

2024 HCI Peer Group Schedule

Sunday, February 25

<i>Time</i>	<i>Topic</i>	<i>Location</i>
4:00 pm - 6:00 pm	Conference Table Registration Open	Outside Grand Ballroom (lobby level)

Monday, February 26

<i>Time</i>	<i>Topic</i>	<i>Location</i>
6:30 am - 8:45 am	Breakfast on your own	
8:00 am - 9:00 am	Conference Table Registration Open	Outside Grand Ballroom (lobby level)
9:00 am - 10:30 am	Opening Ceremonies - Sponsored by Mayflower Cruises & Tours Banker and PTO introductions	Grand Ballroom (lobby level)
10:30 am - 10:45 am	Refreshment Break - Sponsored by Collette	Grand Ballroom
10:45 am - 11:30 am	Leadership Task Force Report Reporting to senior management – important numbers!	Grand Ballroom (lobby level)
11:40 am - 12:10 pm	PTO Showcase Allied Tour & Travel	Grand Ballroom (lobby level)
12:10 pm - 1:10 pm	Lunch - Sponsored by Allied Tour & Travel	Grand Ballroom (lobby level)
1:10 pm - 1:40 pm	PTO Showcase Hospitality Tours	Grand Ballroom (lobby level)
1:50 pm - 2:20 pm	PTO Showcase Brilliant Edventures	Grand Ballroom (lobby level)
2:30 pm - 3:00 pm	PTO Showcase Mayflower Cruises & Tours	Grand Ballroom (lobby level)
3:00 pm - 3:30 pm	Refreshment Break - Sponsored by GoNext	Grand Ballroom (lobby level)

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Monday, February 26

<i>Time</i>	<i>Topic</i>	<i>Location</i>
3:30 pm - 4:00 pm	PTO Showcase GoNext	Grand Ballroom (lobby level)
4:10 pm - 4:40 pm	PTO Showcase Collette	Grand Ballroom (lobby level)
4:50 pm - 5:20 pm	Navigating Technology: Social Media, Your Bank Club and the Future Platforms, Hashtags, AI and Tech Trends	Grand Ballroom (lobby level)
5:20 pm - 6:00 pm	Hotel Check-in	
6:30 pm - 8:00 pm	Dinner - Sponsored by Collette	Grand Ballroom (lobby level)

Tuesday, February 27

<i>Time</i>	<i>Topic</i>	<i>Location</i>
6:30 am - 8:45 am	Breakfast on your own	
9:00 am - 10:15 am	Peer Knowledge Share Session Adding value, exceeding expectations, building special moments beyond the itinerary	Orchard Room (lower level)
10:15 am - 10:30 am	Refreshment Break	Orchard Room
10:30 am - 11:30 am	Peer Knowledge Share Session Non-travel events and activities	Orchard Room (lower level)
12:00 noon - 3:00 pm	Heritage Clubs Luncheon for Bankers at Mayflower Headquarters	Meet at Hotel Lobby Gift Shop @ 11:50 am
12:00 noon - 3:00 pm	Conference Table Registration Open	Outside Grand Ballroom (lobby level)
3:00 pm - 8:00 pm	Lake County Experience - sponsored by Visit Lake County, IL Tour of Sanfilippo Estate and finish the night with dinner in a train car at Chessie's	Meet at Hotel Lobby Gift Shop @ 2:50 pm

2024 HCI Peer Group Schedule

Wednesday, February 28

<i>Time</i>	<i>Topic</i>	<i>Location</i>
6:30 am - 7:45 am	Breakfast on your own	
7:00 am - 8:00 am	Partner BAM set-up time	Chicago Room (lower level)
8:00 am - 12:20 pm	Business Appointment Marketplace (BAM)	Chicago Room (lower level)
9:30 am - 11:30 am	Running Refreshment Break - Sponsored by Hilton O'Hare	Chicago Room (lower level)
12:30 pm - 1:30 pm	Lunch - Sponsored by Hospitality Tours	Grand Ballroom (lobby level)
1:30 pm - 2:30 pm	Travel Insurance (by Arch Insurance)	Grand Ballroom (lobby level)
2:30 pm - 2:45 pm	Refreshment Break - Sponsored by Circle Wisconsin	Grand Ballroom (lobby level)
2:45 pm - 3:45 pm	Ask the CVB Panel	Grand Ballroom (lobby level)
3:45 pm - 4:45 pm	CBCD / Group Activity	TBD
4:45 pm - 5:45 pm	Travel Task Force Report Handling Emergencies on Tour	Grand Ballroom (lobby level)
6:30 pm - 8:00 pm	Free Night	Optional dinner at Gaslight Club

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Thursday, February 29

<i>Time</i>	<i>Topic</i>	<i>Location</i>
9:00 am - 10:00 am	Michael King KEYNOTE: How to deal with difficult people	Grand Ballroom (lobby level)
10:00 am - 11:00 am	Peer Knowledge Share Session What to include in an itinerary? Free time?	Orchard Room (lower level)
11:00 am - 11:15 am	Refreshment Break	Lakeshore Room
11:15 am - 12:15 pm	Increasing membership strategies / HCI Update % of deposits owned by club members	Lakeshore Room (lower level)
12:30 pm - 1:30 pm	Lunch - Sponsored by Visit Richmond	Grand Ballroom (lobby level)
1:30 pm - 2:30 pm	Banking Task Force Report How to create "stickiness"	Grand Ballroom (lobby level)
2:30 pm - 2:45 pm	Refreshment Break	Grand Ballroom
2:45 pm - 3:45 pm	Creating Your "Why"	Grand Ballroom (lobby level)
3:45 pm - 5:00 pm	Banker Only Educational Session Open Mic & Elections	Orchard Room (lower level)
6:00 pm - 7:30 pm	Dinner and Awards - Sponsored by Brilliant Edventures	Grand Ballroom (lobby level)
