Below is a general outline. This is not the formal agenda. Times & topics subject to change.

## <u>Day 1</u>

- 8:30am Introduction Opening Remarks
- 9:15am Leadership Guest Speaker
- 10:00am Relentless Reputation Management Tony Hoty
- 10:45am Break
- 11:00am Call Center Excellence Megan Beattie
- 12:15pm Lunch
- 1:30pm Customer Care / Installation Marketing Tony Hoty
- 2:15pm Event Marketing Megan Beattie
- 3:00pm Break
- 3:15pm Spectacular Sponsorship Programs Richard Begalla
- 4:00pm Finance Panel of Experts Creative Financing
- 4:30pm Guest Speaker Converting Nebulous Leads
- 5:00pm Conclude

## Day 2

- 8:30am Welcome, Recap Take a ways
- 8:45am Door to Door Canvassing in 2024
- 9:30am Recruiting Marketers Chris Williamson
- 10:15am Break
- 10:30am Retail Store Marketing Opportunities
- 11:15am Outbound Calling & Marketer Accountability
- 12:00pm Lunch
- 1:30pm Dynamic Direct Mail Campaigns
- 2:15pm Technology Panel
- 2:45pm Closing Remarks
- 3:00pm Conclude