

PRELIMINARY AGENDA

***Agenda is always subject to change*

MONDAY, MARCH 14

7:00 am – 2:00 pm

GOLF TOURNAMENT

LA PALOMA GOLF COURSE, WESTIN LA PALOMA



SPONSORED BY:

12:00 pm – 7:00 pm

REGISTRATION

ARIZONA FOYER



SPONSORED BY:

4:15 pm – 4:45 pm

NEW ATTENDEE AND EXHIBITOR ORIENTATION

FIESTA AREA

SPONSORED BY: FMI ASSET PROTECTION COUNCIL AND FMI RISK AND SAFETY COUNCIL

Find out how to navigate the conference from seasoned professionals and build your industry network. Open to any conference attendees who have not attended prior Asset Protection Conferences.

5:00 pm – 7:00 pm

WELCOME RECEPTION

FIESTA AREA

Join your industry colleagues and friends from asset protection, loss prevention, risk management, safety, and insurance to kick off this year's Asset Protection Conference.



SPONSORED BY:

TUESDAY, MARCH 15

7:00 am – 6:00 pm

REGISTRATION

ARIZONA FOYER



SPONSORED BY:

7:30 am – 8:30 am

BREAKFAST

CANYON BALLROOM (I-IV)



SPONSORED BY:

8:45 am – 9:15 am

OPENING REMARKS

GRAND PAVILION

Scott Ziter, Director, Asset Protection, Golub Corporation/Price Chopper Supermarkets

9:15 am – 10:15 am

UNLEASH YOUR INNER TYRANT!

GRAND PAVILION

Unleash Your Inner Tyrant! helps managers and executives become better leaders by showing you everything you should avoid. Jeff employs his trademark wit and reverse psychology to teach you the worst of all leadership practices -- including how to create a culture of fear and mistrust, how to oppress and demoralize employees, and how to stand firm in the face of all change -- before wrapping up with a serious conversation about the kind of leaders we should all strive to become.

Jeff Havens, Humorist

10:15 am – 10:30 am

REFRESHMENT BREAK

ARIZONA FOYER

10:30 am – 11:30 am

BREAKOUT SESSIONS

- The Magic of Leadership™**

GRAND 2 – GRAND BALLROOM

Change is the new normal. How does one position them self to be ready for the changes and be a recognized leader within their organization at the same time? This breakout allows you to identify and take ownership of your leadership “magic” while challenging you to cultivate new skills. Curtis will help you to determine what type of leader you are; modify behavior for optimal performance; recognize moments of leadership; understand the responsibilities incumbent upon successful leaders and hone your intuition and self-awareness. Curtis shows that “the magic we possess only works when we give it away”.

Curtis Zimmerman, Curtis Zimmerman Group, LLC

- Execution Determines Results...Always!**

ASTER – TERRACE LEVEL EAST

Execution isn’t about determining what the strategy should be or creating new policies and procedures; execution is about what actually happens out in the real world of operations. Managing execution requires a leader’s staying power - a continuous and relentless focus on the details and not being distracted by today’s problem or crisis. In this continuous improvement model, execution is doing, and the most important step in the process because it’s the one that determines your results. It may sound simple, but getting everyone doing everything the way it’s supposed to done, every single day is a leader’s most important duty.

John Slager, Risk Management and Safety, The Kroger Co.

- Civil Unrest, Riots and Crowd Control: A What to Do***

***MEDIA IS NOT PERMITTED IN THIS SESSION**

INDIGO – TERRACE LEVEL EAST

From silent protests to obstruction of traffic to property damage to spontaneous in-store demonstrations and disruptions, all retailers must be prepared to deal with what has become regular occurrences of civil unrest with a focus on safety for all involved. Join retail loss prevention experts to learn how to help your company navigate through these complex issues. Topics include "perpetual preparedness", social media monitoring, forming a co-hort with local retailers, cultivating relationships with law enforcement and community leaders, leadership visibility, decisions on guards, and physical security measures.

Stephen Dozier, Vice President, Corporate Security Services, Walmart Stores, Inc.

Andre J. LaMere, Vice President, Employment Law & Asset Protection Associate General Counsel, SUPERVALU INC.

Patty Morgan, Sr. Director, Walmart Stores, Inc.

- **Actuarial 101: Actuarial Analyses for Self-Insurers and Captives**
GRAND 1 – GRAND BALLROOM
Actuarial analyses are valuable for FMI members that self-insure, with or without a captive insurer. The session is a non-technical look at actuarial analyses, and will cover an overview of the uniqueness of insurance from a budgeting and accounting perspective; actuarial terminology; types and uses of actuarial analyses, and a brief overview of predictive analytics as applied to claims data.
MODERATOR: Libby Christman, Vice President, Risk Management, Ahold USA
Joel Chansky, Consulting Actuary, Milliman
Adam Vachon, Consulting Actuary, Milliman
- **FSMA: What It Really Means For You**
VERBENA – TERRACE LEVEL EAST
We've all heard of FSMA, but what does it really mean? Join us as we take an in-depth look at FSMA regulations and how they will impact your warehouses, stores, and suppliers with real-life examples. We'll break down the 7 FSMA principles, work through creating a written plan that includes HARPC and HACCP controls and review the costs you & your suppliers may face.
Malinda Sweat, Director of Food Safety, Associated Food Stores, Inc.

11:30 am – 1:15 pm

VENDOR SHOWCASE & LUNCH

CANYON BALLROOM (I-IV)

Enjoy lunch with your peers and exhibiting business partners while sharing ideas for improving your business and the industry.

1:30 pm – 2:30 pm

JOINT INDUSTRY PANEL: NEW SYNERGIES IN WORKING TOGETHER

GRAND PAVILION

As companies continue to streamline and realign their reporting structures to drive efficiencies in job responsibilities, many find that encouraging the asset protection, risk and safety departments to build stronger relationships with the internal audit and finance departments are producing new synergies and unique results. Join our panel of experts from these key areas as they discuss their successes, challenges and learnings along the way as they navigate these new departmental and business collaborations.

MODERATOR: Walter Palmer, President and CEO, PCG Solutions

Libby Christman, Vice President, Risk Management, Ahold USA

Michael Howse, Vice President, Internal Audit & Asset Protection, SpartanNash

David Langless, Chief Financial Officer, Tops Markets, LLC

Scott Ziter, Director, Asset Protection, Golub Corporation/Price Chopper Supermarkets

2:30 pm – 2:45 pm

BUSINESS BREAK

2:45 pm – 3:45 pm

ROUNDTABLE DISCUSSIONS (OPEN TO ATTENDEES FROM ALL CO-LOCATED CONFERENCES)

Join your peers for an in depth discussion about industry topics while sharing ideas and best practices.

- **The Alphabet Soup of Personal Certifications**

GRAND 2 – GRAND BALLROOM

With a number of professional certifications in the industry, how do you determine which one is right for you? Join a lively discussion of what it takes to obtain the certifications, what are companies looking for, and does it really pertain to your career path. The future is yours, it's up to you to own it!

Walter Palmer, President and CEO, PCG Solutions

Kathleen Smith, Vice President, Asset Protection, Albertsons Safeway Companies

- **Global Retail Theft Barometer**

ASTER – TERRACE LEVEL EAST

The Global Retail Theft Barometer is the first and only global research on the cost of shrink, comprised of shoplifting, employee or supplier fraud and administrative errors. Discuss how this research can be used within your company to benchmark your performance against averages for specific merchandise, vertical markets and regional geographies.

Ernie Deyle, Senior Director - Crisis Management, Safety-Risk & Enterprise Resiliency, Sears Holdings Corporation



BROUGHT TO YOU BY:

- **Community Unrest***

***MEDIA IS NOT PERMITTED IN THIS SESSION**

INDIGO – TERRACE LEVEL EAST

Continue this morning's breakout with an in-depth discuss of how you can help your company navigate through the complex issues civil unrest, riots and crowd control.

MODERATOR: Steve Hoptay, Vice President, Loss Prevention, Wakefern Food Corporation
Stephen Dozier, Vice President, Corporate Security Services, Walmart Stores, Inc.

Andre J. LaMere, Vice President, Employment Law & Asset Protection Associate General Counsel, SUPERVALU INC.

- **Risk Control and Safety**

GRAND 1 – GRAND BALLROOM

Feel like you are out in the desert, parched for interaction with your peers? Join this interactive oasis and raise questions, explore, collaborate, and share with other Risk and Safety leaders. This facilitated discussion allows attendees to raise their own issues as well as offer suggestions to peers.

Vic Alvarado, Senior Loss Control Executive, Amtrust North America
Jennifer Artino, Risk Manager, Heinen's Fine Foods, Inc.

- **Retail Environmental Affairs**

VERBENA – TERRACE LEVEL EAST

Join your peers for an in-depth discussion about environmental factors that are affecting your business today. A panel of experts will lead you through an engaged hour of conversation on EPA's renewed focus on Retailers, the do's and don'ts of hazardous waste, pharmacy requirements and the importance of audits. You will come away with a heightened awareness of the issues you are facing coupled with a sharpened sense of urgency around the environmental challenges and training requirements that face our companies each day.

MODERATOR: John Slager, Risk Management and Safety, The Kroger Co.
Marty Cristo, Director Environmental Compliance, The Kroger Co.
David Wright, Safety Specialist, Big Y Foods, Inc.

3:45 pm – 4:00 pm

REFRESHMENT BREAK

ARIZONA FOYER

4:00 pm – 5:00 pm

THINK INSIDE THE BOX: CREATIVITY WITHIN CONSTRAINTS AND PARAMETERS (JOINT GENERAL

SESSION WITH FINANCIAL EXECUTIVES AND INTERNAL AUDIT CONFERENCE)

GRAND PAVILION

Illusionist and New York Times puzzle builder David Kwong explores the complex relationship between boundaries and productivity. How can you tell a clever story while obeying the construction rules of a crossword puzzle, the three-act structure of a screenplay, or the sensitive angles of a stage illusion? Though it may seem counterintuitive, most people are at their most creative when they innovate within a given set of boundaries and when we design a new form for something familiar, and subsequently express it in a novel and compelling way. Kwong, a master of working within the lines, explains how constraints give us the freedom to create. Kwong will demonstrate some of his own groundbreaking puzzles and illusions by way of inspiring a new method of problem solving.

David Kwong, Illusionist and Puzzle Expert

5:00 pm – 5:30 pm

SPECIAL SESSION ON EMV MIGRATION

GRAND PAVILION

An open and informal discussion and sharing of ideas regarding the continued delays in EMV migration and the growing trend of criminal card fraud in stores. This group discussion will give members the opportunity to share their experiences in migrating to EMV and the emerging threat of criminals targeting non-EMV compliant retailers for card fraud and ideas to help insulate themselves from these crimes. FMI staff will share how the association has engaged and seeks feedback from members on additional ways it can be a resource to its retail members on this issue.

Hannah vL Walker, Director, Government Relations, Food Marketing Institute

5:00 pm – 7:00 pm

VENDOR SHOWCASE & COCKTAIL RECEPTION

CANYON BALLROOM (I-IV)

Join your industry colleagues and friends in an informal setting to discuss the day's events, network and meet with exhibiting business partners.

WEDNESDAY, MARCH 16

7:00 am – 6:30 pm

REGISTRATION

ARIZONA FOYER

SPONSORED BY:



7:00 am – 8:00 am

BREAKFAST

CANYON BALLROOM (I-IV)

SPONSORED BY:



8:15 am – 8:30 am

WELCOME & HOUSEKEEPING

GRAND PAVILION

Libby Christman, Vice President, Risk Management, Ahold USA

8:30 am – 9:30 am

THE LOYALTY SWITCH

GRAND PAVILION

Take a journey into the human brain and discover the science behind true loyalty and human relationships. James will make the case that human beings have a fundamental need to be loyal and actively seek out the specific clues from others that tell them when they can and should be. When an organization, as well as an individual, is able to understand and demonstrate those loyalty-building behaviors, they can develop relationships that will last a lifetime and result in unwavering and unlimited support.

James Kane, Author and Leading Researcher in the Science of Loyalty

9:30 am – 9:45 am

REFRESHMENT BREAK

ARIZONA FOYER

9:45 am – 10:45 am

BREAKOUT SESSIONS

- **Get What You Want: Become a Great Speaker!**

GRAND 2 – GRAND BALLROOM

Presenting your ideas to your team or the executives group is an extremely important skill set. When done right it could help us sell ourselves and our ideas to the necessary decision makers. If you're ready to step up your game to be a great speaker—whether it's for a huge audience or just a few people—look no further. We will reveal the secrets to becoming a great speaker, and why that this skill set is so important for executives and managers to have.

Vy Hoang, Executive Vice President, Sales and Marketing, i3 international Inc.

Chris Harris, Director of Asset Protection, Weis Markets, Inc.

- **What Happens When Fresh Isn't Fresh?**

ASTER – TERRACE LEVEL EAST

When it comes to growing sales and profit, and establishing an excellent partnership between Operations and Asset Protection - FRESH is key. The greatest sales growth and customer loyalty come from fresh and it's also where nearly 65% of your store shrink is. Bang...so there you have it! In this session, participants will learn to examine if their fresh shrink prevention efforts and resources are appropriately focused. We will review the Top 5 Operational Best Practices for fresh shrink prevention and how recent research shows that fresh shrink can often be reduced when companies take a fresh new look at where their shrink loss is and exactly what is causing it. So if your fresh shrink is higher than you want it to be, there is a good chance that this session is just the place to learn how to get fresh and reduce shrink.

Larry Miller, President, The Retail Control Group

- **Protecting Large Scale Company Events**

INDIGO – TERRACE LEVEL EAST

Are you tasked with planning security for your company events? What are all the checkboxes you need to tick? As you set out to coordinate the event with your team, you need to keep the following goals in mind; how do you protect the attendees, the information, the company reputation and create a lasting positive experience for your attendees. Determine all the items you will need to cover on your checklist.

Jim Cosseboom, LPC, Manager, Investigations and Corporate Security, Ahold USA, Inc.

- **OK, NOW I BELIEVE! The Reality of Cyber Risk and Insurance Solutions**

GRAND 1 – GRAND BALLROOM

Technological efficiencies create critical dependencies upon systems, data and applications. Unfortunately, in our current environment, the only certainties are death, taxes and cyber-attacks. In fact, it is not unlikely that your systems have already been compromised and someone is waiting patiently to exfiltrate confidential data or to execute a malicious command. Insurance coverage, and particularly cyber and E&O forms, have not kept pace with the frequency and complexity of cyber-crimes and many professional liability and cyber liability policies fall short in addressing the full complement of operational exposures. This session will provide an overview of exposures faced by our industry (including outsourcing), an update on what the cyber markets are offering, coverage land mines, benchmarking, loss quantification methods, and practical tips on how to secure the optimal coverage terms for your organization.

Mark Green, Vice President, McGriff Seibels & Williams Inc.

Suzanne A. Gladle, ARM Vice President and Director, Cyber Program Operations, McGriff, Seibels & Williams, Inc.

- **OSHA**

VERBENA – TERRACE LEVEL EAST

What does OSHA have planned for employers during the last year of the Obama administration? Please join us for the fast-paced session to discuss OSHA's upcoming regulatory initiatives, including electronic recordkeeping, increasing emphasis on ergonomic hazards, and the "tough enforcement" that has been the Agency's focus under President Obama. The session will include practical tips you can use to protect your organization.

Matt Thorne, Associate, Ogletree Deakins

10:45 am – 11:00 am

BUSINESS BREAK

11:00 am – 12:00 pm

WHAT'S IN STORE FOR YOUR STORES? – ASSESSING THE POTENTIAL IMPACT OF THE 2016 PRESIDENTIAL AND CONGRESSIONAL ELECTIONS ON THE FOOD RETAIL INDUSTRY

(JOINT GENERAL SESSION WITH FINANCIAL EXECUTIVES AND INTERNAL AUDIT CONFERENCE)

GRAND PAVILION

As the 2016 Presidential and Congressional races heat up, food retail businesses need to have a clear understanding of both sides of the issues at stake and assess what this means for the future of the industry. At this point in the election process, how do you sort through and plan for the potential impact of each contender on key industry concerns such as tax policy, data security, swipe fees and health care reform if their election bid is successful? As the candidates race towards the finish line in the last 8 months of the election season, this fast-paced rundown of the prevailing campaign landscape will equip you with a better understanding of what could be in store for the retail industry in 2017 and beyond.

The Honorable Jim Gerlach, President and Chief Executive Officer, Business-Industry Political Action Committee (BiPAC)

12:00 pm – 1:15 pm

VENDOR SHOWCASE & LUNCH

CANYON BALLROOM (I-IV)

Enjoy lunch with your peers and exhibiting business partners while sharing ideas for improving your business and the industry.

1:30 pm – 2:30 pm

ASSET PROTECTION GENERAL SESSION:

WE KNOW ALL YOUR SECRETS: ALGORITHMIC SPIES AND THE FUTURE OF PERSONAL DATA

GRAND 2 – GRAND BALLROOM

The information we share, whether on social media, purchase histories, or the digital traces we leave around us, says much more than we think. Beyond the surface details, that data can reveal our deepest secrets and predict our future. When taken in context with millions of other people, tiny little actions take on meaning. We will look at ways artificial intelligence is probing us, discovering our habits, our psychological traits, and predicting what we will do next. The technology holds great promise for improving lives, but also has the power to destroy them. We will discuss how to hide from the algorithms - if you can - and what might come next in the realm of privacy as a result.

Jennifer Golbeck, Professor, Leader in Social Media Research and Science Communication

RISK AND SAFETY GENERAL SESSION:

PREVENTING SLIPS, TRIPS AND FALLS: STRATEGIES FOR IDENTIFYING AND REDUCING RISKS

GRAND 1 – GRAND BALLROOM

Slips, trips and falls are a leading driver of insurance losses including premises general liability claims and workers compensation injuries. This session will describe a comprehensive approach to the identification and control of risk factors that contribute to indoor and outdoor fall incidents. This will include strategies on how fall risks can be mitigated through prevention, investigation and claim defense. The presentation will combine a summary of recent research on slips, trips and falls with practical improvement ideas that have been effective in reducing incidents and costs.

Fred Norton, Technical Director, Risk Control Services, Liberty Mutual Insurance

2:30 pm – 2:45 pm

BUSINESS BREAK

2:45 pm – 3:45 pm

ROUNDTABLE DISCUSSIONS (OPEN TO ATTENDEES FROM ALL CO-LOCATED CONFERENCES)

Join your peers for an in depth discussion about industry topics and idea sharing.

- AP/LP Department Structures**

GRAND 2 – GRAND BALLROOM

With the changes in department and reporting structures what are the benefits and challenges you face daily within your organization? Join your colleagues to discuss and brainstorm the pros and cons of making the reporting structure work for you.

Kathleen Smith, Vice President, Asset Protection, Albertsons Safeway Companies

- Social Engineering**

ASTER – TERRACE LEVEL EAST

Is there an art of manipulating people so they give up confidential information? Discover how to mitigate your companies exposure by developing a sustainable Associate Training and Awareness program.

Derrick Price, Manager, Retail Loss Prevention, Wakefern Food Corporation

- Operational Shrink**

INDIGO – TERRACE LEVEL EAST

An interactive discussion on operational shrink and the inefficiencies that create shrink. Who owns operational shrink in your company? What are the main causes? The best practices for reduction? Come share your ideas and best practices and learn new ideas to take back to your company for consideration.

Brian Kelly, Director, Asset Protection, Supply Chain and Corporate, Meijer, Inc.

Matt Larson, Director, Loss Control, Coborn's, Inc.

Ed Van Fleet, CPP, Vice President, Corporate Asset Protection, Brookshire Grocery

- **Cyber Risk and Insurance Solutions**

GRAND 1 – GRAND BALLROOM

Have a further discussion on the exposure faced by our industry with a potential cyber-attack around every corner and what you need to know to secure the optimal coverage terms for your organization.

Mark Green, Vice President, McGriff Seibels & Williams Inc.

Suzanne A. Gladle, ARM Vice President and Director, Cyber Program Operations, McGriff, Seibels & Williams, Inc.

- **Sharing Solutions for Slips, Trips and Falls**

VERBENA – TERRACE LEVEL EAST

Join a deeper discussion of solutions for the leading driver of insurance losses including premises general liability claims, workers compensation injuries and further review of critical components for managing indoor and outdoor fall incidents including walkway slip resistance, inspections and incident investigation. Practical approaches to improving each of these elements will be discussed.

Fred Norton, Technical Director, Risk Control Services, Liberty Mutual Insurance

3:45 pm – 4:00 pm

REFRESHMENT BREAK

ARIZONA FOYER

4:00 pm – 5:00 pm

SURPRISING LESSONS FROM 100 DAYS OF REJECTION

GENERAL SESSION (JOINT GENERAL SESSION WITH FINANCIAL EXECUTIVES AND INTERNAL AUDIT CONFERENCE)

GRAND PAVILION

When entrepreneur Jia Jiang left corporate life to build his dream company, he had no idea it also meant facing crushing rejection. To overcome his fear and pain, he decided to fully embrace rejection by making crazy requests for 100 days. To his surprise, the world opened up to him. Jiang flew a plane, taught a college class and befriended a billionaire. In the meantime, he made a viral video blog that got more than six million views on YouTube, and elevated a well-known company's stock by 29 percent. Jiang will show the humorous and insightful learning and truth about rejection and the fear Jiang has discovered, and their practical applications in life and business.

Jia Jiang, founder, FearBuster; Entrepreneur and Author

5:00 pm – 6:00 pm

VENDOR SHOWCASE & COCKTAIL RECEPTION

CANYON BALLROOM (I-IV)

Join your industry colleagues and friends in an informal setting to discuss the day's events, network and meet with exhibiting business partners.

7:00 pm – 10:00 pm

SOCIAL EVENT

MESA VERDE LAWN, WESTIN LA PALOMA

Rock the night away under the desert stars with colleagues old and new, food, music and entertainment. Hosted jointly by the Asset Protection Conference and the Financial Executives and Internal Auditing Conferences, this evening will wrap up your time in Tucson with a boot-scootin' event certainly not to be missed.

SPONSORED IN PART BY:



THURSDAY, MARCH 17

*All non-conference attendees who are registered for a Thursday workshop only are invited to the continental breakfast and to attend the closing keynote on Thursday.

7:00 am – 9:00 am	REGISTRATION ARIZONA FOYER
	SPONSORED BY:
7:00 am – 8:00 am	 CONTINENTAL BREAKFAST ARIZONA FOYER
8:00 am – 8:10 am	WELCOME REMARKS GRAND PAVILION
8:10 am – 9:10 am	ENDEAVOUR TO SUCCEED (JOINT GENERAL SESSION WITH FINANCIAL EXECUTIVES AND INTERNAL AUDIT) GRAND PAVILION <p>On January 8, 2011, Captain Mark Kelly would face the toughest challenge of his life when an assassination attempt was made on his wife, former Congresswoman Gabrielle Giffords. His dedication to family and Giffords road to recovery would captivate the nation. For Mark Kelly, focus equals success—even in the face of adversity. Personifying the best of the American spirit, Kelly is a homegrown hero who was a combat pilot in Iraq, an astronaut on four space shuttle missions, and commander of the final flight of Space Shuttle Endeavour. He has combined teamwork, leadership, communication, and family in an unwavering commitment to succeed. Kelly will show you how to accomplish your mission while maintaining the love and devotion to family that is the foundation of true success.</p> <p>Captain Mark Kelly, Commander of Space Shuttle Endeavour's Final Mission & Space and Aviation Contributor for NBC News/MSNBC</p>
9:10 am – 9:15 am	CLOSING REMARKS GRAND PAVILION
9:15 am – 9:30 am	REFRESHMENT BREAK TERRACE LEVEL FOYER
9:30 am – 12:30 pm	PROFESSIONAL DEVELOPMENT WORKSHOPS <ul style="list-style-type: none">● DISCIPLINED LISTENING: FOR BUSINESS LEADERS (3 HOURS) ASTER – TERRACE LEVEL EAST Simply identifying a lie your counterpart told or an emotion your counterpart is feeling doesn't create a strategic advantage. Strategic advantages are created when we employ a process that allows us to accurately determine what our counterparts are thinking and feeling in the context of the current situation, adapt our game plan based on this new knowledge, and enable our counterparts to save face and feel their interests are being satisfied while helping us achieve our goals. The Disciplined Listening Method integrates the core components of the world's leading non-confrontational interview and interrogation techniques with current business communication best practices and research. This innovative approach empowers business leaders with enhanced evaluation, interpretation, negotiating, communication, and strategic planning skills to create advantages for business leaders in any interaction. Michael Reddington, CFI, Vice President, Executive Education, Wicklander-Zulawski & Associates, Inc.

- **SCIENCE BASED LEADERSHIP: GETTING RESULTS AT WORK AND HOME (3 HOURS)**
VERBENA – TERRACE LEVEL EAST
In this workshop, two of the world's leading experts in Behavior Management Techniques will highlight the science behind human behavior and how to leverage it to get better results.
Richard Kazbour, PhD, Director, Harkera
Lisa Kazbour, Director, Harkera
- **POWEREXCEL (3 HOURS)**
INDIGO – TERRACE LEVEL EAST
You use Excel 40 hours a week, but do you really know how to unleash the power of Excel? Learn cool secrets and tricks lurking on the Data menu and the ins and outs of Pivot Tables, discover how to create slick charts in a single button click and add thousands of subtotals in seconds. Don't be tortured by bad data any longer! Participants will receive a copy of *Power Excel with MrExcel* which is comprised of 567 questions and solutions posed to him during his seminars.
Bill Jelen, Host of MrExcel.com

9:30 am – 1:30 pm

- **LOYALTY 101 (4 HOURS)**
LANTANA – TERRACE LEVEL EAST
While the keynote presentation will identify the human behaviors that trigger loyalty, this workshop explains them in much greater depth and clarity. A "Loyalty 101" lesson that is essential to understanding the fundamental building blocks behind loyal relationships. With a mix of discussions and interactive exercises guaranteed to produce several "aha" moments for every participant, attendees will learn what they need to know about forging stronger relationships and the steps required to make them truly loyal.
James Kane, Author and Leading Researcher in the Science of Loyalty

1:30pm - 4:30pm

- **ADVANCED DATA ANALYTICS (3 HOURS)**
INDIGO – TERRACE LEVEL EAST
This workshop will go into more details about pivot tables. You'll learn how to:
 - Take poorly formatted data and convert it to data suitable for pivot tables
 - Use VLOOKUP to match two lists
 - Leverage new tools such as Power Pivot, Power View and Power Map
 - Use Pivot Tables for frequency distributions, true Top 10 reports and Pareto analyses
 - Find duplicates or a unique list of values**Note:** The two workshops complement each other. However, attendees can attend both sessions, only the morning, or only the afternoon without a problem. Attendees receive a copy of the book *MrExcel XL - The 40 Greatest Excel Tips of All Time*.
Bill Jelen, Host of MrExcel.com

- **SUCCESSFULLY PLANNING AND MANAGING ORGANIZATIONAL CHANGE (3 HOURS)**
VERBENA – TERRACE LEVEL EAST
Change is inevitable and the food retail industry knows this all too well as it braces for the wider transformation of a retail landscape that is ripe for more mergers and acquisitions. But with change comes uncertainty, resistance and fear and many employees lack the broader knowledge of why new systems and structures are necessary. This presents a formidable challenge to executive management and human resource teams tasked with helping their organization lead and manage change. This case-study-based seminar will prepare leaders responsible for facilitating or implementing change initiatives and help turn change into a positive force!
Chris DeVany, President, Pinnacle Performance Improvement Worldwide