

SCHEDULE OF THE DAY

The Belgravia	0830-0915	Breakfast	Informal networking over breakfast					
The Ballroom	0915-0920	Presentation	Welcome - Owen James					
The Ballroom	0920-1000	Presentation	People in 2018: Ben Page, Chief Executive of Ipsos MORI will provide an entertaining canter through the emerging societal and behavioural trends his firm is encountering amongst your clients.					
Syndicate rooms	1000-1110	Working Session 1	Belgravia	Ballroom	Motcomb	Wilton	Knightsbridge	Suite
The Ballroom	1110-1130	Coffee	BlackBerry & Apple time					
The Ballroom	1130-1215	Networking	Mini meetings - an opportunity to exchange business cards					
Syndicate rooms	1215-1325	Working Session 2	Belgravia	Ballroom	Motcomb	Wilton	Knightsbridge	Suite
The Ballroom	1325-1500	Luncheon	A seated formal lunch					
The Ballroom	1420-1500	Presentation	Organisational climate trumps employee engagement - that is if you want best business performance: Moira Clark, Director of the Henley Centre for Customer Management, Henley Business School will set you straight!					
Syndicate rooms	1500-1610	Working Session 3	Belgravia	Ballroom	Motcomb	Wilton	Knightsbridge	Suite
The Ballroom	1610-1630	Afternoon Tea	BlackBerry & Apple time					
The Ballroom	1630-1715	Presentation	Retail theatre: more (and less) than meets the eye: Gabrielle Hase, Founder and Director, Soleberry Advisory. The 'less' means that sometimes the very basics of communication are what make an experience brilliant, something which is often overlooked by people trying to devise ever greater 'over the top' experiences.					
Motcomb	1715-1830	Fizz flows	More business cards to swap - an opportunity to relax with a glass of fizz and then wave goodbye					