

Sample Agenda: Organizational Change Management

We've created several "Sample Agendas" to address specific roles and areas of focus. Check our website for all of them!

Organizational Change Management addresses the all important people side of change. This sample agenda will help you understand how to lead change and transition individuals and teams to a desired future state, and will also address how to manage new business processes related to changes in organizational structure and culture.

Do you want us to create a personalized agenda just for you? Call our Customer Service Team at 1-888-273-PINK. We're happy to help.

Pre-Conference Courses – choose from one of the following:

- ITIL® 4 Foundation– February 15-17, 2019
- Lean IT Foundation – February 16-17, 2019

Sunday, February 17, 2019

Time	Session
4:00pm - 5:00pm	Pre-Conference Optimizer <i>OCM Optimizer: Understanding & Applying Organizational Change Management</i> Robin Hysick , Organizational Development Advisor, Pink Elephant
5:00pm - 7:00pm	Welcome Reception & Exhibition Showcase

Monday, February 18, 2019

Time	Session
7:15am - 8:15am	Early Riser Session <i>Leading Change: Best Practices</i> Gary Case , Principal Consultant, Pink Elephant
8:30am - 10:10am	Conference Welcome & Opening Remarks Keynote Address: Make Your Bed: Little Things That Can Change Your Life...And Maybe The World Admiral William H. McRaven , USN (Ret.)
10:30am - 11:30am	Track 6 <i>Don't Fear Change, Embrace It! How A Global Service Desk Transformation Is Enabled By Leadership & Cultural Change</i> Michiel van der Weijden , Manager Global Service Desk, Vanderlande
11:45am - 12:45pm	Track 8 <i>DevOps Is Not Enough</i> Richard Knaster , SAFe Fellow, Methodologist & Principal Consultant, Scaled Agile Inc.
1:00pm - 2:00pm	Track 8 <i>Deploying Virtual Agents For Awesome Employee Experiences</i> Gerald Beaulieu , Director, Product Marketing, ServiceNow
2:15pm - 3:15pm	Track 6 <i>Creating A Disney-Like Customer Experience With IT Humans...Believe Me, It Is Possible</i> Mark Morrell , Director Of Customer Service – Office Of OIT, Brigham Young University
3:35pm - 4:45pm	Power Hour <i>Great Balls Of Fire! How To Stay Motivated No Matter What!</i> Denise Ryan , Motivational Pyromaniac, Firestar Speaking
5:00pm - 7:30pm	Networking Reception



Tuesday, February 19, 2019

Time	Session
7:15am - 8:15am	Early Riser Session <i>ITIL® – Get Your Update Here!</i> Troy DuMoulin , VP, Research & Development, Pink Elephant
8:30am - 10:10am	Keynote Address: Building World Class Teams: The 8 Essential Elements Of Human Synergy Robyn Benincasa
10:30am - 11:30am	Track 6 <i>The Secrets To Herding Cats & Employee Engagement</i> Lisa Lindenfelser , Organizational Change Management Manager, Dart Container
11:45am - 12:45pm	Track 8 <i>How Team Dynamics Influence Your Team Velocity</i> Richard de Boer , Lead Trainer & Senior Consultant, Pink Elephant Netherlands
1:00pm - 2:00pm	Track 8 <i>ALPHA Testing Session: ITIL 4 Higher Levels!</i> Margo Leach , Chief Product Officer, AXELOS
2:15pm - 3:15pm	Track 6 <i>IT Professionals Need To Become 'Human-Centered' Change Agents</i> Kirsten Eriksen , Senior Consultant, Equinox IT
3:35pm - 4:45pm	Power Hour <i>Work With Me: The 8 Blind Spots Between Men & Women In Business</i> David Ratcliffe , President, Pink Elephant
5:00pm - 7:00pm	Networking Reception

Wednesday, February 20, 2019

Time	Session
7:15am - 8:15am	Early Riser Session <i>Wheels Of Fire</i> Jack Probst , Principal Consultant, Pink Elephant
8:30am - 10:10am	Keynote Address: IT Leadership Lessons Learned From “Back To The Future” David Ratcliffe , President, Pink Elephant, George Spalding , Executive Vice President, Pink Elephant, Troy DuMoulin , VP, Research & Development, Pink Elephant Closing Remarks & IT Excellence Awards Presentation: Case Study Of The Year
10:30am - 11:30am	Track 6 <i>Understanding Lewin's Model: Unfreeze. Change. Refreeze.</i> Robin Hysick , Organizational Development Advisor, Pink Elephant
1:00pm - 3:45pm	Half-Day Workshops <i>Lean Leadership – Establishing A Culture Of Engagement, Accountability & Execution</i> Troy DuMoulin , VP, Research & Development, Pink Elephant
3:45pm	Conference Ends

Post-Conference Courses – choose from one of the following:

- DevOps Essentials – February 21-23, 2019
- Organizational Change Management Foundation – February 21-23, 2019
- Integrated Service Management Essentials – February 21-22, 2019
- DevOps Leadership – February 21-23, 2019
- ITIL 4 Foundation – February 21-23, 2019
- Lean IT Leadership – February 21-23, 2019

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