

## Leading Client Services

Wednesday, September 23

8:30-9:20 a.m.	Networking Breakfast and Introductions	Room TBD
9:20-10:55 a.m.	Setting Goals, Defining Successes, and Identifying Value Drivers	Room TBD
10:55-11:10 a.m.	Morning Break	
11:10 a.m.-12:10 p.m.	<b>Action Plan Strategy 1: Aligning Your Offering to Your Stakeholders</b>	Room TBD
12:10-1 p.m.	Networking Lunch	Room TBD
1-1:45 p.m.	<b>Action Plan Strategy 2: Using Beliefs to Drive Adoption</b>	Room TBD
1:45-2:45 p.m.	<b>Action Plan Strategy 3: Creating a Great Experience in Your Offering</b>	Room TBD
2:45-3 p.m.	Afternoon Break	
3-3:45 p.m.	<b>Action Plan Strategy 4: Winning Support for the Business Case</b>	Room TBD
3:45-4:30 p.m.	<b>Action Plan Strategy 5: Capitalizing on Your Own Beliefs and Behaviors</b>	Room TBD
4:30-5 p.m.	<b>Closing and Take-Aways: What's the One Thing You're Going to Do?</b>	Room TBD