

## Sample Agenda: Leadership and Organizational Change Management

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

### Monday, February 16, 2026

Time	Session
8:30 AM – 11:30 AM	<p><b>Pre-Conference Monday Workshops – <u>Exclusive to Executive VIP Passholders</u></b>  <i>Better OUTCOMES...Lead the way with Performance Excellence!</i>  <b>Steve Wrenn</b>, Executive Advisor and former CIO</p> <p>OR</p> <p><b>Pre-Conference Monday Workshops – <u>Exclusive to Executive VIP and Platinum Passholders</u></b>  <i>What It Really Takes to Establish and Manage a Highly Effective Business Relationship Management Process</i>  <b>George Spalding</b>, VP and Executive Consultant, Pink Elephant</p>
1:00 PM – 4:00 PM	<p><b>Pre-Conference Monday Workshops – <u>Exclusive to Executive VIP Passholders</u></b>  <i>Harnessing AI in the Workplace for Transformative Leadership</i>  <b>Troy DuMoulin</b>, VP, Research and Development, Pink Elephant</p> <p>OR</p> <p><b>Pre-Conference Monday Workshops – <u>Exclusive to Executive VIP and Platinum Passholders</u></b>  <i>What It Really Takes to Manage a Highly Integrated and Business-Focused Service Desk</i>  <b>Matthew Bowles</b>, Principal IT Management Consultant, Pink Elephant</p>
4:30 PM – 5:30 PM	<p><b>Track 1 – Navigating Organizational Change Management the Starfleet Way</b>  <i>Navigating Change: Essential Organizational Change Management (OCM) Models for IT Leaders</i>  <b>Charlie Miles</b>, Principal IT Management Consultant, Pink Elephant</p>
5:30 PM – 7:30 PM	<p><b>Monday Evening Networking Reception</b></p>

### Tuesday, February 17, 2026

Time	Session
7:15 AM – 8:15 AM	<p><b>Early Risers</b>  <b>Track 2 – IT Leadership: Engage!</b>  <i>What Every IT Leader Should Know about 'Process Maturity'</i>  <b>Matthew Bowles</b>, Principal IT Management Consultant, Pink Elephant</p>
8:30 AM – 10:10 AM	<p><b>Conference Welcome and Opening Remarks</b>  <b>Keynote Address: 100 Things – Unlock Limitless Possibility</b>  <b>Sebastian Terry</b>, Author, Goal Setting and Striving Expert, Founder of 100 Things, TV Host</p>
10:30 AM – 11:30 AM	<p><b>Track 1 – Navigating Organizational Change Management the Starfleet Way</b>  <i>When "Make It So" Is Not Enough to Drive Change (ITSM Process Ownership in a Quasi-Matrix)</i>  <b>Mary Stevens</b>, Portfolio Director, Help, Support, and Operations, Brigham Young University</p>



11:45 AM – 12:45 PM	<p><b>Attend Networking Lunch or Concurrent Session:</b></p> <p><b>Track 4: The Next Generation IT Service Management: integratedITSM™</b>  <i>Trek Talk – Business Relationship Management</i>  <b>Matthew Bowles</b>, Principal IT Management Consultant, Pink Elephant</p>
1:00 PM – 2:00 PM	<p><b>Attend Networking Lunch or Concurrent Session:</b></p> <p><b>Track 3: Boldly Going: Charting New Frontiers in Technology</b>  <i>From IT Experience Data to Daily Impact: Turning Benchmark Insights into Action</i>  <b>Sakari Kyrö</b>, Product Strategy Lead, HappySignals</p>
2:15 PM – 3:15 PM	<p><b>Track 2 – IT Leadership: Engage!</b>  <i>Made to Stick</i>  <b>Jack Probst</b>, Ed.D., Principal IT Management Consultant (retired), Pink Elephant</p>
3:35 PM – 4:45 PM	<p><b>Power Hour</b>  <i>Great Balls of Fire!</i>  <b>Denise Ryan</b>, FireStar Speaking</p>
5:00 PM – 7:00 PM	<p><b>Tuesday Evening Networking Reception and Exhibition Showcase</b></p>

**Wednesday, February 18, 2026**

<b>Time</b>	<b>Session</b>
7:15 AM – 8:15 AM	<p><b>Early Risers</b>  <b>Track 3 – Boldy Going: Charting New Frontiers in Technology</b>  <i>Beam Me Up, Scotty: How AI Is Advancing IT Service Management and Elevating Productivity</i>  <b>George Spalding</b>, VP and Executive Consultant, Pink Elephant</p>
8:30 AM – 10:10 AM	<p><b>2026 ITSM Hall of Fame Awards Induction</b>  <b>Keynote Address: Navigating the Digital Frontier: AI, Technology, and the Future of Thought</b>  <b>Nicholas Carr</b>, Journalist, Author, Pulitzer Prize Finalist</p>
10:30 AM – 11:30 AM	<p><b>Track 2 – IT Leadership: Engage!</b>  <i>Navigating the Storm: Leading High-Performing IT Teams through Disruption</i>  <b>Troy DuMoulin</b>, VP, Research and Development, Pink Elephant</p>
11:45 AM – 12:45 PM	<p><b>Attend Networking Lunch or Concurrent Session:</b></p> <p><b>Track 4 – The Next Generation IT Service Management: integratedITSM™</b>  <i>Trek Talk – Experience Management Unraveled</i>  <b>Matthew Bowles</b>, Principal IT Management Consultant, Pink Elephant</p>
1:00 PM – 1:45 PM	<p><b>Attend Networking Lunch or Concurrent Session:</b></p> <p><b>Track 4 – The Next Generation IT Service Management: integratedITSM™</b>  <i>Trek Talk – Leveraging Lean Principals in ITSM</i>  <b>George Spalding</b>, VP &amp; Executive Consultant, Pink Elephant</p>
2:00 PM – 4:00 PM	<p><b>Track 1 – Peaceful Easy Feeling: Organizational Change Management</b>  <i>Leadership Lessons from Star Trek</i>  <b>Joe Hayes</b>, Senior Vice President &amp; COO Private Client Services, Marsh McLennan and  <b>Chris Flanagan</b>, Chief Information Officer, Vault</p>
4:15 PM – 5:15 PM	<p><b>Power Hour</b>  <i>The Power of Storytelling – Why It’s a Necessary Leadership Skill</i>  <b>Jack Probst</b>, Ed.D., Principal IT Management Consultant (Retired), Pink Elephant</p>
5:15 PM – 7:00 PM	<p><b>Wednesday Evening Social</b></p>

Thursday, February 19, 2026

Time	Session
7:15 AM – 8:15 AM	<b>Early Risers</b> <b>Track 4 – The Next Generation IT Service Management: integratedITSM™</b> <i>From Numbers to Storytelling with Data</i> <b>Robin Hysick</b> , Senior IT Management Consultant, Pink Elephant
8:30 AM – 10:10 AM	<b>Closing Remarks</b> <b>Closing General Session: Top Emerging Business and IT Trends, and Considerations for ITSM</b> <b>David Ratcliffe</b> , President, Pink Elephant <b>Troy DuMoulin</b> , VP, Research and Development, Pink Elephant <b>Alan Nance</b> , Strategic Technology Leader, Pioneer of ITSM, Digital Experience Expert <b>Chris Flanagan</b> , Chief Information Officer, Vault <b>Phyllis Drucker</b> , Author, Service Management Thought Leader
10:30 AM – 11:30 AM	<b>Track 1 – Navigating Organizational Change Management the Starfleet Way</b> <i>The King's Gambit: Leadership Lessons from Chess</i> <b>Phyllis Drucker</b> , Author, Service Management Thought Leader
11:30 AM – 1:30 PM	<b>Networking Lunch</b>
1:30 PM – 4:30 PM	<b>Track 3 – Boldly Going: Charting New Frontiers in Technology</b> <i>AI Augmented ITSM</i> <b>Troy DuMoulin</b> , VP, Research and Development, Pink Elephant
5:00 PM – 6:00 PM	<b>Thursday 'End of Mission' Happy Hour</b>
6:00 PM	<b>Conference Ends</b>

**The program is subject to change. Check Pink's website or the conference app (which is available mid January) for the most up-to-date hour-by-hour schedule.**