

# Daily Workshop Schedule

Below is the schedule of workshops offered at Expand Expo 2024.

## Monday

- The Art of Persuasion - Influencing without Authority
- Creating Jaw-Dropping Member Experiences
- Decisioning in Risk-Based Lending
- Foundations of Leadership: Understanding Personal Leadership Styles
- Leadership Ethics for Credit Union Professionals
- Resilient Leadership Essentials
- Strategic Lending for Lending Managers
- Unleash Your Inner Presenter: Tapping Back Into the Art of Dynamic and Engaging Presentations

## Wednesday

- Bankruptcy
- Creating a Competitive Advantage - How to Anticipate, Strategize, and WIN!
- Effective Loan Management
- From Chaos to Calm - Stress Management Strategies for Success
- How Leaders Inspire, Influence, and Achieve Results
- Influence of Leadership: Multiplying the Impact of Teams
- What to Do When it Didn't Go Well

## Tuesday

- Collections
- Constructive Conversations - A Guide to Giving and Receiving Feedback
- Consumer Lending for Frontline Staff
- Critical Thinking
- Effective Risk-Based Pricing
- Foundations of Leadership: Understanding Personal Leadership Styles
- Mastering Resilience - Building Adversity Intelligence at Work

## Thursday

### **A Culture of Service: Building Success From Within**

presented by

**The Ritz-Carlton Leadership Center**

For the most complete and updated schedule, course descriptions, and trainer bios, please visit our website [www.ExpandExpo.org](http://www.ExpandExpo.org).

Training resources specific to each workshop will be made available to attendees the morning of the workshop.

Workshops will begin at 9:00am and end at 4:00pm on Monday, Tuesday, and Wednesday. A one-hour lunch break will be provided at 12:00pm, and a 30-minute networking break at 2:30pm. A morning break will be at the individual instructor's discretion. Thursday's workshop will follow the same morning schedule; classes will end at 3:30pm, with no afternoon break.

# Daily Agenda

## Sunday, September 8, 2024

4:00pm - 5:30pm Registration  
4:00pm - 6:30pm Welcome Reception

### Breakfast

Hot breakfast buffet is provided for guests of the Hershey Lodge from 8:00am - 9:00am each day.

## Monday, September 9, 2024

7:30am - 9:00am Registration  
8:00am - 9:00am Breakfast/Vendor Show  
9:00am - 4:00pm Training Workshops  
12:00pm - 1:00pm Lunch/Vendor Show  
2:30pm - 3:00pm Networking Break  
4:00pm - 6:00pm Vendor Show  
4:00pm - 6:00pm Evening Reception

### Networking Breaks

Collaborate with and learn from colleagues and vendors Monday - Wednesday.

Drinks and themed-snacks will be served.

### Evening Receptions

Limited open bar and heavy hors d'oeuvres offered Sunday. Monday evening is a cash bar with heavy hors d'oeuvres.

## Tuesday, September 10, 2024

8:00am - 9:00am Breakfast/Vendor Show  
9:00am - 4:00pm Training Workshops  
12:00pm - 1:00pm Lunch/Vendor Show  
2:30pm - 3:00pm Networking Break

### Dinner and Entertainment

Join us Wednesday evening for dinner and live entertainment with The Killer Pianos.

### Vendor Show

Monday, September 9: 8:00am - 9:00am  
12:00pm - 1:00pm  
2:30pm - 3:00pm  
4:00pm - 6:00pm  
Tuesday, September 10: 8:00am - 9:00am  
12:00pm - 1:00pm

## Wednesday, September 11, 2024

8:00am - 9:00am Breakfast  
9:00am - 4:00pm Training Workshops  
12:00pm - 1:00pm Lunch  
2:30pm - 3:00pm Networking Break  
5:00pm - 8:30pm Dinner & Live Entertainment

## Thursday, September 12, 2024

8:00am - 9:00am Breakfast  
9:00am - 3:30pm The Ritz-Carlton Training Workshop  
12:00pm - 1:00pm Lunch