Pink17 – Customized Agenda: Jack Probst's Picks (Principal Consultant, Pink Elephant)

Jack has created an agenda for those who have interest in Business Relationship Management, including communications and exercising influence within and across an organization. Managing strong internal and external partnerships is a must-have set of skills and competencies for today's progressive IT professionals.

Pre-Conference Courses: February 15-19, 2017	
Choose from 9 courses. Jack recommends these options: • Organizational Change Management Foundation – February 15 - 17	
Date & Time	**Track & Session**
Sunday, February 19, 2017	
4:00 p.m. - 5:00 p.m.	**Sunday Optimizer** *Business Relationship Management Focus Group* **Jack Probst**, Principal Consultant, Pink Elephant
5:00 p.m. - 7:00 p.m.	**Welcome Reception: Exhibition Showcase Open**
Monday, February 20, 2017	
7:15 a.m. - 8:15 a.m.	**Breakfast Club** *Beyond KPIs: The Next-Generation ITSM Analytics* **Mark Gabbard**, Director Of Product Marketing, Numerify
8:30 a.m. - 10:10 a.m.	**Conference Welcome & Opening Remarks** **Opening Keynote: On The Edge: Leadership Lessons From Mount Everest** **Alison Levine,** Author & First American Women's Everest Expedition Team Captain
10:30 a.m. - 11:30 a.m.	**Track 10 – Communication** *Everyone Communicates, Few Connect: What The Most Effective People Do Differently* **Jack Probst**, Principal Consultant, Pink Elephant
11:45 a.m. - 12:45 p.m.	**Track 9 – Tools & Technology** *Best Practices For IT Customer Satisfaction* **Jarod Greene**, Vice President Of Product Marketing, Cherwell Software
1:00 p.m. - 2:00 p.m.	**Track 9 – Tools & Technology** *What Is A Mobile-First Service Management Platform?* **Evan Carlson**, Vice President Of Sales, EasyVista
2:15 p.m. - 3:15 p.m.	**Track 5 – ITIL® – Ten Years Later** *An Unexpected Journey: Solving Real-World Problems, Building Partnerships & Slaying IT Dragons Along The Way* **Elaine Lauritzen**, Managing Director, OIT Support Services, Office Of IT, Brigham Young University
3:45 p.m. - 4:45 p.m.	**Power Hour** *Slicing Through The Noise: Powerful Communication For Leadership & Professional Success* **Barry Maher**, Communication Expert & Author, Barry Maher & Associates
5:00 p.m. - 7:30 p.m.	**Networking Reception**

Tuesday, February 21, 2017	
7:15 a.m. - 8:15 a.m.	**Breakfast Club** *What IT Managers Need To Know About Lean Management* **Troy DuMoulin**, VP, Research & Development, Pink Elephant
8:30 a.m. - 10:10 a.m.	**Keynote Address: Full Of Heart: My Story Of Survival, Strength & Spirit** **J.R. Martinez**, Author, US Army Veteran, Advocate **IT Excellence Awards Presentations**
10:30 a.m. - 11:30 a.m.	**Track 1 – IT Leadership** *Lead, Follow, Or Wallow: Inspiring Personal Leadership* **Jim Clemmer**, President, Clemmer Group
11:45 a.m. - 12:45 p.m.	**Track 2 – IT Strategic Management** *Learning From Failure…Is It Possible?* **Jack Probst**, Principal Consultant, Pink Elephant
1:00 p.m. - 2:00 p.m.	**Track 7 – Organizational Change Management** *Leading Change: Kotter's 8-Step Model* **Gary Case**, Principal Consultant, Pink Elephant
2:15 p.m. - 3:15 p.m.	**Track 1 – IT Leadership** *The Top 10 Factors Of Innovation Leaders* **Jim Clemmer**, President, Clemmer Group
3:45 p.m. - 4:45 p.m.	**Power Hour** *Who Wants To Be A Great IT Leader?* **David Ratcliffe**, President, Pink Elephant
6:00 p.m. - 9:00 p.m.	**PinkCAFÉ & PinkPATIO**
Wednesday, February 22, 2017	
7:15 a.m. - 8:15 a.m.	**Breakfast Club** *The 4 Disciplines Of Execution: Authors Chris McChesney & Sean Covey* **Gary Case**, Principal Consultant, Pink Elephant
8:30 a.m. - 10:10 a.m.	**Keynote Address: Leading & Managing Change In The New Reality** **Eric Boles,** President, Game Changers Inc. **IT Excellence Award Presentation: Case Study Of The Year**
10:30 a.m. - 11:30 a.m.	**Track 10 – Communication** *Two Communication Models Every Leader Must Understand* **Robin Hysick**, Management Consultant, Pink Elephant
1:00 p.m. - 3:45 p.m.	**Track 12 – Half-Day Workshop** *Influence Without Authority* **Jack Probst**, Principal Consultant, Pink Elephant
4:00 p.m.	**Conference Ends**
Post-Conference Courses: February 23-25, 2017	

Choose from 6 courses. Jack recommends these options:

- Business Relationship Management Professional – February 23 - 25

Note*: Sessions and courses are subject to change. Please visit our website for the latest updates to the conference schedule.*