

Sample Agenda: Leadership and Organizational Change Management

We've created several sample agendas to address specific roles and areas of focus. Check our website for all of them. Do you want us to create a personalized agenda just for you? Call our Customer Service Team at 1-888-273-PINK. We're happy to help!

Sunday, February 2, 2025

Time	Session
8:30 AM – 11:30 AM	<p>Pre-Conference Sunday Workshops – <u>Exclusive to Executive VIP Passholders</u> <i>The Evolving IT Service Organization</i> Troy DuMoulin, VP, Research & Development, Pink Elephant</p> <p>OR</p> <p>Pre-Conference Sunday Workshops – <u>Exclusive to Executive VIP and Platinum Passholders</u> <i>Business Relationship Management – Process Maturity Workshop</i> Matthew Bowles, Principal IT Management Consultant, Pink Elephant</p>
1:00 PM – 4:00 PM	<p>Pre-Conference Sunday Workshops – <u>Exclusive to Executive VIP Passholders</u> <i>Understanding, Applying, and Implementing the IT/Business Model as an Organizational System</i> Jack Probst, Ed.D., Principal IT Management Consultant (retired), Pink Elephant</p> <p>OR</p> <p>Pre-Conference Sunday Workshops – <u>Exclusive to Executive VIP and Platinum Passholders</u> <i>Change Management – Process Maturity Workshop</i> Graham Furnis, IT Management Consultant, Pink Elephant</p>
4:30 PM – 5:30 PM	<p>Track 1 – Peaceful Easy Feeling: Organizational Change Management <i>Using the 20/20 Change Model to Lead Successful Organizational Change</i> Robin Hysick, Senior IT Management Consultant, Pink Elephant</p>
5:30 PM – 7:30 PM	<p>Welcome Reception</p>

Monday, February 3, 2025

Time	Session
7:15 AM – 8:15 AM	<p>Early Risers <i>'C' Is for Culture: The Recipe for Creating a Winning Workplace Culture</i> Maggie Layfield, VP US and LATAM Sales, NetSupport</p>
8:30 AM – 10:10 AM	<p>Conference Welcome and Opening Remarks Keynote Address: Find a Way Diana Nyad, Author of "Find a Way", Journalist, Long-Distance Swimmer</p>
10:30 AM – 11:30 AM	<p>Track 4 – Best of My Love: IT Leadership <i>Lessons in Leadership from Rock and Roll</i> Joseph Hayes, Sr. VP & COO, Marsh McLennan Agency</p>
11:45 AM – 12:45 PM	<p>Attend Networking Lunch or Concurrent Session:</p> <p>Track 5 – Life in the Fast Lane: Tools and Technology <i>Product Demo – Unlocking Change through Gamification: New Tools for Transforming Organizational Culture</i> Kristin Bryce, Founder and CEO, Managed Chaos Innovations</p>

1:00 PM – 2:00 PM	<p>Attend Networking Lunch or Concurrent Session:</p> <p>Track 3: One of These Nights: AI and Emerging Trends <i>ITSM Jam Session – The Augmentation of ITSM Through AI</i> Troy DuMoulin, VP, Research & Development, Pink Elephant</p>
2:15 PM – 3:15 PM	<p>Track 4 – Best of My Love: IT Leadership <i>Metrics for the Long Run</i> Elaine Lauritzen, Managing Director, HR and ID Center, Office of IT, Brigham Young University</p> <p>OR</p> <p><u>Exclusive to Executive VIP Passholders</u> Track 4 – Best of My Love: IT Leadership <i>Defining, Modeling, and Costing IT Services</i> Troy DuMoulin, VP, Research & Development, Pink Elephant</p>
3:35 PM – 4:45 PM	<p>Power Hour <i>Learning From Failure...Is It Possible? YES!</i> Jack Probst, Ed.D., Principal IT Management Consultant (retired), Pink Elephant</p>
5:00 PM – 7:00 PM	<p>Networking Reception and Exhibition Showcase</p>

Tuesday, February 4, 2025

Time	Session
7:15 AM – 8:15 AM	<p>Early Risers <i>The Lean IT Leader</i> Troy DuMoulin, VP, Research & Development, Pink Elephant</p>
8:30 AM – 10:10 AM	<p>Hall of Fame Awards Presentation Keynote Address: <i>What I Learned from 100 Days of Rejection</i> Jia Jiang, Author, Ted Talk Speaker, Entrepreneur</p>
10:30 AM – 11:30 AM	<p>Track 1 – Peaceful Easy Feeling: Organizational Change Management <i>The Service Management Office and OCM – Why We Can't Be Successful without Each Other</i> West Richter Jr., Director, Global IT Service Delivery, Moog, Inc.</p>
11:45 AM – 12:45 PM	<p>Attend Networking Lunch or Concurrent Session:</p> <p>Track 6 – The Long Run: IT Service Management <i>ITSM Jam Session – ITSM Metrics and Key Performance Indicators – Managing ITSM Performance</i> Matthew Bowles, Principal IT Management Consultant, Pink Elephant</p>
1:00 PM – 1:45 PM	<p>Attend Networking Lunch or Concurrent Session:</p> <p>Track 5 – Life in the Fast Lane: Tools and Technology <i>Product Demo: PinkSCAN™</i> Matthew Bowles, Principal IT Management Consultant, Pink Elephant and Brian Curry, Senior Account Manager, Pink Elephant</p>



2:00 PM – 4:00 PM	<p>Track 1 – Peaceful Easy Feeling: Organizational Change Management <i>Keys to Powerful Leadership Communication during Organizational Change</i> Robin Hysick, Senior IT Management Consultant, Pink Elephant and Charlie Miles, Principal IT Management Consultant, Pink Elephant</p> <p>OR</p> <p>Exclusive to Executive VIP Passholders Track 4 – Best of My Love: IT Leadership <i>Leadership Decision Making in an Era of Uncertainty</i> Jack Probst, Ed. D., Principal IT Management Consultant (retired), Pink Elephant</p>
4:15 PM – 5:15 PM	<p>Power Hour <i>Murder on the Change Management Express: Is Change Management Killing Your Culture?</i> Anthony Casablanca, Co-Founder and President, Grief Leaders LLC</p>
5:15 PM – 7:30 PM	<p>Networking Reception</p>

Wednesday, February 5, 2025

Time	Session
7:15 AM – 8:15 AM	<p>Early Risers <i>Lean Thinking: Why It's a Must-Have for IT Practitioners</i> Graham Furnis, IT Management Consultant, Pink Elephant</p>
8:30 AM – 10:00 AM	<p>Closing Remarks Keynote Address: Top Emerging Business and IT Trends, and Considerations for ITSM David Ratcliffe, President, Pink Elephant Troy DuMoulin, VP, Research & Development, Pink Elephant Charles Betz, VP and Research Director, Enterprise Architecture, Forrester Research Alan Nance, Strategic Technology Leader, Pioneer of ITSM, Digital Experience Expert Elaine Lauritzen, Managing Director, HR and ID Center, Office of IT – Brigham Young University Gaurav Shekhar, Senior Assistant Dean, Professor and Program Director, The University of Texas at Dallas</p>
10:20 AM – 12:20 PM	<p>Track 1 – Peaceful Easy Feeling: Organizational Change Management <i>The 7 Pillars of Culture</i> Robin Hysick, Senior IT Management Consultant, Pink Elephant and Charlie Miles, Principal IT Management Consultant, Pink Elephant</p> <p>OR</p> <p>Exclusive to Executive VIP Passholders Track 4 – Best of My Love: IT Leadership <i>The Leadership Journey</i> Jack Probst, Ed. D., Principal IT Management Consultant (retired), Pink Elephant</p>
12:20 PM – 1:30 PM	<p>Networking Lunch</p>



1:30 PM – 4:30 PM	Track 3 – One of These Nights: AI and Emerging Trends <i>AI Augmented ITSM</i> Troy DuMoulin , VP, Research & Development, Pink Elephant and Robin Hysick , Senior IT Management Consultant, Pink Elephant
5:00 PM – 7:00 PM	Networking Reception
7:00 PM	Conference Ends

Note:

The program is subject to change. Check Pink's website or the conference app (which is available mid January) for the most up-to-date hour-by-hour schedule.