

Value Creation and the Customer Centric Approach Program Agenda for October 14 - October 16, 2019

Day One

Monday, October 14

6:00 - 7:30 pm	Welcome Reception (optional)	Wharton San Francisco
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Day Two

Tuesday, October 15

8:00 - 9:00 am	Breakfast and Registration	David Wessels
9:00 - 11:30 am	Simulation: Applying Customer Centricity to Your Clients	Sarah Toms & Pete Fader
11:30 - 12:30 pm	Lunch	MacArthur's Restaurant
12:30 - 5:00 pm	Simulation: Applying Customer Centricity to Your Clients	Sarah Toms & Pete Fader
5:00 - 5:30 pm	Application - Taking Back to the Office	David Wessels
6:00 pm	Dinner and Cocktails	Boulevard Restaurant

Day Three

Wednesday, October 16

7:30 - 8:30 am	Breakfast	
8:30 - 10:00 am	Leading Profitable Business Initiatives : Creating Value	David Wessels
10:00 - 10:15 am	Break	
10:15 - 12:00 pm	Leading Profitable Business Initiatives : Creating Value	David Wessels
12:00 - 1:00 pm	Lunch	
1:00 - 2:30 pm	Driving Execution Using Key Performance Indicators	David Wessels
2:30 - 3:00 pm	Program Wrap Up/Implications for Your Organization	David Wessels

Location:

Wharton San Francisco
2 Harrison Street
Floor 6, Classroom 612
San Francisco, CA 94105

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Boulevard Restaurant

1 Mission Street
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