

# PROGRAM SCHEDULE

Wednesday, October 23, 2024

**11:00 am - 11:15 am** Opening Ceremonies & Icebreakers

**11:15 am - 12:15 pm** General Session

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Rockstar Resilience: From Burnout to Brilliance!

*Andi Davison*

**12:15 pm - 12:30 pm** Break

**12:30 pm - 1:15 pm** Introduction to Choose Your Own Adventure

**1:15 pm - 1:30 pm** Choose Your Own Adventure Selection / Break

**1:30 pm - 3:30 pm** Workshops

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Crafting and Achieving Meaningful Goals

*Andi Davison*

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Communication Skills and Tough Conversations

*Rebecca Rose*

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Customer Service vs the Experience Triangle

*Jennifer Quammen and Ryan Smith*

**3:30 pm - 4:00 pm** Break

**4:00 pm - 4:50 pm** Choose Your Own Adventure Sessions

**4:50 pm - 5:00 pm** Break

**5:00 pm - 6:15 pm** Skills Challenge & Event Wrap Up

*\*Times are in ET*