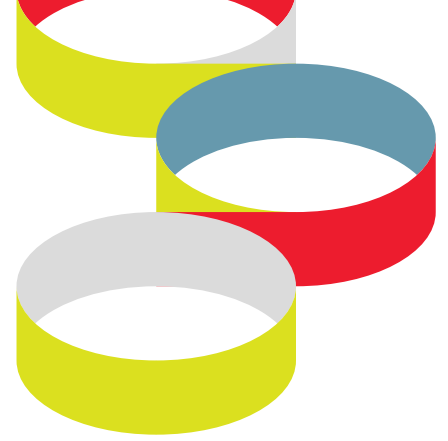


# Agenda

Crucial Connections | Salt Lake City, UT | August 6-8, 2024  
Little America Hotel



## TUESDAY, AUGUST 6

<b>Breakfast</b>	8:00 a.m.–9:00 a.m.	Ballroom C   Level 1
<b>Pre-Event Meetings</b>	8:00 a.m.–5:00 p.m.	
Sales   Combined		Olympus   Level 2
Crucial Learning Sales		Olympus   Level 2
Core Strength Sales		Wasatch   Level 2
CX&O Leaders	<i>Check with Excom leaders for detailed meeting agendas</i>	Flagstaff   Level 2
Product & Technology   Combined		Sun Valley   Level 2
IT & Enterprise Systems		Uintah   Level 2
Engineering		Sun Valley   Level 2
Product		Tucson   Level 2
<b>Lunch</b> <i>Pre-event attendees only</i>	12:00 p.m.–1:00 p.m.	Ballroom C   Level 1
<b>Snack Break</b> <i>Pre-event attendees only</i>	3:00 p.m.–3:15 p.m.	Mezzanine   Level 2
<b>Hotel check-in</b>	3:00 p.m.–5:00 p.m.	Front Desk
<b>Coaches Depart</b>	5:15 p.m.–5:45 p.m.	Lobby
<b>Welcome Reception</b>	6:00 p.m.–8:00 p.m.	Red Butte Gardens - Orangerie
<b>Coaches Return</b>	8:00 p.m.–8:30 p.m.	Lobby

## WEDNESDAY, AUGUST 7

<b>Professional Headshots</b> <i>Arrive 5 minutes before your assigned time</i>	7:30 a.m.–9:00 a.m.	Ballroom C Foyer   Level 1
<b>Breakfast</b>	8:00 a.m.– 9:00 a.m.	Ballroom C   Level 1
<b>Breakout Sessions 1</b>	9:00 a.m. – 11:00 a.m.	Assignment on name badge
<b>People Leader Workshop</b>   Derek Cullimore & Andy Shimberg		Olympus   Level 2
<b>Crucial Conversations with Kids: How to Communicate with Children of All Ages</b>   Nicole Samuels-Williams		Flagstaff   Level 2
<b>Feedsmackd: The Art of Receiving Tough Feedback</b>   Scott Robley		Sun Valley   Level 2
<b>GTD Best Practices: Uplevel Your Productivity Game!</b>   Mark Carpenter		Tucson   Level 2
<b>Leveraging the SDI for More Effective Crucial Conversations</b>   Justin Hale		Teton   Level 2
<b>Small Team Lunches</b> <i>Check with your lunch leader for carpool information and instructions</i>	11:00 a.m.–1:00 p.m.	Assignment on name badge
<b>Breakout Sessions 2</b>	1:00 p.m.–3:00 p.m.	Assignment on name badge
<b>Beating Burnout: Using SDI Insights to Identify and Overcome Burnout</b>   Kyle Menig		Olympus   Level 2
<b>Crucial Conversations with Kids: How to Communicate with Children of All Ages</b>   Nicole Samuels-Williams		Flagstaff   Level 2
<b>Feedsmackd: The Art of Receiving Tough Feedback</b>   Scott Robley		Sun Valley   Level 2
<b>GTD Best Practices: Uplevel Your Productivity Game!</b>   Mark Carpenter		Tucson   Level 2
<b>Leveraging the SDI for More Effective Crucial Conversations</b>   Justin Hale		Teton   Level 2
<b>Free Time / Optional Games</b>	3:00 p.m.–6:00 p.m.	Olympus   Level 2
<b>Professional Headshots</b>	3:00 p.m.–6:00 p.m.	Ballroom C Foyer   Level 1
<b>Company Dinner</b>	6:00 p.m.–8:00 p.m.	Ballroom C   Level 1

## THURSDAY, AUGUST 8

<b>Breakfast</b>	8:00 a.m.–9:00 a.m.	Ballroom C   Level 1
<b>Hotel Check-out</b>   Store Luggage	8:00 a.m.–11:00 a.m.	Front Desk
<b>Team Time</b>	9:00 a.m.–2:30 p.m.	<i>Check with Excom leaders for detailed agendas</i>
<b>CX&amp;O</b>   Joseph Sorensen Joseph Sorensen Jami Kapral Josh Ellis Bri Sieber Jordan Sweeney		Flagstaff   Level 2 Top Golf Art Class at Workshop SLC Escape Room at The Gateway Afternoon Tea at The Grand America Cooking Class at Slice
<b>Human Resources</b>   Derek Cullimore		Cecret Lake
<b>Marketing</b>   Mary McChesney		Silver Lake   Silver Lodge Restaurant
<b>Product</b>   Tiffany Franz		Snowbird   Rio Grande Cafe
<b>Sales</b>   Mike Morhardt & Tim Barlow		Utah Olympic Park   Hearth & Hill
<b>Shared Services</b>   Troy Giles		Sundance Resort
<b>Technology</b>   Russ Rollins		Utah Olympic Park   Hearth & Hill
<b>Company Social</b> <i>Turn in your bingo card to enter the raffle drawing</i>	2:30 p.m.–3:00 p.m.	Ballroom C Foyer   Level 1
<b>Closing Session</b>	3:00 p.m.–4:00 p.m.	Ballroom C   Level 1

## LITTLE AMERICA WI-FI

Network: Crucial Connections | Password: crucon2024

## KEY LOCATIONS

### Red Butte Gardens

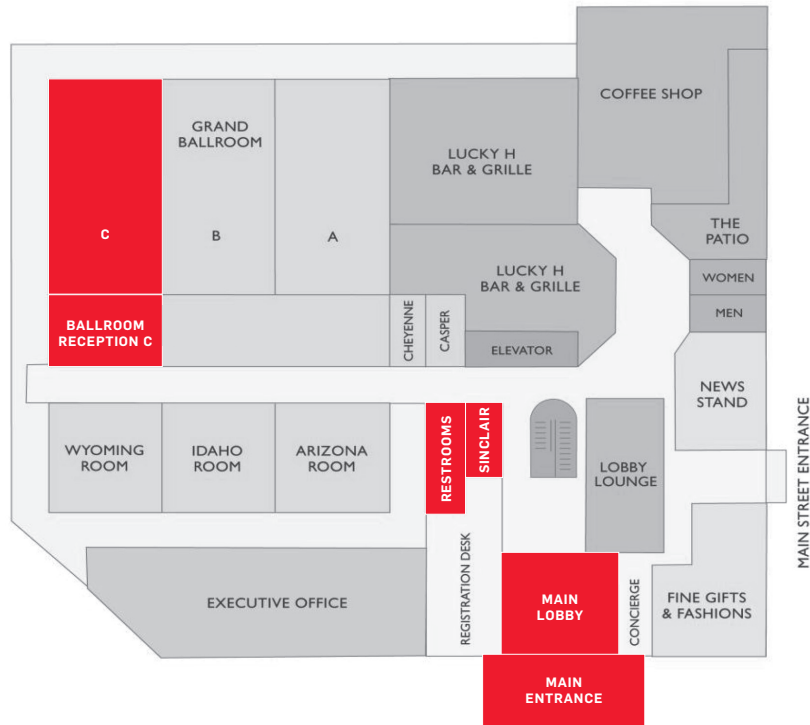
300 Wakara Way  
Salt Lake City, UT 84108

### The Little America Hotel

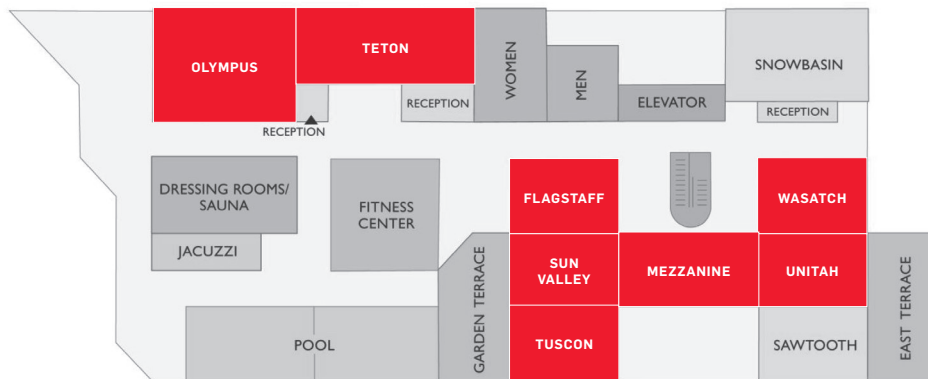
500 Main St.  
Salt Lake City, UT 84101

# LITTLE AMERICA FLOOR PLAN

## MAIN FLOOR



## SECOND FLOOR



■ CL MEETING ROOMS

## BREAKOUT SESSION DESCRIPTIONS

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### **GTD Best Practices: Up-Level Your Productivity Game**

*Mark Carpenter, Master Trainer*

Join this breakout session focused on mastering Getting Things Done (GTD) best practices. You'll learn how to:

- Implement the fundamental principles of GTD, including how to more easily clarify your work.
- Refine your trusted system and tool of choice with a focus on optimizing your lists.
- Learn tips and tricks for managing your email inbox more effectively.

By embracing GTD best practices, you will leave empowered to streamline your workflow, have increased focus, and be able to accomplish more with less stress.

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### **Leveraging the SDI for More Effective Crucial Conversations**

*Justin Hale, Principal Consultant & Master Trainer*

Discover how to pair insights from the Strength Deployment Inventory (SDI) with your Crucial Conversations skills to help improve team relationships. Specifically, you'll learn how to:

- Use your team's strengths to help you behave in ways that align with your goals and priorities.
- Become more self-aware of your overdone strengths and how they may trigger conflict within others.
- Manage conflict triggers by learning how to master your stories.
- Hold crucial conversations with others to address overdone strengths.

By integrating SDI insights with Crucial Conversations methodology, you'll leave with a powerful toolkit to improve your relationships with others and build a high-performing team.

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### **Crucial Conversations with Kids: How to Communicate with Children of All Ages**

*Nicole Samuels-Williams, Master Trainer*

Explore practical strategies for engaging in Crucial Conversations with children from toddlers to teens. You'll learn how to:

- Identify the role you are playing, or how you may be contributing to conflict, and how to identify what you really want from the relationship.
- Use skills to establish mutual purpose and build psychological safety to combat defensiveness or silence.
- Recognize signs that the child isn't feeling safe during the conversation and use skills to restore safety.
- Adapt Crucial Conversations principles to different age groups.

You'll leave well equipped with the tools to navigate challenging conversations with confidence and build stronger connections with children.

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### **Feedsmacked: The Art of Receiving Tough Feedback**

*Scott Robley, Director of Professional Services & Master Trainer*

Each of us can be responsible for our own reaction, safety, and worth—regardless of the feedback we get from others. In this session, you'll learn skills for receiving feedback in a healthy, productive way. Specifically, you'll learn:

- Skills to recognize when your psychological safety is at risk and how to remain open to feedback, versus becoming defensive.
- Strategies for seeking to understand and get curious about feedback, and then reflecting on the feedback as an opportunity for improvement rather than criticism.
- How to look for truth and substance in tough feedback, even if you don't agree with all of it.

By mastering the art of receiving feedback, you'll be better equipped with the skills to cultivate stronger relationships and improve your performance.

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## BREAKOUT SESSION DESCRIPTIONS

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### **Beating Burnout: Using SDI Insights to Identify and Overcome Burnout**

*Kyle Menig, Master Facilitator*

A 2021 Gallup poll revealed that 74% of employees said they experience burnout on the job. However, burnout is more than just feeling a little stressed – it's emotional, physical, and mental exhaustion that happens due to overwork. When you learn how to identify and reduce burnout, you can feel healthier and more productive. Join this session to learn how to:

- Recognize common burnout triggers and how they affect your wellbeing, your work, and your team.
- Leverage insights from the SDI to help build trust, promote recognition, and cultivate supportive team environments.
- Learn how to connect what you do with why it's important to who you are to feel more energized, engaged, and confident.

Attend this session to improve how you handle workplace challenges and burnout, using insights from the SDI to help increase compassion and teamwork.

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### **People Leader Workshop**

*Andy Shimberg, Chief Executive Officer & Derek Cullimore, VP, People and Culture*

Join this breakout session focused on best practices of handling the issues of leading people with our Crucial Learning skills. You'll learn how to:

- Implement the fundamental principles of our content into our day-to-day work of leading employees.
- Share your best practices with other people leaders and infuse leadership skills into application.

By embracing our own skills and work-shopping with your fellow People Leader community, you will leave empowered to better achieve your leadership goals.

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