



AGENDA

- 8 a.m. **Registration / Continental breakfast**
- 8:30 a.m. **Welcome and kick-off**
Presented by Kim Turner
- 8:45 a.m. ***Voice of the Customer 2.0: Taking customer insights to the next level**
Presented by Mike Watters and Jen Ragan
- 9:45 a.m. Break
- 9:55 a.m. ***A consistent safety and health approach: Enhancing the customer experience**
Presented by Paula Jones, Brittany Johnston, and Jim Nusser
- 10:55 a.m. Break
- 11:05 a.m. **Big Bright Future: Making the case for optimistic and loving leadership**
Presented by Lindsay Boccardo
- 12:05 p.m. Lunch
- 12:45 p.m. **Level Up: Create your Big Bright Future with coaching and communication skills**
Presented by Lindsay Boccardo
- 2:15 p.m. Break
- 2:30 p.m. **State of SAIF**
Presented by Chip Terhune
- 3:00 p.m. Adjourn

**Qualifies for one (1) hour of producer regular CEC*