

# AGENDA COLLABORATE | 2017

Turnberry Isle Resort & Spa | Aventura, FL | September 24-27, 2017 | Connect with us at #SCTEM2017

## SUNDAY 9.24.17

**8:00 AM – 7:00 PM**

### **REGISTRATION | SALON VIII |**

SPONSORED BY: ANTHONY TRAVEL

**2:00 PM – 3:15 PM**

### **EDUCATIONAL SESSION ONE:**

#### **1A: HIGHER ED BREAKOUT: T&E ROUNDTABLE | SALONS I, II, III |**

*Masters of Ceremonies: Tony D'Alstofo, Chief Commercial Officer, DEEM  
Teresa Athan, University of Washington, SCTEM Board Member*

#### **Table Moderators: SCTEM Board Members**

Bring your business cards and join SCTEM Board Members as we open this year's conference with an opportunity to share best practices, questions, and ideas. Board members will facilitate roundtable discussions on the hot topics as provided by you. Possible topics include Payment Solutions, Technology, Traveler Safety and Security, and Challenges in the Current Political Climate. What challenges are you facing today? Post them on the SCTEM LinkedIn Group message board to be included in the agenda. This is also a great opportunity to network!

#### **1B: SUPPLIER PARTNER BREAKOUT: BUILDING RELATIONSHIPS | SALONS V, VI, VII |**

*Doug Carter, Presentations Consultant, Presentations, Etc.*

The key to business success is building relationships. This networking session is specifically designed for supplier attendees focused on relationship building with potential and current higher education clients. Let's discuss and then get that process started!

**4:00 PM – 5:30 PM**

#### **GENERAL SESSION A: SECRETS OF PERSUASIVE PRESENTATIONS | BALLROOM III |**

*Doug Carter, Presentations Consultant, Presentations, Etc.*

In today's highly competitive business environment, the ability to organize, craft, and deliver engaging, memorable, and effective presentations is an absolute necessity. Learn how to organize, create, and deliver your presentations so that you grab your audience's attention, keep them engaged, and then 'move' them to action. Open to all SCTEM attendees, both suppliers and collegiate.

**6:00 PM – 6:45 PM**

#### **NEW ATTENDEE RECEPTION | HARRY SOFFER ROOM |**

SPONSORED BY:

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If this is your first SCTEM conference, join us to connect and network with colleagues and SCTEM leaders. Learn how you can get the most out of your conference experience.

**6:00 PM – 10:00 PM**

## **OPENING RECEPTION & DINNER | CASCATA POOL |**

SPONSORED BY: ENTERPRISE HOLDING

Welcome to this year's attendees! Join us as we celebrate another year of coming together to share knowledge, glean new ideas, and renew friendships with colleagues. Enjoy an evening of food and fun.

## MONDAY 9.25.17

**6:30 AM – 7:30 AM**

### **RUN/WALK | MEET IN LOBBY | HOSTED BY: Joe DeMille**

### **YOGA | SALON IV | HOSTED BY: Alexis Gulliver**

Runners and walkers meet in the lobby. Yoga participants meet in Salon IV. Wear workout clothes; mats and water will be provided. This yoga class is suited for all skill levels.

**7:00 AM – 8:30 AM**

### **BREAKFAST | BOURBON STEAK |**

SPONSORED BY:

**8:00 AM – 5:00 PM**

### **REGISTRATION | BALLROOM EAST FOYER |**

SPONSORED BY: ANTHONY TRAVEL

**8:30 AM – 10:00 AM**

### **WELCOME AND GENERAL SESSION B: HOT TOPICS OF TODAY | BALLROOM III |**

*MODERATED BY: Tony D'Astolfo, Chief Commercial Officer, DEEM*

*PANEL: SCTEM Board*

In today's ever-changing travel landscape, travel and expense managers face many challenges, as we uncovered in Sunday's round table discussion. Tony will lead a lively session putting SCTEM board members on the hot seat to address your pressing issues of the day.

**10:15 AM – 11:45 AM**

### **VENDOR ENCOUNTER | SALONS II, III, VI, VII |**

SPONSORED BY:

New this year, SCTEM is providing an opportunity to EDU attendees to meet one on one with supplier partners to learn about their products and services, as well as glean greater understanding of how strategic partnerships can benefit your organization and travelers. Schedule your 15-minute meetings with participating suppliers prior to arriving at the conference. Reservation instructions will be emailed to attendees with their conference registration confirmation. There will also be sign-up sheets available at the SCTEM Registration Table.

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Separately, Chrome River and Concur will lead 3-30 minute attendee-centric sessions concentrating on collaboration and cutting edge themes in travel and expense management. These interactive sessions include audience participation as well as periods for questions and answers.

Door prizes will be awarded to participants. This event is an opportunity to take advantage of scheduled appointments and not miss out on valuable educational sessions.

**11.45 AM – 1:00 PM**

## **PICNIC LUNCH | MAGNOLIA COURTYARD |**

SPONSORED BY:

This year, SCTEM is offering a “working” lunch where each table will be topic driven. Hosted by a subject matter expert and moderator, attendees will enjoy lively discussions while sharing a meal. Each table will share a large picnic basket of lunch goodies while discussing hot topics in collegiate travel and expense management. This lunch will be a great opportunity to gain helpful tips, ask questions, and engage with a small group.

**1:00 PM – 2:30 PM**

## **GENERAL SESSION C: PERSONALITY AND BEHAVIOR STYLE: DISCOVERING, EXPLORING, AND APPLYING | BALLROOM III |**

*Deb Dunbar, Director, Talent and Organization Development, Indiana University*

In our highly diverse workplaces there are many personality types, each with a different set of needs and success strategies. Learn to self-evaluate and challenge your ability to empathize, communicate, and build relationships with co-workers who have similar and different personality styles. In this highly interactive session, participants will:

- Discover factors in the workplace that contribute to effectiveness;
- Recognize behavioral preferences among five different personality types;
- Identify areas for professional and personal improvement; and
- Create action plans and SMART goals.

**2:30 PM – 3:00 PM**

## **TRADE SHOW AND BREAK | BALLROOM SOUTH FOYER |**

**3:00 PM – 4:30 PM**

## **EDUCATIONAL SESSION TWO:**

### **2A: MANAGING AND LEADING GREAT STAFF & TEAM MEETINGS | BALLROOM II |**

*Randy Dean, MBA and Author, Randall Dean Consulting and Training*

With organizational resources tighter than ever, and staff and management busier than ever, frivolous meetings are simply not an option; yet they continue to occur. We all know, too many unproductive meetings create a major drag on staff morale and motivation. Randy Dean, MBA, will share proven strategies and best practices for making sure your meetings are more productive, more focused, and more appreciated. Use your meetings to solve problems, take advantage of opportunities, and effectively delegate and distribute work -- let them be the powerful tool they can be for building your team and your business.

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## **2B: DRIVING COMPLIANCE THROUGH POLICIES AND GUIDELINES | BALLROOM III |**

*Marie Peterson, Travel & Procurement Card Manager, The Ohio State University*

*Carolynn Blankenship, Audit & Compliance Supervisor, University of Michigan*

At the SCTEM Conference in 2016, we presented the basic building blocks of meaningful travel policies. Now, how do we deploy these policies in a manner that will drive compliance? This session has been constructed to deliver key tips and tools to introduce your travelers to your institution's travel policy 9 9 9 before they travel. The approach is intended to collaboratively empower and engage travelers in order to promote optimum buy9 in. A panel of experts will present their best practice strategies and invite open discussion to the attending participants.

**6:00 PM – 7:00 PM**

## **DINNER & RECEPTION | DRIVING RANGE |**

SPONSORED BY:

**7:00 PM – 10:00 PM**

## **GAME NIGHT/MURDER MYSTERY | SOUTH FOYER & BALLROOM I/II |**

SPONSORED BY:

# TUESDAY 9.26.17

**6:30 AM – 7:30 AM**

## **RUN/WALK | MEET IN LOBBY | HOSTED BY: Joe DeMille**

## **YOGA | SALON IV | HOSTED BY: Alexis Gulliver**

Runners and walkers meet in the lobby. Yoga participants meet in Salon IV. Wear workout clothes; mats and water will be provided. This yoga class is suited for all skill levels.

**7:00 AM – 8:30 AM**

## **BREAKFAST | BOURBON STEAK |**

SPONSORED BY:

**8:00 AM – 5:00 PM**

## **REGISTRATION | BALLROOM EAST FOYER |**

SPONSORED BY: ANTHONY TRAVEL

**8:30 AM – 10:00 AM**

## **EDUCATIONAL SESSION THREE:**

## **3A: COLLABORATION: UNIVERSITY OF WISCONSIN SYSTEM & DELTA AIR LINES | BALLROOM II |**

*Terri Gill, Systemi wide Travel Manager & Contract Administrator, University of Wisconsin*

*Jimmy Romo, General Manager, Global Sales, Delta Air Lines*

Strategic partnerships between universities and suppliers are so important to take advantage of, but can be hard to achieve. Learn from both the collegiate and supplier point of view as the University of Wisconsin System and Delta Air Lines walk attendees through the challenges and successes of their effective consolidated travel program. Attendees will acquire the knowledge to apply these skills to their own business or university.

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## **3B: FROM DISTRACTED TO PRODUCTIVE: FINDING YOUR FOCUS IN TODAY'S INCREASINGLY INTERRUPTED WORLD | BALLROOM III |**

*Randy Dean, MBA and Author, Randall Dean Consulting and Training*

E-mail. Texts. Interruptions. Project Transitions. Office Clutter. Social Media. Smart Phones. Even Family and Friends. How do you manage all of these "squirrels" that are driving you crazy? These key "distractors" sometimes make it almost impossible to get anything done. It sometimes seems like there is always at least one SQUIRREL getting in the way of what you really need to do. But with some forethought and effective strategies, as well as some personal discipline, it is more than possible to find your focus once again, even in a hyper-distracted world. In this new program by popular time & tech management speaker Randy Dean, MBA, we'll look at each of these key areas of distraction and define strategies for enhancing long-term focus, productivity, and performance.

**10:00 AM- 10:30 AM**

## **TRADE SHOW AND BREAK | BALLROOM SOUTH FOYER |**

**10:30 AM – 12:00 PM**

## **GENERAL SESSION D: EXECUTIVE ORDERS | BALLROOM III |**

*TBA*

How does the current U.S. administration impact higher education, and faculty, staff, student travel abroad, and international student recruitment and higher education hosted programs for international visitors?

**12:00 PM— 1:15 PM**

## **LUNCH | MAGNOLIA COURTYARD |**

SPONSORED BY:

**1:15 PM – 2:45 PM**

## **EDUCATIONAL SESSION FOUR:**

### **4A: COLLABORATION: |SHARING ECONOMY IN HIGHER EDUCATION | BALLROOM II |**

### **4B: WHAT'S NEW IN TRAVEL PAYMENT SOLUTIONS? | BALLROOM III |**

*PANEL TBA*

How you pay for travel expenses can cost you – BIG TIME. But, how do you know what tool is most beneficial to your institution? This session's objective is to help SCTEM members determine the best payment solution for their travel program. AirPlus International and a panel of experts in the field will discuss updates to virtual solutions, how they function in a travel program and other products that they complement without increasing the cost of ownership.

**2:45 PM – 3:15 PM**

## **TRADE SHOW AND BREAK | BALLROOM SOUTH FOYER |**

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**3:15 PM – 4:45 PM**

## **EDUCATIONAL SESSION FIVE:**

**5A: COLLABORATION: TBA | BALLROOM II |**

Information on this session will be updated as soon as it's confirmed.

**5B: COLLABORATION: TBA | BALLROOM III |**

Information on this session will be updated as soon as it's confirmed.

**6:00 PM – 10:00 PM**

## **FOOD TRUCK: DINNER & RECEPTION, FUNDRAISER FOR CHARITY | PORTE COCHERE/MAGNOLIA COURTYARD |**

SPONSORED BY:

Become a food critic for the night, and for a great cause. Try out a variety of local Miami food trucks, from Mediterranean cuisine and seafood to tacos and waffles. Attendees will vote with tickets provided and have the opportunity to purchase additional tickets. At the end of the night, the food truck with the most tickets will be recognized as the food truck champ and all of the proceeds will be donated to a charity of the truck owner's choice.

# WEDNESDAY 9.27.17

**6:30 AM – 7:30 AM**

**RUN/WALK | MEET IN LOBBY | HOSTED BY: Joe DeMille**  
**YOGA | SALON VII | HOSTED BY: Alexis Gulliver**

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**7:00 AM – 9:00 AM**

**BREAKFAST | BOURBON STEAK |**

SPONSORED BY:

**9:00 AM – 10:30 AM**

**GENERAL SESSION E: UNLEASHING THE POWER OF COLLABORATION | BALLROOM III |**

SPONSORED BY: DELTA AIR LINES

*Dominic Thurbon, Co-founder and Chief Creative Officer, ChangeLabs*

To get ahead in the knowledge economy, companies must capture the expertise already floating around inside their four walls. Using everything from better technology to better meeting discipline, unleashing collaboration is a sure-fire way to drive innovation, productivity and engagement. In a competitive market, we cannot afford to let collaboration be a buzzword – we need to implement real strategies for making it happen. In this insightful and empowering presentation, Dominic will:

- Give you the 5 behaviors to unleash collaboration, both personally and organizationally
- Identify the common barriers to making it happen and show how they can overcome
- Demonstrate the link between collaboration and innovation, productivity and engagement

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**10:30 AM – 11:00 AM**

## **THANK YOU AND WRAP UP | BALLROOM III |**

At this brief wrap-up, SCTEM will reveal its 2018 destination.

**11:30 AM – 3:00 PM**

## **COLLABORATIVE LUNCH & TOUR OF FLORIDA INTERNATIONAL UNIVERSITY | MEET IN CONFERENCE LOBBY FOR TRANSPORT TO FIU CAMPUS |**

SPONSORED BY:

In the spirit of collaboration - with a dash of competition - attendees are invited to learn about the world-class Chaplin School of Hospitality & Tourism Management at Florida International University. While there, attendees will enjoy lunch together and have the opportunity to participate in an exciting team building event.

The Chaplin School has strong corporate partnerships with companies such as the American Hotel & Lodging Association, Carnival, Marriott, and Sofitel to name a few. Learn how the school has collaborated with their partners to build a strong, competitive learning environment for their undergrad, graduate, and doctoral students.

# GENERAL INFORMATION

## **REGISTRATION**

Registration for collegiate attendees is \$695 for the first member from your institution and \$595 per each additional attendee from the same school. Collegiate member registration includes admission to all keynote speaker presentations, breakout educational sessions, “vendor encounter”, conference tradeshow, and the following meals: Sunday dinner, all meals and breaks on Monday and Tuesday, and Wednesday breakfast and lunch.

Registration for supplier attendees is \$1250 for the first representative and \$750 per each additional attendee from the same company. Supplier registration includes participation in the tradeshow, admission to all keynote speaker presentations, breakout educational sessions, and the following meals: Sunday dinner, all meals and breaks on Monday and Tuesday, and Wednesday breakfast and lunch.

Registration for members is available online at [www.SCTEM.org](http://www.SCTEM.org). Payment is available online via credit card; institutions without credit cards should follow the instructions on the registration page for check payments.

If you have additional questions regarding registration, please contact Jill Dawson at <mailto:jilldawson@anthonytravel.com>.

## **RECOMMENDED DRESS**

“Business casual” is appropriate attire for all events at SCTEM. Attendees are asked to wear attire that sports his or her school or company colors/logo to the Opening Night Reception. Although weather in the fall is typically warm

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during the day, conference rooms in the hotel may be cool and some attendees may find it comfortable to have a sweater/sweatshirt with them.

## SAMPLES FROM SCHOOLS

We encourage you to share pamphlets, policy documents, and promotional items that your institution has created to communicate new policies and procedures or to promote travel and/or expense management programs. Samples can be emailed to SCTEM at [gullive5@msu.edu](mailto:gullive5@msu.edu) OR delivered to the registration booth upon arrival and will be made available to SCTEM members and on our website, SCTEM.org.

## VENDOR ENCOUNTER – INFORMATION

Please note: Appointments during other SCTEM sessions and scheduled events are strongly discouraged. SCTEM strives to provide opportunities for networking during social events throughout the conference. All attendees, EDU and Supplier Partners, are encouraged to attend all educational events.

New this year, SCTEM is providing opportunities for EDU attendees to meet with supplier partners in two ways. First, EDU attendees have the opportunity to meet with our Supplier Partner Sponsors during 15-minute appointments to gain greater understanding of the products and services they offer.

Separately, Chrome River and Concur will lead 3-30 minute attendee-centric sessions concentrating on collaboration and cutting edge themes in travel and expense management. These interactive sessions include audience participation as well as periods for questions and answers.

**Scheduling Appointments:** Reservation instructions will be emailed to attendees with their conference registration confirmation. There will also be sign-up sheets available at the SCTEM Registration Table.

Door prizes will be awarded to participants. This event is an opportunity to take advantage of scheduled appointments and not miss out on valuable educational sessions.

## FLORIDA INTERNATIONAL UNIVERSITY – INFORMATION

In the spirit of collaboration with a dash of competition attendees are invited to learn about the world class Chaplin School of Hospitality & Tourism Management at Florida International University. While there, attendees will enjoy lunch together and have the opportunity to participate in an exciting team building event.

The Chaplin School has strong corporate partnerships with companies such as the American Hotel & Lodging Association, Carnival, Marriott, and Sofitel to name a few. Learn how the school has collaborated with their partners to build a strong, competitive learning environment for their undergrad, graduate, and doctoral students.

SCTEM will provide transportation from Turnberry Isle Resort to FIU. Return transportation is available as well as transportation to Fort Lauderdale International and Miami International Airports.



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## TRADE SHOW – ATTENDEE INFORMATION

A supplier trade show that features the most popular academic suppliers will take place on Monday and Tuesday during extended morning and afternoon breaks. This is an ideal opportunity to view online booking and expense report demos, discuss contract opportunities, and network. The vendor trade show attracts travel management companies, airlines, rental car companies, expense reporting applications, online booking applications, airport parking providers, hotels, consultants and much, much more!

## TRADE SHOW – EXHIBITOR INFORMATION

Participating in the SCTEM trade show is an ideal opportunity for suppliers to network with collegiate decision makers and recommend solutions that lead to lower costs, enhanced services, and streamlined efficiencies within the academic enterprise.

The trade show will be open during morning and afternoon breaks on Monday and Tuesday in a cocktail table format. This allows you to network without the need for elaborate exhibit displays or materials. The cost for a Conference Registration with or without trade show participation is \$1250. To reserve your table, register at: <http://www.sctem.org>.

Questions about participating in the trade show should be directed to:

Andy Lowell  
Strategic Sales,  
Enterprise Holdings

Phone: 563-468-1388  
E-mail: [Andrew.Z.Lowell@ehi.com](mailto:Andrew.Z.Lowell@ehi.com)