

# Agenda

## Day 1 Monday

4:00 PM - 6:00 PM

WELCOME RECEPTION & REGISTRATION

Benchmark Rooftop

The AC Hotel, 6th Floor

## Day 2 Tuesday

6:30 AM - 7:30 AM

OPTIONAL YOGA

Ekam Yoga

9 E Main Street, 2nd Floor

*\*\*Meet in AC lobby at 6:15*

7:00 AM - 8:00 AM

OPTIONAL RUN

The AC Hotel Lobby

110 N Tracy Ave

8:00 AM - 9:00 AM

BREAKFAST & REGISTRATION

The AC Lobby

9:00 AM - 9:15 AM

OPENING REMARKS

Abby Schlatter, commonFont

9:15 AM - 9:45 AM

BIG SKY WELCOME

Supaman

9:45 AM - 10:30 AM

MAKING ORGANIZATIONS MORE HUMAN

Brad Anderson, Qualtrics

10:30 AM - 11:00 AM

THE PROMISE OF PERSONALIZED CARE

Angela McClure, Fresenius Medical  
Care North America

11:00 AM - 11:15 AM

BREAK

11:15 AM - 12:00 PM

BEHAVIORAL SCIENCE AND THE  
HUMAN EXPERIENCE

David Yokum Ph.D., Brown Policy Lab

12:00 PM - 12:30 PM

A HUMAN-CENTRIC APPROACH TO  
EXPERIENCE MANAGEMENT

Matt Fulton, commonFont

12:30 - 5:00 PM

LUNCH & BIG SKY EXPERIENCES

Breakout Groups: Hike, Boat Tour, Golf,  
Downtown Tour, Museum Visit

6:30 PM - 9:30 PM

COCKTAILS, DINNER, AND BOWLING

Ponderosa Social Club\*

515 West Aspen Street

*\*Dinner shuttle provided. Please meet  
in lobby of the AC for departures,  
every 30 minutes, starting at 6:30*

## Day 3 Wednesday

6:30 AM - 7:30 AM

OPTIONAL YOGA

**Ekam Yoga**

9 E Main Street, 2nd Floor

*\*\*Meet in AC lobby at 6:15*

7:00 AM - 8:00 AM

OPTIONAL RUN

**The AC Hotel Lobby**

110 N Tracy Ave

8:00 AM - 9:00 AM

BREAKFAST & REGISTRATION

**The AC Lobby**

9:00 AM - 9:15 AM

OPENING REMARKS

**Matt Fulton**, commonFont

9:15 AM - 9:45 AM

USE CUSTOMER VOICE TO FIND

CX - OPERATIONS BALANCE

**Raj Sivasubramanian**, Airbnb

9:45 AM - 10:30 AM

EXEC LEADERSHIP PANEL | WOMEN IN XM

**Deb Campbell**, Verizon

**Kristi Langdon**, Daimler Trucks NA

**Robbi Thatcher**, UnitedHealth Group

**Abby Schlatter (Moderator)**,

commonFont

10:30 AM - 10:45 AM

BREAK

10:45 AM - 11:15 AM

DESIGN FOR CHANGE AT EVERY STAGE

**Bill Schimikowski**, Drizly

11:15 AM - 11:45 PM

THE DIGITAL CUSTOMER AND FUTURE OF CX

**Nat Bishop**, Fidelity

11:45 PM - 12:00 PM

COMMONFONT COMPANY UPDATES

**Joel Maxwell**, commonFont

12:00 PM - 1:30PM

LUNCH & BREAKOUT DISCUSSIONS

Benchmark Rooftop

**The AC Hotel Rooftop, 6th Floor**

Revelry, 24 N Tracy Ave

1:30 PM - 2:00 PM

LESSONS IN CX & EX

TRANSFORMATION PANEL

**Arjun Iyengar**, BCBS of Louisiana

**Connie Wang**, Imperfect Foods

**Vern Shaut**, Verizon

**Chad Carr (Moderator)**, commonFont

2:00 PM - 2:45 PM

HUMAN EXPERIENCE SOLUTIONS IN ACTION

**Aaron Demro**, commonFont

2:45 PM - 3:00 PM

BREAK

3:00 PM - 4:00 PM

CREATIVE PROBLEM SOLVING WORKSHOP

**Brandt Williams**, Thinknado

**Amy Williams Ed.D.**, Org Change

4:00 PM - 4:45PM

ONLYNESS

**Nilofer Merchant**

4:45 PM - 5:00PM

CLOSING

**Abby Schlatter**, commonFont

**Matt Fulton**, commonFont

6:30 PM

COCKTAILS & DINNER

**Brigade**

223 East Main Street, 2nd Floor