

2009 Association of Government Contact Center Employees Conference

Agenda at a Glance

Wednesday May 13th 2009

- Noon – 2:00 p.m. Conference Registration
- 2:00 – 3:15 p.m. Welcome and Round Table Rally
- 3:30 – 5:30 p.m. Tour Minneapolis 311
- 6:00-10:00 p.m. Mill City Museum Welcome Reception
by Fleet Admiral Sponsor LAGAN

Thursday May 14th, 2009

- 7:30 – Noon Conference Registrations
- 8:00-9:00 a.m. Breakfast and Welcome
by Commander Sponsor Black Box
- 9:00- 9:15 a.m. Visit Vendor Market
- 9:20-10:20 a.m. Nine Imperatives for Leadership-Harvard Study
John Dejung- Minneapolis 911/311 Director
- 10:20 –10:30 a.m. Networking Break
- 10:30-11:15 a.m. Balancing Budgets and Customer Expectations
Don Stickney-Minneapolis 311 Asst. Director
- 11:15- 12:00 p.m. Avtek-Connecting With Your Customer!
How to Improve Customer Service in a Tough Economy
Scott Current and Kit Welchin
- 12:00-1:00 p.m. Lunch
By Lieutenant Sponsor Language Services
- 1:30-2:30 p.m. Keynote Speaker
“Lets’ Climb out of the Box and Work Smarter”
*Jacqueline Byers- Director of Research and Outreach
National Association of Counties*
- 2:30-2:45 p.m. Networking Break
- 2:45-3:45 p.m. Harnessing the Power of 311 in Unprecedented Weather
Ft. Wayne Relies on 311
*Phil Giaquinta, Utilites- Services Manager, Ft. Wayne, In.
Maggie Fiedler- Customer Relations Manager, Ft. Wayne. In
Britt Oldenburg, 311 Practice Lead, for LAGAN*

- 3:55-4:55 p.m. Concurrent Workshops
by Ensign Sponsors Plantronics and Intervice
- A I Didn't Go to School For This! Reports, Measurements, Goals
Dennis Hauser - Siemens
- B Bringing Peace to Your Turf Wars/ Knowledge Management
Marc Dronen, CKM – Minneapolis 311 Call Center Analyst
- 5:30-6:30 p.m. Social Hour / Reception at Bellanotte
6:30- 8:30 p.m. Dinner at Bellanotte
by Fleet Admiral Sponsor LAGAN

Friday May 15th 2009

- 7:30-9:30 a.m. Breakfast and Vendor Market
by Commander Sponsor Black Box
- 9:30-10:30 a.m. Managing Diversity in a Downturn
Miriam Vaughn- Lee- City of Minneapolis,
Director of Employment and Diversity
- 10:30-10:45 a.m. Networking Break
- 10:45-12:00 p.m. Concurrent Workshops
- A Purdue University / Benchmark Portal Study
How Do You Compare to Centers in the 311 and Government Sectors
Dayne Petersen – Lead Instructor & Purdue Certified Call Center Auditor
- B There is No Such Thing as a Difficult Situation
How to be happy & successful at work and in life by simply changing your mind
 Book Signing - The Napkin, The Melon and the Monkey
Barbara Burke- Internationally Known Consultant and Author –
- 12:00-1:00 p.m. Lunch
Sponsored by Aspect
- 1:00-2:00 p .m. Managing Change
Jolanta Sears- City of Minneapolis, Training and Development
- 2:30-3:30 p.m. Round Table
- 3:30 p.m. Conference Closing