

Location: McCord Hall, Room 422 - Arizona State University, Tempe, AZ

TUESDAY January 23, 2024		WEDNESDAY January 24, 2024		THURSDAY January 25, 2024	
7:30 am MST	Classroom Opens	7:30 am MST	Classroom Opens	7:30 am MST	Classroom Opens
8:00 am	Welcome, Program Overview and Introductions Taryn Nance / Raghu Santanam	8:00 am	Financial Management: Examining Profitability, Your Role and Impact Dr. Mark Manfredo	8:00 am	Financial Management: Examining Profitability, Your Role and Impact Dr. Mark Manfredo
9:00 am	Organizational Leadership Dr. Joan Brett	11:30 am	Group Photo (outside first floor atrium)	10:00 am	Connecting Sales and Marketing Dr. Scott Downey
12:15 pm	Lunch – McCord Hall, Room 450	11:45 am	Lunch – McCord Hall, Roo 450	12:00 pm	Lunch – McCord Hall, Room 450
1:00 pm	Service Blueprinting: Visualize Your Service Processes and Delivery From Customers' Point of View Dr. Doug Olsen	12:30 pm	Future Drivers of Change: Implications for Business Dr. Allan Gray	12:45 pm	Conversation with Arizona Growers Arnott Duncan and Brian Rhodes Dr. Scott Downey
5:00 pm	Adjourn	5:00 pm	Adjourn	2:00 pm	Break
5:00 - 6:30 pm	Networking Reception – McCord Hall Room 450 (Oasis Room)	6:30 – 8:00 pm	Networking Dinner – Pedal Haus Brewery	2:15 pm	Review Learning, Value Co-Creation Dr. Scott Downey
				3:00 pm	Now What? Action Steps After the Academy Dr. Allan Gray
				4:00 pm	Adjourn <i>Safe travels home!</i>