

# Conference of EO's – Leading Through Challenge and Change Virtual – Saturday, February 27, 2021 – **Evolving Schedule**

Time Zone - PT/MT/CT/ET

- 7:15/8:15/9:15/10:15am** – **Sign-On, WebinarJam Instructions, Multi-Continental Breakfast** (15 mins)  
11:15am-Bolivia / 12:15pm-Paraguay / 3:15pm-London / 4:15pm-Italy, Germany, Belgium / 5:15pm-Romania/Greece
- 7:30/8:30/9:30/10:30am** – **Welcome and Day of Format/Rules** – Jeff Brunson (10 mins)  
**Leading Through Challenge and Change** – Chris Wheeler (20 mins)  
11:30am-Bolivia / 12:30pm-Paraguay / 3:30pm-London / 4:30pm-Italy, Germany, Belgium / 5:30pm-Romania/Greece
- 8:00/9:00/10:00/11:00am** – **Keynote Speaker - Secretary General John May, OBE - Secretary General at The Duke of Edinburgh's International Award, Oxford, England, UK** (60 mins)  
Noon-Bolivia / 1:00pm-Paraguay / 4:00pm-London / 5:00pm-Italy, Germany, Belgium / 6:00pm-Romania/Greece
- 9:00/10:00/11:00/Noon** – **Donut Break** (10 mins)  
1:00pm-Bolivia / 2:00pm-Paraguay / 5:00pm-London / 6:00pm-Italy, Germany, Belgium / 7:00pm-Romania/Greece
- 9:10/10:10/11:10/12:10am** – **“Building a Culture of Guest Service Excellence with your WHY” – John A. Bisignano, Jr., 30+ Year former Disney Cast Member and Guest Experience Leader** (60 mins)  
1:10pm-Bolivia / 2:10pm-Paraguay / 5:10pm-London / 6:10pm-Italy, Germany, Belgium / 7:10pm-Romania/Greece
- 10:10/11:10/12:10/1:10pm** – **“Being an Inclusive, Authentic, and Global Leader” – Neelay Bhatt, Principal at PROS Consulting Inc., President of the Indianapolis Immigrant Welcome Center, Curator and Organizer of three TEDx locations** (60 mins)  
2:10pm-Bolivia / 3:10pm-Paraguay / 6:10pm-London / 7:10pm-Italy, Germany, Belgium / 8:10pm-Romania/Greece
- 11:10/12:10/1:10/2:10pm** – **Lunch (Dinner) Break – All need to sign-off for 30 mins**  
3:10pm-Bolivia / 4:10pm-Paraguay / 7:10pm-London / 8:10pm-Italy, Germany, Belgium / 9:10pm-Romania/Greece
- 11:40/12:40/1:40/2:40pm** – **Sign-On** (15 mins)  
3:40pm-Bolivia / 4:40pm-Paraguay / 7:40pm-London / 8:40pm-Italy, Germany, Belgium / 9:40pm-Romania/Greece
- Noon/1:00/2:00/3:00pm** – **Guest Speaker – “Making a Difference in Today’s World” – Jeff Stuerman, Board Chair, Lambda Chi Alpha Fraternity** (60 mins)  
4:00pm-Bolivia / 5:00pm-Paraguay / 8:00pm-London / 9:00pm-Italy, Germany, Belgium / 10:00pm-Romania/Greece
- 1:00/2:00/3:00/4:00pm** – **Coffee Break** (10 mins)  
5:00pm-Bolivia / 6:00pm-Paraguay / 9:00pm-London / 10:00pm-Italy, Germany, Belgium / 11:00pm-Romania/Greece
- 1:10/2:10/3:10/4:10pm** – **Leading Through Challenge and Change** – 3 Speakers (20 mins each)  
**Our DeMolays and Chapters** – IMC Brett Grimm & ICS Seaghan Ennis  
**How do we Manage our People** – King Traub, PSMC 2009-2010  
**Telling our Story & Brand Message** – Matthew Luedke, PSMC 2003-2004  
5:10pm-Bolivia / 6:10pm-Paraguay / 9:10pm-London / 10:10pm-Italy, Germany, Belgium / 11:10pm-Romania/Greece
- 2:20/3:20/4:20/5:20pm** – **Put a Bow on It, Snacks w/EO's, and Thank You's** – Jeff Brunson (20 mins)  
6:20pm-Bolivia / 7:20pm-Paraguay / 10:20pm-London / 11:20pm-Italy, Germany, Belgium / 12:20am-Romania/Greece
- 2:45/3:45/4:45/5:45pm** – **Sign-Off – End of the Conference of EO's 2021**  
6:45pm-Bolivia / 7:45pm-Paraguay / 10:45pm-London / 11:45pm-Italy, Germany, Belgium / 12:45am-Romania/Greece