeful Land Acknowledgement, Welcome and Opening Remarks
President Leslie Wilson

9:20 – 10:00am Indigenous Smudging Ceremony

10:00 – 11:00am **Keynote with Michelle Cederberg**

The Success-Entergy Reset

11:00 – 11:15am Coffee Break:

11:15 – 12:00am **Happy on Purpose – Talent Recruitment & Retention**

Panel: Heather Eles-Benevity, Ryan Demchuk & Julia Irwin

12:00 – 1:00pm Luncheon

1:00 – 1:10pm **Address from Presenting Sponsor: Amtelco**

1:10 – 1:45pm **A Purposeful Culture – Utilizing Business as a Force for Good**

Fireside Chat: Desiree Bombenon, Scott Lyons & Randy Poon

1:45 – 2:30pm **Purposefully Dealing with VUCA**

Mini Ted Talk: Alicia Planincic BCA, Deborah Yedlin CEO Calgary Chamber of Commerce

2:30 – 3:00pm Networking Break

3:00 – 3:10pm **Address from Executive Sponsors: Singlecomm**

3:10 – 4:00pm **Marketing with Purpose**

Panel: Ryan Townend, Willian Joseph, Lisa Genovese & Melanie MacDonald

4:00 – 5:30pm Wine & Beer with the Vendors

Wednesday, September 27

7:00am

Walk with Michael

8:00 – 9:00am Networking Breakfast

9:00 – 9:15am Welcome from ATSI President Jim Reandeau

9:15 – 10:00am **Keynote with Dr. Shimi Kang – A Science-based approach to Self-Development & Mental Health**

10:00 – 10:15am **Break & Book Signing**

10:15 - 11:00am **Call Centers Bold & Purposeful Future**

Panel: Neeraj Gupta & Jim Gibson

11:00 – 11:15am **Address from VIP Sponsors: Startel, Dedicated People**

Address from Supporting Sponsor: Cloud Consult

11:15am - 12:00pm **CAM-X Annual General Meeting**

12:00 – 1:00pm Luncheon

1:00 – 1:45pm **Inclusion with Purpose – Explore IDEA**

Resource Speaker: Brian Lanier

1:45 – 2:05pm **Address from Supporting Sponsor: Szeto**

Address from Sponsors: Explora, CallShaper, Call2Call

2:05 – 2:30pm Networking Break

2:30 – 3:30pm **Finding Purpose through Adversity (Residential School Survivor)**

Moderated Chat: Anne Harding with Elder Doreen Healy

3:30 – 4:30pm **Spin the Wheel Round Table Networking**

6:00pm Closing Social: Hoedown at the King Eddy

Thursday, September 28

9:30 – 10:00am Coffee Station & Continental Breakfast

10:00 – 10:45am **Dare to Lead with Purpose**

Workshop: Jenn Lofgren

10:45 – 11:30am **Closing Keynote with Alvin Law**

Purposeful Inspiration

11:30 – 12:00pm Networking Break

12:00 – 2:00pm **Awards Luncheon – Convention Closing**

COACH U Program Bonavista Room

2:30 – 3:00pm **Employee Incentives – Culture Building**

Joey McDonough from SureCall

3:30 – 3:45pm Coffee Break

3:45 – 5:00pm **Round Table Networking**

Friday, September 29

8:30 – 9:00am Networking Breakfast

9:00 – 9:45am **Goal Planning / Smart Planning**

Jen Ferby from AnswerPlus

9:45 – 10:30am **Bud to Boss**

Leslie Wilson from Teleconnect International

10:30 – 10:45am Coffee Break

10:45 – 11:15am **Train the Trainer**

Sabrina Perron and Mia Michaud from i24 Call Management

11:15 – 12:00pm **Conflict Resolution – Closing the Gap**

Sharron Koring & Megan Likuski from Intercon Messaging

12:00 – 1:00pm Lunch

1:00 – 1:30pm **CAM-X Update Erika and Linda**

1:30 – 2:30pm **Shifting States**

Randelle from Rare Method

2:30 – 2:45pm Coffee Break

2:45 – 3:30pm **How to Teach Team Building**

Gloria Tonne from Intercon Messaging

3:30 – 5:00pm **Round Table Networking**

