

## Wednesday, January 9, 2019

8:30 am – 9:00 am Conrad Hilton Ballroom Foyer	<b>Continental Breakfast</b>			
9:00 am – 10:30 am Shamrock Ballroom 261	<b>General Session</b>	❖ <b>The Balancing Act: Walking the Personal Development Tightrope</b> ➤ Dr. Marc Clark, SmartBizzOnline.com, Franklin, Kentucky		
10:30 am – 10:45 am Conrad Hilton Ballroom Foyer	<b>Break</b>			
10:45 am – 12:15 pm	<b>Concurrent Sessions</b>	<b>Customer Service (Room S131)</b>  <ul style="list-style-type: none"> <li>• Doug Horn, GM, Houstonian Estates, Houston</li> </ul> <b>Green Group</b>	<b>Diverse Communication (Room S104)</b>  <ul style="list-style-type: none"> <li>• Mary Dawson, Associate Dean, U of H / Conrad N. Hilton College of HRM, Houston</li> <li>• Juan Madera, Assistant Professor, U of H / Conrad N. Hilton College of HRM, Houston</li> </ul> <b>Blue Group</b>	<b>Power &amp; Influence (Room S124)</b>  <ul style="list-style-type: none"> <li>• JeAnna Abbott, Professor, U of H/Conrad N. Hilton College of HRM, Houston</li> </ul> <b>Yellow Group</b>
12:15 pm – 1:20 pm Conrad Hilton Ballroom	<b>Lunch</b>			
1:30 pm – 2:00pm Shamrock Ballroom 261	<b>Team Building</b>			
2:15 pm – 3:45 pm	<b>Concurrent Sessions</b>	<b>Customer Service (Room S131)</b>  <b>Yellow Group</b>	<b>Diverse Communication (Room S104)</b>  <b>Green Group</b>	<b>Power &amp; Influence (Room S124)</b>  <b>Blue Group</b>
3:45 pm – 4:00 pm Conrad Hilton Ballroom Foyer	<b>Break</b>			
4:00 pm – 5:30 pm	<b>Concurrent Sessions</b>	<b>Customer Service (Room S131)</b>  <b>Blue Group</b>	<b>Diverse Communication (Room S104)</b>  <b>Yellow Group</b>	<b>Power &amp; Influence (Room S124)</b>  <b>Green Group</b>