



## WORKSHOP PLANNING GUIDE

Plan to take full advantage of all the workshops, preferred partner roundtables, fireside chats, and general sessions available during CoNexion 2021. We encourage you to use this worksheet to **rank your top three workshop selections in each workshop rotation** as well as **preferred partner roundtables**. This will make your workshop and roundtable registration process much easier. *\*\*Note: Registration for workshops and roundtables will open later this summer; watch for an email from the CoNexion Event team with instructions.*

Look for the topic type in **green** under each course name to help you pinpoint areas of interest. We ask that you match your individual experience to the specific workshop when making selections.

### Pre-CoNexion – 4:00 – 5:00 p.m. Monday, September 19

Optional Pre-CoNexion Workshop 4:00 – 5:00 p.m. Monday, September 19		My Selections
<p><b>New Kids on the Block</b></p> <p><i>Presented by Martin Mussey, Business Development &amp; Education Manager and members of the Business Development &amp; Education team of Nexion Travel Group</i></p> <p><b>Specialty</b></p>	<p>Are you new to CoNexion? New to Nexion Travel Group? One part mixer and one part networking, this opening session is for our newest attendees. Meet others just like you and make "CoNexions" that will last you all conference long!</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

## Workshop Rotation #1 – 9:45 – 10:45 a.m. Tuesday, September 20

<b>Workshop Rotation #1</b> <b>9:45 – 10:45 a.m. Tuesday, September 20</b>		<b>My Selections</b>
<p><b>Panel – Immersing in Local Cultures and Connecting All Your Senses</b></p> <p><i>Presented by Joseph Kandravi, Director, Travel Industry and SME Sales (Choice Hotels), Rebecca Gonser, BDM (American Queen Voyages), Lisa Boyadjian, District Sales Manager (Insight Vacations), Jennifer Warren, Director of Host Accounts (CIE Tours), and Mai da Pra, Senior Director of Marketing (Nexion Travel Group)</i></p> <p><b>Preferred Partner Panel</b></p>	<p>Join Choice Hotels, American Queen Voyages, Insight Vacations, and CIE Tours as together you explore unique experiences that will take you places you didn't know existed. Be immersed in the local flavors, engage with the local people and their traditions, and discover the best-kept secrets in each destination. Don't just go places, connect with them, and bring home memories of a lifetime.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Google Business Profile – Your Secret Advantage</b></p> <p><i>Presented by Becqi Sherman, Business Development &amp; Education Specialist, Nexion Travel Group</i></p> <p><b>Marketing</b></p>	<p>Did you know there's an easy and free way for your travel business to appear on Page 1 of Google? It's true! In this session, we'll reveal the tremendous benefits of a Google Business Profile. You'll learn what it is, why you should have one, how to use it to your greatest advantage, and how to manage it as a complement to your social media and online presence.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Celebrity Cruises: All Galapagos Cruises are Not Equal</b></p> <p><i>Presented by Susana Romero, Director Galapagos Sales &amp; Communications, Celebrity Cruises</i></p> <p><b>Preferred Partner</b></p>	<p>Join Susana Romero, Director of Galapagos Sales, on a journey to explore the unique flora &amp; fauna of the Galapagos Islands. Learn about the seamless, truly all-inclusive packages, and unique experiences Celebrity Cruises offers. Discover the 3 unique vessels including the award winning, eco-conscious, all-suite luxury mega yacht Celebrity Flora.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Azamara: Discover the Azamara Difference</b></p> <p><i>Presented by Mitch Platt, Strategic Business Development Manager, Azamara</i></p> <p><b>Preferred Partner</b></p>	<p>Discover the Azamara Difference, learn about what sets Azamara apart from other vacation options, whom to target, how to grow your business in the upmarket travel arena.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS</b> (especially those that wish to grow in the upmarket/luxury space) – <b>U.S. &amp; CANADA</b></p>	

<b>CONTINUED FROM PREVIOUS PAGE - Workshop Rotation #1</b> <b>9:45 – 10:45 a.m. Tuesday, September 20</b>		<b>My Selections</b>
<p><b>CLIA: Power Selling 101</b></p> <p><i>Presented by Heidi Olson CTC, ECC, TAE, Senior Manager, Industry Training, CLIA Association</i></p> <p><b>Association</b></p>	<p>Successful travel agents know a sale when they see one! Having the sharpened sales skills needed to close the sale is crucial to success. In this course, you'll learn:</p> <ul style="list-style-type: none"> <li>• What a sale is</li> <li>• Effective ways to implement the five gems of sales success</li> <li>• To apply techniques to build your sales skills</li> </ul> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Delta Air Lines &amp; Delta Vacations</b></p> <p><i>Presented by Timika Narine, Multi-National Account Manager and Richard Jacobs, Business Development Manager, Delta Air Lines &amp; Delta Vacations</i></p> <p><b>Preferred Partner</b></p>	<p>As we have through all chapters of our history, Delta people are powering our ability to navigate these uncertain times with the agility, care, dedication and world-class service for which they are known. Find out how!</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Becoming a Fee-Based Agency &amp; Getting Comfortable Charging Fees</b></p> <p><i>Presented by Amy Cornette, Senior Technical Support Analyst (Nexion Travel Group) and Mike Foster, President (Nexion Canada)</i></p> <p><b>Specialty</b></p>	<p>Emerging from the pandemic, we all learned the value a travel professional holds. In this session we will gain an understanding and explore how to monetize your value as a travel professional. We will review the logistics of charging fees: why, who, what, when and how. Most importantly we hope you will take away a new confidence in yourself as a travel professional and be comfortable presenting fees. Remember, you are worth it!</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

## Workshop Rotation #2 – 11:00 a.m. – 12:00 p.m. Tuesday, September 20

<b>Workshop Rotation #2</b> <b>11:00 a.m. – 12:00 p.m. Tuesday, September 20</b>		<b>My Selections</b>
<p><b>Panel – 360 Degree View of Celebration Travel</b></p> <p><i>Presented by Joe Eastep, Sr. Director – Strategic Accounts (Oceania Cruises), Ann Richmond, Senior Business Development Manager (Vacation Express), Roger Arden (Windstar Cruises), Amanda Jordan, Business Development Manager, National and Strategic Accounts (Cunard), and Victoria Rios Director of Industry Relations (Nexion Travel Group)</i></p> <p><b>Preferred Partner Panel</b></p>	<p>Celebration travel encompasses every imaginable milestone (birthdays, anniversaries, graduations, weddings/honeymoons, births, retirement, memorials) as well as celebrating the nuances of local cultures in whole new ways. Join the party as Oceania Cruises, Cunard, Vacation Express and Windstar Cruises share their perspectives on celebration travel.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Royal Caribbean: What’s New in Cruisingpower?</b></p> <p><i>Presented by Jon Whitmer, Automation Product Specialist, Royal Caribbean</i></p> <p><b>Preferred Partner</b></p>	<p>Join Jon Whitmer, Automation Product Specialist with Royal Caribbean Group, for a walkthrough demonstration of the newest features of CruisingPower, Espresso and Latte!</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Business Improv Games</b></p> <p><i>Presented by Martin Mussey, Business Development &amp; Education Manager and Lisa Gillis, Business Development &amp; Education Specialist, Nexion Travel Group</i></p> <p><b>Specialty</b></p>	<p>Step out of your comfort zone in this experiential workshop about running a travel business focused on client experience and not just logistics. Using practical application of improv, you will learn to say “Yes, and?” to more business coming your way. Expect some challenges and laughs along the way!</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Creative Writing for Social Media</b></p> <p><i>Presented by Susan Hall, Business Development &amp; Education Manager, Nexion Travel Group</i></p> <p><b>Marketing</b></p>	<p>Be the storyteller! Attract and engage followers on your social platforms by bringing your creative writing skills to life. Learn how coupling storytelling with photos and images can capture the consumer’s imagination and have them dreaming and planning for their next vacation. Come prepared to have a little fun and do a little creative writing of your own - and bring your tools - i.e. laptop, smart device or writing tablet and pen.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

<b>CONTINUED FROM PREVIOUS PAGE - Workshop Rotation #2</b> <b>11:00 a.m. – 12:00 p.m. Tuesday, September 20</b>		<b>My Selections</b>
<p><b>CLIA: Put the Person Back</b></p> <p><i>Presented by Heidi Olson CTC, ECC, TAE, Senior Manager, Industry Training, CLIA Association</i></p> <p><b>Association</b></p>	<p>Diana Ross’s words rang true when she sang “Reach Out and Touch Somebody’s Hand...” In these days of high-tech contact with clients, it’s important to remember high-touch – to reach out and show that you care about them. Learn ways to put that personal touch back into your selling and discover the simple things you can do to keep the relationship alive long after you close the sale.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Carnival Cruise Lines: Let’s Get Physical!</b></p> <p><i>Presented by Alicia Stuart, Senior Director of Sales, Key Accounts &amp; CIATeam, Carnival Cruise Lines</i></p> <p><b>Preferred Partner</b></p>	<p>Ready to get your cruise business into shape? Whether you are looking for a new routine or just looking to tone your business, Carnival is the partner to help you get your business swim suit ready. We’ll cover the Top Tips to get and keep your business healthy and strong.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Globus family of brands and Avalon Waterways: New Ways to Grow Your Business and Find New Clients</b></p> <p><i>Presented by Kristen Steele, Sr. Director Key Accounts, Globus family of Brands &amp; Avalon Waterways</i></p> <p><b>Preferred Partner</b></p>	<p>Learn what makes Avalon Active &amp; Discovery so unique, brand new Independence by Globus, and a uncover a hidden target market you might be missing out on.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

### Workshop Rotation #3 - 10:15 – 11:15 a.m. Wednesday, September 21

<b>Workshop Rotation #3</b> <b>10:15 – 11:15 a.m. Wednesday, September 21</b>		<b>My Selections</b>
<p><b>Making Your Agency More Referable</b></p> <p><i>Presented by Lisa Gillis, Business Development &amp; Education Specialist, Nexion Travel Group</i></p> <p><b>Marketing</b></p>	<p>Utilize your contacts to help grow your business. Learn the things you should focus on that would appeal to your contacts and lead them to refer their contacts to you!</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

<b>CONTINUED FROM PREVIOUS PAGE - Workshop Rotation #3</b> <b>10:15 – 11:15 a.m. Wednesday, September 21</b>		<b>My Selections</b>
<p><b>LGBTQ+ Travel – Serving a Diverse and Inclusive Clientele</b></p> <p><i>Presented by Martin Mussey, Business Development &amp; Education Manager, Nexion Travel Group</i></p> <p><b>Specialty</b></p>	<p>In the spirit of inclusivity this is a workshop for ALL advisors. Your participation helps us build a more LGBTQ+ informed industry. Learn about resources, inclusive destinations and creating inclusive language in your documents that helps better serve the LGBTQ+ community.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Tom Carpenter: Avoiding Legal Risk – How a Few Simple Documents Can Help You Protect Your Business</b></p> <p><i>Presented by Thomas R. Carpenter, Attorney, Carpenter Law Office</i></p> <p><b>Specialty</b></p>	<p>Selling travel is risky business. Between credit card chargebacks, shifting entry protocols and testing requirements, and supplier bankruptcies, having solid workflow and well-crafted documents and policies can help to insulate your business from the risks you encounter when planning travel for clients. In this session, we'll talk about what tools you need, and how to put those tools in place without alienating your clients.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>SNAP! Chat</b></p> <p><i>Presented by Ramon Neme, Technical Support Specialist, Travel Leaders Group</i></p> <p><b>Technology</b></p>	<p>Curious about SNAP!?! If you occasionally book air, car and/or hotel, take this opportunity to get to know this easy-to-use tool. You will learn what SNAP! is, key benefits and tips. Take a peek behind the scenes to see the checks the team does on your behalf. Meet a member of the SNAP! team in person. Have fun as we chat about SNAP!</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Emerging Trends on Facebook</b></p> <p><i>Presented by Sara Lantto, Director Digital Marketing, Travel Leaders Network</i></p> <p><b>Marketing</b></p>	<p>While Facebook is our bread and butter, things are always changing, and opportunities continue to grow. We will talk about business page vs. personal, the benefits of going live, utilizing stories and reels, what groups are for, and how Facebook's algorithm works. This class is for anyone, regardless of your level of experience.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

<b>CONTINUED FROM PREVIOUS PAGE - Workshop Rotation #3</b> <b>10:15 – 11:15 a.m. Wednesday, September 21</b>		<b>My Selections</b>
<p><b>Best Practices for Identifying and Avoiding Fraud Tactics</b></p> <p><i>Presented by Amy Cornette, Senior Technical Support Analyst, Nexion Travel Group</i></p> <p><b>Specialty</b></p>	<p>Fraudsters are upping their game and so should you. In addition to email and phone, fraudsters are using a variety of methods now for phishing. Scammers can be found using SMS (text messaging), WhatsApp, Facebook and Instagram just to name a few. In this session we will review best practices for identifying and avoiding fraud tactics. Also, what to do if you suspect fraudulent activities. Empower yourself to be diligent and incorporate these best practices into your day-to-day processes.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Travel Leaders Network – Your Secret Weapon: In-Country Partners</b></p> <p><i>Presented by Jeanne Watters, Director, Operations Hotels Group, Internova Travel Group</i></p> <p><b>Program</b></p>	<p>Today’s intrepid travelers are looking for more personalization, more customization and more “instagramable” moments. How do you deliver? With Internova’s In-Country Partner Program. Learn how to access the collection of curated and vetting partners; and best practices for a successful experience that will WOW your most valued clients.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

### Workshop Rotation #4 – 11:30 a.m. – 12:30 p.m. Wednesday, September 21

<b>Workshop Rotation #4</b> <b>11:30 a.m. – 12:30 p.m. Wednesday, September 21</b>		<b>My Selections</b>
<p><b>Idea Exchange – Creating New Business</b></p> <p><i>Presented by Jackie Friedman, President (Nexion Travel Group) and Vicki Freed, Senior Vice President, Sales, Trade Support and Service (Royal Caribbean)</i></p> <p><b>Specialty</b></p>	<p>Are you looking for innovative ways to create new business? Do you have great ideas, but are unsure of how to execute them? Join Jackie Friedman, President of Nexion Travel Group and Vicki Freed, Senior Vice President, Sales, Trade Support and Service of Royal Caribbean for an interactive idea exchange to share your ideas and get tips from other travel advisors to help bring in new clients and take your business to the next level.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

<b>CONTINUED FROM PREVIOUS PAGE - Workshop Rotation #4</b> <b>11:30 a.m. – 12:30 p.m. Wednesday, September 21</b>		<b>My Selections</b>
<p><b>Holland America Line: Explore, Discover, Identify, Apply, Succeed</b></p> <p><i>Presented by Ila Zimmerman, Sr. Manager National Accounts, Holland America Line</i></p> <p><b>Preferred Partner</b></p>	<p>Explore the evolution of Holland America Line (HAL) from then to now. Discover what makes HAL unique and different. Identify the perfect clients to target. Be among the first to apply the latest updates to your sales efforts and see your sales soar!</p> <p><b>AUDIENCE: BEGINNER / INTERMEDIATE – U.S. &amp; CANADA</b></p>	
<p><b>What’s New &amp; Nexy with AgentMate</b></p> <p><i>Presented by Lisa Gillis, Business Development &amp; Education Specialist and Nancy Joslyn, Senior Product Manager, Nexion Travel Group</i></p> <p><b>Technology</b></p>	<p>Learn more about new features and enhancements that were launched in 2022, including Customer Experience emails, new reports, and more!</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. ONLY</b></p>	
<p><b>Travel Industry Solutions: The One Thing You Must Do to Succeed in Travel</b></p> <p><i>Presented by Sheila Folk, CEO, Travel Industry Solutions</i></p> <p><b>Preferred Partner</b></p>	<p>Imagine how amazing it would be to set up a series of events in your life, that all happen in a kind of ‘chain reaction’ that brought you the success or outcome you desire. Well it is possible!</p> <p>The Domino Effect is the cumulative effect produced when one event sets off a chain of similar events. It’s not merely a phenomenon that happens to you, but something you can create.</p> <p>For a small travel business, this theory is especially relevant because oftentimes it is the owner who is responsible for taking that first domino-toppling step.</p> <p>In this session, we are going to talk about how you can identify and set up your own personal ‘Domino Effect’ to help you achieve the outcome you desire in your small travel business.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>AmaWaterways: Celebrating 20 Years!</b></p> <p><i>Presented by Kristin Karst, Co-Owner &amp; Executive Vice President and Jesica Benitez, Strategic Partner Networks Manager, AmaWaterways</i></p> <p><b>Preferred Partner</b></p>	<p>Join us for a Celebration of our 20<sup>th</sup> Anniversary and learn how AmaWaterways earned the tagline, “leading the way in river cruising.” It all started in 2002 with our pioneer spirit and passion for the rivers! Since then we have continued to innovate and expand our fleet while maintaining our dedication to our travel partners and positive outlook for the future.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	



<b>CONTINUED FROM PREVIOUS PAGE - Workshop Rotation #4</b> <b>11:30 a.m. – 12:30 p.m. Wednesday, September 21</b>		<b>My Selections</b>
<p><b>Apple Leisure Group Vacations: Why Partner with ALG Vacations?</b></p> <p><i>Presented by Lisa Doss, Director of Sales, Host Agencies, Apple Leisure Group Vacations</i></p> <p><b>Preferred Partner</b></p>	<p>ALG Vacations brings you six brand booking options all available to book in the industries best booking engine, VAX VacationAccess. Apple Vacations, Travel Impressions, Funjet Vacations, Blue Sky Tours ,United Vacations and Southwest Vacations. Join Lisa as she walks through several new initiatives ALG Vacations now provides you to make selling travel easier while providing your clients with the unique experience they are looking for and maximizing your earnings. We will close having some fun testing your skills and giving away some prizes!</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – PRIMARILY U.S., BUT APPLICABLE TO CANADA</b></p>	
<p><b>Allianz Partners: The Allianz Advantage</b></p> <p><i>Presented by Karen Burke, District Director Sales USA, Allianz Partners</i></p> <p><b>Preferred Partner</b></p>	<p>Come learn more about Allianz and tips for increasing your travel insurance sales.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. ONLY</b></p>	

## Workshop Rotation #5 - 10:15 – 11:15 a.m. Thursday, September 22

<b>Workshop Rotation #5</b> <b>10:15 – 11:15 a.m. Thursday, September 22</b>		<b>My Selections</b>
<p><b>Panel – Insider Tips on Specialty Travel</b></p> <p><i>Presented by Kazundra Brown, ISM Americas (Intrepid Travel), TBD (Travel Insured International), Lisa Mullins, BDM (Universal Parks &amp; Resorts Vacations), TBD (American Cruise Lines), and Victoria Rios, Director of Industry Relations (Nexion Travel Group)</i></p> <p><b>Preferred Partner Panel</b></p>	<p>Discover new travel specialties as you join experts in different travel niches.</p> <p>Join American Cruise Lines, Intrepid Travel, Travel Insured International and Universal Parks &amp; Resorts Vacations as they unveil what makes their brand special and unique.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

<b>CONTINUED FROM PREVIOUS PAGE - Workshop Rotation #5</b> <b>10:15 – 11:15 a.m. Thursday, September 22</b>		<b>My Selections</b>
<p><b>Accounting and Return on Investment</b></p> <p><i>Presented by Rich Ferrucci, Business Development &amp; Education Manager, Nexion Travel Group</i></p> <p><b>Specialty</b></p>	<p>Do you know what to consider when putting together a budget? Are your efforts paying off? This informational session about accounting and measuring return on investment will take you through these topics and more!</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>The Unreasonable and Irate – Handling Yourself Under Pressure</b></p> <p><i>Presented by Heather Kindred, Vice President, Business Development and Education, Nexion Travel Group</i></p> <p><b>Specialty</b></p>	<p>Learn the tools you need to help you successfully de-escalate an encounter with an angry client and have a successful resolution. Heather has years of experience helping travel advisors fine tune their customer service skills in situations that involve an irate client.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Instagram – Posts, Stories, Reels &amp; Lives</b></p> <p><i>Presented by Sara Lantto, Director Digital Marketing, Travel Leaders Network</i></p> <p><b>Marketing</b></p>	<p>Just when you get comfortable something new is around the corner, how do you keep up? We will walk through all things Instagram from how to create posts and the benefits of a business page to how to create stories, reels &amp; lives. If you are looking to up-your-game, this is the course for you. Come ready to share trends you’ve seen work for your business and leave inspired to try something new.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Regent Seven Seas Cruises: How Your Peers Went from Selling \$1K Cruises to Selling \$300K Cruises</b></p> <p><i>Presented by Lisette Thurman, Director of Strategic Accounts, Regent Seven Seas Cruises</i></p> <p><b>Preferred Partner</b></p>	<p>Join Nexion advisors Shelia Folk and Lisa McGregor as they share how they went from selling \$1,000 cruises to \$300,000 cruises with Regent Seven Seas Cruises. Plus, moderator Lisette Thurman with Regent Seven Seas Cruises will show you the tools and marketing materials available at your fingertips as well as explain the support offered from your Regent BDM to help you grow your cruise sales.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Virgin Voyages: Raise Your Sales with Virgin Voyages</b></p> <p><i>Presented by John Diorio, Vice President, North American Sales, Virgin Voyages</i></p> <p><b>Preferred Partner</b></p>	<p>Get the latest updates and marketing intelligence on Virgin Voyages to help you Raise Your Sales with the hottest new cruise line.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

<b>CONTINUED FROM PREVIOUS PAGE - Workshop Rotation #5</b> <b>10:15 – 11:15 a.m. Thursday, September 22</b>		<b>My Selections</b>
<p><b>United Airlines: Castle Jeopardy</b> <i>Presented by Kelly Ferrigno, National Account Manager, Cathy Cangemi, Account Manager, and Maria Legregin, Sales Manager United Airlines</i> <b>Preferred Partner</b></p>	<p>Join UA for a fun interactive Jeopardy game to learn what is new, what has changed and what is to come in the future (there may even be prizes). <b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Agent Profiler – Get the Business You Want</b> <i>Presented by Susan Hall, Business Development &amp; Education Manager, Nexion Travel Group</i> <b>Technology</b></p>	<p>Creating your Agent Profiler should be done with a keen focus on attracting the type of business you want. This session will review the key elements you should and should not be doing to build your profile for success. This session will include interactive activity with the audience. <b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

## Workshop Rotation #6 – 11:30 a.m. – 12:30 p.m. Thursday, September 22

<b>Workshop Rotation #6</b> <b>11:30 a.m. – 12:30 p.m. Thursday, September 22</b>		<b>My Selections</b>
<p><b>Panel - Ask Your Peers – The One Thing that Changed Everything</b> <i>Advisor panel: Joseph Fehlen, Lisa McGregor, Sandra Nelson, and Rachelle Settle, with Rich Ferrucci, Business Development &amp; Education Manager and Susan Hall, Business Development &amp; Education Manager, Nexion Travel Group</i> <b>Specialty Panel</b></p>	<p>Are you curious what other advisors did to propel their business to what it is today? Join our panelists for an interactive Q&amp;A Session where you can learn about the game changing ideas they implemented to grow their agency to where they are today. <b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Atlas Ocean Voyages: All Inclusive, All the Way Luxe-Adventure Expeditions</b> <i>Presented by Michelle Rodriguez Suarez, Director, Preferred National &amp; International Accounts, Atlas Ocean Voyages</i> <b>Preferred Partner</b></p>	<p>Discover how Atlas Ocean Voyages delivers big adventure and luxurious indulgences on small expedition-style ships. Get the scoop on why SMALL is the new BIG and how Atlas's exclusive luxe-adventure journeys have reimagined luxury travel for modern travelers. Gain the knowledge you need to give your clients the best bucket-list experiences while you earn extraordinary commissions in 2022/2024! <b>AUDIENCE: INTERMEDIATE – U.S. &amp; CANADA</b></p>	

<b>CONTINUED FROM PREVIOUS PAGE - Workshop Rotation #6</b> <b>11:30 a.m. – 12:30 p.m. Thursday, September 22</b>		<b>My Selections</b>
<p><b>Photography for Travel Advisors</b></p> <p><i>Presented by Becqi Sherman, Business Development &amp; Education Specialist, Nexion Travel Group</i></p> <p><b>Marketing</b></p>	<p>Photos are powerful. And in the travel industry, the photos you use in your marketing and social media have tremendous influence. In this session, learn essential photography composition and how to create photos that attract the right kind of attention, authentically showcase your brand, and inspire the ultimate wanderlust and FOMO from your audience.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Financial Reports</b></p> <p><i>Presented by Lisa Gillis, Business Development &amp; Education Specialist, Nexion Travel Group</i></p> <p><b>Technology</b></p>	<p>Learn about, or get a refresher on, the various financial reports available to you via AgentMate. Learn what the reports are, how to run them, and why you would utilize them.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. ONLY</b></p>	
<p><b>Norwegian Cruise Line: Grow Your Business Booking Groups!</b></p> <p><i>Presented by Kris Kiersarsky, Account Manager, National Accounts, Norwegian Cruise Line</i></p> <p><b>Preferred Partner</b></p>	<p>Learn how to build your business using Norwegian’s Group Programs including:</p> <ul style="list-style-type: none"> <li>a. Group Types</li> <li>b. Starting &amp; Growing your Group</li> <li>c. Group Program Overview</li> <li>d. Tools &amp; Resources</li> </ul> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Sandals &amp; Beaches Resorts: Benefits of a Relationship with Sandals &amp; Beaches Resorts</b></p> <p><i>Presented by Ian Braun, Sr. Regional Manager, Sandals and Beaches Resorts</i></p> <p><b>Preferred Partner</b></p>	<p>Join Sandals &amp; Beaches Resorts for an exclusive look at all the new enhancements and destinations that are coming soon! Learn how incorporating Sandals &amp; Beaches Resorts into your portfolio of brands and working alongside your BDM, will help you grow your business! Let us share with you the knowledge of what Sandals &amp; Beaches Resorts has for your clients to enjoy the vacation of a lifetime.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. ONLY</b></p>	
<p><b>Nexion Canada Member Update</b></p> <p><i>Presented by Mike Foster, President, Nexion Canada</i></p> <p><b>Specialty</b></p>	<p>Calling all Nexion Canada Members! Attend Mike Foster’s Nexion Canada Member update to hear the latest and greatest of what is available to help you grow your business!</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – CANADA ONLY</b></p>	

## Workshop Rotation #7 – 3:15 – 4:15 p.m. Thursday, September 22

<b>Workshop Rotation #7 3:15 – 4:15 p.m. Thursday, September 22</b>		<b>My Selections</b>
<p><b>Panel – Explore the Evolution of Luxury Travel</b></p> <p><i>Presented by Shawn Johnson (Abercrombie &amp; Kent), Maribel Lascalere, Business Development Manager (Club Med), Karen Seiler, Business Development Manager (Journese), Nils Lindstad (Silversea), and Faith Kuczaj Director of Industry Relations (Nexion Travel Group)</i></p> <p><b>Preferred Partner Panel</b></p>	<p>Join Abercrombie &amp; Kent, Club Med Exclusive Collection, Journese and Silversea Cruises as each of our speakers leads you on a tour of what’s new and noteworthy in luxury travel for 2023 and beyond. Plus, they will share insider insights on how to present these extraordinary experiences to your clients.</p> <p><b>AUDIENCE: INTERMEDIATE/EXPERIENCED</b> (Advisors who want to sell luxury travel and /or are currently selling luxury travel) – <b>U.S. &amp; CANADA</b></p>	
<p><b>Business Success Planning</b></p> <p><i>Presented by Martin Mussey, Business Development &amp; Education Manager, Nexion Travel Group</i></p> <p><b>Specialty</b></p>	<p>Does failing to plan lead to a plan to fail? No one truly plans to fail but we all know the key is setting aside the time to plan. Learn about tried-and-true methods for creating a plan to succeed in this business.</p> <p><b>AUDIENCE: 2+ YEARS BUSINESS OWNER EXPERIENCE – U.S. &amp; CANADA</b></p>	
<p><b>Princess Cruises: Maximize Your Commission with Princess</b></p> <p><i>Presented by LaDonna Allen, National Account Manager, Princess Cruises, PLUS a surprise Nexion advisor!</i></p> <p><b>Preferred Partner</b></p>	<p>Learn how you can use Princess programs to save you time and maximize your commission! Find out about best practices from your National Account Manager as well as a NEXION Advisor who is a Princess Expert.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>American Airlines and American Airlines Vacations: Why Book with AA Vacations?</b></p> <p><i>Presenter to be announced</i></p> <p><b>Preferred Partner</b></p>	<p>We will review the reasons for booking with American Airlines Vacations. What are the advantages?</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

<b>CONTINUED FROM PREVIOUS PAGE - Workshop Rotation #7</b> <b>3:15 – 4:15 p.m. Thursday, September 22</b>		<b>My Selections</b>
<p><b>Disney Destinations: Discover a World of Travel with Disney Destinations</b></p> <p><i>Presented by Eva Garfield, Business Development Manager, Disney Destinations</i></p> <p><b>Preferred Partner</b></p>	<p>Hear the latest from Disney Destinations – including the addition to the <i>Disney Cruise Line</i> fleet, the <i>Disney Wish</i>; exciting updates on <i>National Geographic Expeditions</i>, new 2023 itineraries with <i>Adventures by Disney</i>; along with the latest news on <i>Disney Parks and Resorts</i>.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>PR 101</b></p> <p><i>Presented by Berit Griffin, Manager Public Relations, Travel Leaders Group</i></p> <p><b>Marketing</b></p>	<p>What is PR? Learn about public relations and how it can help your marketing and business strategy.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Travel Leaders Network – Navigating our Worldwide and SELECT Hotel Programs</b></p> <p><i>Presented by Marshall Davenport, Account Director TLG Center Facilities, Internova Travel Group</i></p> <p><b>Program</b></p>	<p>Enjoy a brief overview of the tools and resources available to you to make booking and travel planning easier. We will help you navigate our Worldwide and SELECT Hotel programs to maximize your earnings and your client’s experiences. Learn how SELECT, our value-added amenity program made up of the world’s most distinguished 1,600+ hotels, and Worldwide, our rate-competitive program made up of 45,000 properties can enhance your client’s stay while earning you more commission.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Understanding and Interpreting Supplier Contracts</b></p> <p><i>Presented by Rich Ferrucci, Business Development &amp; Education Manager, Nexion Travel Group</i></p> <p><b>Specialty</b></p>	<p>Do you often sign on the dotted line without reading the contract first? Do you really know what you’re agreeing to and the consequences for missing deadlines? This session will teach you how to properly read, understand and interpret supplier contracts to help you meet your commitments and avoid costly mistakes.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	