



Pink18 – Customized Agenda: Robin Hysick’s Picks

Robin has created this agenda for the aspiring Change Agent. This schedule would perfectly suit any professional working toward managing and leading change in their organization. The sessions complement this goal and deliver relevant content to help you reach your destination.

Pre-Conference Courses: February 14-18, 2018	
Choose from 9 courses. Robin recommends the following courses:	
<ul style="list-style-type: none"> Organizational Change Management Foundation – February 14-16, 2018 	
Date & Time	Track & Session
Sunday, February 18, 2018	
4:00 p.m. - 5:00 p.m.	Pre-Conference Optimizers <i>Essential Knowledge: Understanding & Applying The Change Management Body Of Knowledge (CMBOK) From The Change Management Institute</i> Robin Hysick , Organizational Development Advisor, Pink Elephant
5:00 p.m. - 7:00 p.m.	Welcome Reception & Exhibition Showcase Open
Monday, February 19, 2018	
7:15 a.m. - 8:15 a.m.	Early Risers <i>Essential Knowledge: How Everything Needs To Be Designed & Re-Designed With Lean Thinking</i> Beverly Parker , Management Consultant, Pink Elephant
8:30 a.m. - 10:10 a.m.	Conference Welcome & Opening Remarks Keynote Address: Better & Faster – The Proven Path To Unstoppable Ideas Jeremy Gutsche , Innovation Keynote Speaker, CEO & Award-Winning Author
10:30 a.m. - 11:30 a.m.	Track 1: IT Leadership <i>How Leaders Enable Service Excellence By Developing Their People</i> Jennifer Brumbaugh , Strategist, Pinnacle Productivity
11:45 a.m. - 12:45 p.m.	Track 9: Tools & Technology <i>Manual Incident Response Costs Organizations A Fortune & Ruins People’s Lives!</i> Vincent Geffray , Senior Director Of Product Marketing, IT Alerting, Everbridge
1:00 p.m. - 2:00 p.m.	Track 9: Tools & Technology <i>Leading A Successful ITSM Tool Implementation</i> David Mainville , CEO & Co-Founder, Navvia
2:15 p.m. - 3:15 p.m.	Track 10: Communication <i>“I Said Thank You! What More Do They Want?” The 5 Languages Of Appreciation That Will Transform Your Workplace Culture</i> Karen Tierney , ITSM Senior Analyst, Corning; Certified Facilitator, <i>The 5 Languages of Appreciation in the Workplace</i>
3:35 p.m. - 4:45 p.m.	Power Hour <i>The 7 Habits Of Highly Effective People & Leaders – Through A Lean Lens</i> Troy DuMoulin , VP, Research & Development, Pink Elephant
5:00 p.m. - 7:30 p.m.	Networking Reception & Exhibition Showcase Open



Tuesday, February 20, 2018	
7:15 a.m. - 8:15 a.m.	Track 7: Organizational Change Management <i>The Yellow Brick Road & The Effective Organizational Change Manager</i> Robin Hysick , Organizational Development Advisor, Pink Elephant
8:30 a.m. - 10:10 a.m.	Keynote Address: Moving To Great – Understanding The Best In Life & Work Eric Boles , Game Changers Inc IT Excellence Awards Presentation: Innovation Of The Year, Project Of The Year & Leader Of The Year
10:30 a.m. - 11:30 a.m.	Track 7: Organizational Change Management <i>Leading Change: Kotter's 8-Step Model</i> Gary Case , Principal Consultant, Pink Elephant
11:45 a.m. - 12:45 p.m.	Track 9: Tools & Technology <i>Five Self-Service Building Blocks To Increase Adoption & Prepare For The Future</i> Justin Roux , Director, Product Marketing & Program Management, EasyVista
1:00p.m. - 2:00 p.m.	Track 9: Tools & Technology <i>Who Has A Seat In The CIO Boardroom?</i> Rajesh Ganesan , Director, Product Management, ManageEngine
2:15p.m. - 3:15 p.m.	Track 10: Communication <i>Communication Delivered – But Is Your Message Being Understood?</i> Joe Foster , Client Services Manager, Sempra Energy
3:35 p.m. - 4:45 p.m.	Power Hour <i>Great Balls Of Fire! How To Stay Motivated No Matter What!</i> Denise Ryan , Motivational Pyromaniac, Firestar Speaking
Wednesday, February 21, 2018	
7:15 a.m. - 8:15 a.m.	Track 10: Communication <i>Communicate To The Power Of 10!</i> Robin Hysick , Organizational Development Advisor, Pink Elephant
8:30 a.m. - 10:00 a.m.	Keynote Address: How Top Leaders & Organizations Drive Business Results Through Trust David Horsager , The Trust Edge™ Closing Remarks & IT Excellence Award Presentation: Case Study Of The Year
10:20 a.m. - 11:30 a.m.	Track 7: Organizational Change Management <i>9 Guiding Principles Of Successful ITSM Implementations</i> Beverly Parker , Management Consultant, Pink Elephant
1:00 p.m. - 3:45 p.m.	Track 11: Half-Day Workshops <i>Are You A Learning Organization & Why Should You Be One?</i> Jack Probst , Principal Consultant, Pink Elephant
3:45 p.m.	Conference Ends
Post-Conference Courses: February 22-24, 2018	
Choose from 8 courses. Robin recommends the following courses:	
<ul style="list-style-type: none"> NEW! Integrated Service Management Essentials – February 22-23, 2018 	

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

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