

Plan to take full advantage of all the workshops, supplier partner roundtable breakouts and general sessions available during CoNexion at Home. Workshops are designated by topics in **green** under course name to help you pinpoint areas of interest.



## Pre-CoNexion – Friday, September 18

Optional Pre-CoNexion Webinar 1:00 p.m.– 2:00 p.m. Friday, September 18		My Selections/ Notes
<p><b>How to Get the Most Out of CoNexion at Home</b> with Jackie Friedman, Nexion Travel Group President; Mike Foster, Nexion Travel Group-Canada President; Robbi Hamida, Nexion Travel Group Senior Vice President; Heather Kindred, Senior Director Business Development &amp; Education; and the Business Development and Education Team</p> <p><b>Specialty</b></p>	<p>CoNexion has gone viral! Oh wait, that’s V-I-R-T-U-A-L! Tune in at 1 p.m. Central Friday, September 18 to hear from the Nexion Travel Group team with tips on making the most of your CoNexion at Home experience and a few of the event highlights. We’ve also included Q&amp;A into the session where we will answer your pre-submitted and live questions. Do not miss this informative, live virtual session! Save your seat today.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

## Pre-CoNexion – Wednesday, September 30

Optional Pre-CoNexion Workshop 1:00 p.m.– 2:00 p.m. Wednesday, September 30		My Selections/ Notes
<p><b>New Kids on the Block LIVE</b> with Martin Mussey, Business Development &amp; Education Manager, and members of the Business Development and Member Services teams</p> <p><b>Specialty</b></p>	<p>Is this your FIRST time to ANY CoNexion? Then this is your recommended first session. Learn some valuable tips on virtual learning, how to make “connections” and most importantly, how you convert this experience into actionable steps back at your office!</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

## Workshop Rotation #1 – 11:20 a.m.– 11:50 a.m. Thursday, October 1

<b>Workshop Rotation #1</b> <b>11:20 - 11:50 a.m. Thursday, October 1</b>		<b>My Selections/Notes</b>
<p><b>CIE Tours: Groups, Highlights and How to Sell CIE Tours &amp; Beyond</b> <i>Presented by Jenny Warren, Director of HOST Accounts with CIE Tours</i></p> <p><b>Supplier</b></p>	<p>CIE Tours will take you on a journey through Ireland, Britain, Italy and Iceland. Learn top-selling points for each of these destinations, plus ways to sell, learn to get groups and how to promote groups. With CIE being the top tour operator for Ireland and Britain for 88 years and a member of USTOA, you can assure your clients are in great hands when they travel with CIE Tours.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>CLIA 2021 Membership and Professional Development</b> <i>Presented by Stephani McDow, ECC-s, TAE Senior Director, Professional Development &amp; Trade Programs Cruise Lines International Association</i></p> <p><b>Association</b></p>	<p>New benefits, new content, same membership. Let’s talk about leveraging your CLIA benefits and continuing to elevate your personal and professional brand through CLIA professional development as we head into 2021. Like the tides, we shall return – so let’s get ready.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Earn More with Cunard Groups</b> <i>Presented by Steve Smotryst, Vice President of Cunard Sales for North America, and Amanda Jordan, Business Development Manager National and Strategic Accounts</i></p> <p><b>Supplier</b></p>	<p>The Cunard Group Program is one of Cunard’s most profitable sales tools for travel advisors. By taking advantage of this lucrative group program, you can maximize commissions while offering attractive benefits to your clients. This training reviews who to target for Cunard groups and special itineraries to inspire guests.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>How to Host In-person or Virtual Events &amp; Stand Out from the Virtual Noise</b> <i>Presented by Rich Ferrucci,</i></p>	<p>Cruise nights and land nights and online events, oh my! Does the thought of hosting a consumer or virtual event scare you? Would you like to reach your customers and prospects in a fun, exciting way but aren't sure how to pull it off? This workshop will help you learn how to execute a</p>	

<i>Business Development and Education Manager</i>	fantastic event, whether in person or virtual. The follow-up tips will help to result in more clients and more sales.  <b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b>	
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<b>Workshop Rotation #1, <i>continued</i></b> <b>11:20 a.m. – 11:50 a.m. Thursday, October 1</b>		<b>My Selections/Notes</b>
<b>Sandals &amp; Beaches Resorts - Welcome Back &amp; What's New</b> <i>Olivia Rodriguez Senior Manager of Inside Sales</i>  <b>Supplier</b>	Take this opportunity to learn about all of the exciting new updates that are taking place at the world’s leading all-inclusive luxury resort brand, Sandals and Beaches Resorts! Then! Let your BDM tell you “What’s in it for YOU!” You do not want to miss out on our incredible new incentives!  <b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b>	
<b>Time Management - It Works!</b> <i>Presented by Martin Mussey, Business Development and Education Manager</i>  <b>Specialty</b>	Did you know that <b>time management</b> is the #1 business challenge across all industries? We can all get better at this skill. Come learn tried and true strategies that work! <i>Discover what kind of time manager you are, how to deal with life distractions and still be the relaxed travel expert your clients need you to be.</i>  <b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b>	

**11:55 a.m.– 12:25 p.m. Workshop Rotation #2 – Thursday, October 1**

<b>Workshop Rotation #2</b> <b>11:55 a.m. – 12:25 p.m. Thursday, October 1</b>		<b>My Selections/Notes</b>
<b>Discover What’s New in Iberostar</b> <i>Presented by Michelle Bauer, Business Development Manager, Upper Midwest, Iberostar</i>  <b>Supplier</b>	With over 100 four- and five-star hotels around the world, Iberostar Hotels & Resorts offers a selection of fantastic destinations for unforgettable getaways. Know what’s new at Iberostar and how they create memories for families and couples alike. Learn about Iberostar’s How We Care philosophy, their hygiene and safety initiative, as well as their Star Agents loyalty program.  <b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b>	
<b>Grow your Business with AmaWaterways</b>	Whether you’re looking to boost your river cruise sales or are in search of fresh avenues of growth for your existing ocean cruise or land tour business, we encourage you to join AmaWaterways, as we share some of the most	

<p><i>Presented by Gary Murphy, Co-Owner/Alex Pinelo, VP, Sales/Diane Horan, Director SPN/Jesica Benitez, Manager, SPN (Strategic Partner Networks)</i></p> <p><b>Supplier</b></p>	<p>successful tips, tools and techniques for growing both your FIT and valuable group business with AmaWaterways.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Workshop Rotation #2, <i>continued</i></b></p> <p><b>11:55 a.m. – 12:25 p.m. Thursday, October 1</b></p>		<p><b>My Selections/Notes</b></p>
<p><b>Leaders Edge Canada</b></p> <p><i>Presented by Esther Roemmele, Director of Member Services &amp; Cruise, and Heather Tarvit, Member Services Team Lead</i></p> <p><b>Specialty</b></p>	<p>Are you wanting to enhance your web presence and showcase your value as an incomparable travel professional? Announcing the Leaders Edge website solution for our Canadian members, coming soon! Join Esther and Heather as they demo Leaders Edge features and the opportunity to teach you how to add customized pages, display your certifications and awards, add your subagent profiles, upload video and promote your future groups and custom itineraries. We can't wait to show you just how easy it is! Members must have a published Agent Profiler/Profiler Plus profile to participate in the Leaders Edge program.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – CANADA ONLY</b></p>	
<p><b>LGBTQ Travel: Representation, Challenges and Insights Series (Advisor Panel)</b></p> <p><i>Moderated by Caroline Belgrave and TC Phelps, Business Development and Education Managers</i></p> <p><b>Specialty</b></p>	<p>The LGBTQ community is a diverse population with representation across the political, gender, cultural, economic, geographical and age spectrum. This means you are likely already selling a product that segments the LGBTQ community. Subject matter experts and allies to LGBTQ will share in this panel discussion how you can tweak your marketing efforts and develop a greater expertise and awareness to effectively sell to the LGBTQ community. <b>(Panelists:</b> Robin Bandong, Sandy Clark, John Dawe, Shawn Mclane, Alex Moir, Krista Tovell)</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

<p><b>The Secrets to Selling Luxury – “The RETREAT” and Unique Offerings in the Galapagos Islands only on Celebrity Cruises</b></p> <p><i>Presented by Dondra Ritzenthaler, Senior Vice President of Sales, and Susana Romero, Director, Galapagos Sales and Communication</i></p> <p><b>Supplier</b></p>	<p>Join <b>Dondra Ritzenthaler</b>, as she shares all the <i>exclusive</i> and <i>inclusive benefits</i> of how you can sell “The Retreat” to your clients. Dondra will also share the reasons why our newest ships, <i>Celebrity Apex</i> and <i>Celebrity Edge</i>, are booking quickly for 2021 and beyond. Let us show you how you can earn more commission selling our inclusive promotions. <b>Susana Romero</b> then takes you on a journey to explore the unique flora and fauna of the Galapagos Islands. Learn about keys to selling the seamless, truly all-inclusive packages and unique experiences Celebrity Cruises offers. Discover the three amazing vessels, including the award-winning, eco-conscious, all-suite mega yacht <i>Celebrity FLORA</i>.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Workshop Rotation #2, continued</b></p> <p><b>11:55 a.m. – 12:25 p.m. Thursday, October 1</b></p>		<p><b>My Selections/Notes</b></p>
<p><b>Sharpen the “Insurance” Knife in your Travel Toolbox: Tips and Tricks with Travel Insured!</b></p> <p><i>Presented by Dan Griffin, Host Agency Account Manager, Travel Insured International</i></p> <p><b>Supplier</b></p>	<p>Join Dan Griffin from Travel Insured International as he discusses offering travel protection, benefits and tips to help you navigate the world of travel insurance. You will also hear from Isabelle Raffin, part of the Travel Insured Marketing Team, who will discuss hurricane coverage and why your clients should purchase travel protection as part of our “Travel Toolbox” video training series. Hope you can attend!</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. ONLY</b></p>	

## 3:30 p.m. – 4:00 p.m. Workshop Rotation #3 – Thursday, October 1

<b>Workshop Rotation #3</b> <b>3:30 p.m. – 4:00 p.m. Thursday, October 1</b>		<b>My                      Selections/                      Notes</b>
<p><b>Authentic Vacations: Experience the Authentic Difference</b> <i>Presented by Michelle Bartlett, Director, Business Development, Authentic Vacations</i></p> <p><b>Supplier</b></p>	<p>Join Michelle in learning how Authentic Vacations customizes each itinerary to create an authentic experience and the authentic options we provide to give your clients an experience they'll never forget. We arrange customized travel in Northern European (Ireland, UK, Iceland and Scandinavia), and we now offer customized travel within the United States.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Business Continuity Planning</b> <i>Presented by Heather Kindred, Senior Director, Business Development &amp; Education, and Esther Roemmele, Director of Member Services &amp; Cruise</i></p> <p><b>Business</b></p>	<p>As a small business owner, it is important to plan for unexpected interruptions. An illness or accident can mean stepping away from your clients with little or no notice. Attend this workshop to learn exactly what you need to have in place to minimize disruption.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Idea Exchange - Showcasing You</b> <i>Presented by Jackie Friedman, Nexion Travel Group President</i></p> <p><b>Specialty</b></p>	<p>Are you looking for new ways to reinvent your business model, showcase your unique skills or simply create new business? Do you often come up with unique ways to conquer challenges but aren't sure how to execute them? Join this <b>interactive idea exchange</b> to practice critical problem solving, share ideas and get tips from other travel advisors.</p> <p><b>Special guests – Vicki Freed</b> (Senior Vice President, Sales and Trade Support &amp; Service, Royal Caribbean International) and <b>Paula Hayes</b> (Vice President, Sales for Globus family of brands)</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

<b>Workshop Rotation #3, continued</b>		<b>My Selections/ Notes</b>
<b>3:30 p.m. – 4:00 p.m. Thursday, October 1</b>		
<p><b>Learning the Power of List Management within AgentMate</b> Presented by Susan Hall, Business Development and Education Manager</p> <p><b>Technology</b></p>	<p>Learn how to extract client lists in a multitude of ways through List Management that will benefit you in managing your business. You'll learn how much of what you input you can pull out. Once you learn the different ways of running reports, you will find List Management as a powerful tool to help you to stay in touch with your clients at various times, such as birthdays, anniversaries or approaching travel and also for building relationships through meaningful conversations. For those of you participating in Engagement marketing, you'll be able to easily review for accuracy which clients are included in your Engagement direct mail and email marketing.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. ONLY</b></p>	
<p><b>Norwegian Cruise Line: Navigating New Waters</b> Presented by Gina Garret, Director of National Accounts, and Brandy Azamar, Business Development Director</p> <p><b>Supplier</b></p>	<p>Join Gina and Brandy for a deep dive into all the latest at Norwegian Cruise Line. We will share insights into our Healthy Sail Panel as well as our Sail Safe program. Additionally, we will highlight new itineraries while sharing our best recommendations to navigate through these new waters together.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

**11:20 a.m. – 11:50 a.m. Workshop Rotation #4 – Friday, October 2**

<b>Workshop Rotation #4</b>		<b>My Selections / Notes</b>
<b>11:20 a.m. – 11:50 a.m. Friday, October 2</b>		
<p><b>ASTA Presents Supplier Refund Policy Disputes: What You Need to Know</b> Presented by Peter N. Lobasso Senior Vice President &amp; General Counsel, ASTA</p> <p><b>Business/Association</b></p>	<p>In response to the COVID-19 pandemic, many travel suppliers made significant changes to their cancellation, refund and rebooking policies, in some cases with retroactive effect. Join ASTA's Senior Vice President &amp; General Counsel Peter Lobasso for legal insight and best practices for dealing with suppliers that aren't offering client refunds during this pandemic.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

<b>Workshop Rotation #4, continued</b>		<b>My Selections / Notes</b>
<b>11:20 a.m. – 11:50 a.m. Friday, October 2</b>		
<p><b>Agent Profiler Test Kitchen</b>  <i>Presented by TC Phelps and Martin Mussey, Business Development and Education Managers</i></p> <p><b>Marketing</b></p>	<p>This session is for all Nexion Travel Group advisors of all experience levels who have <b>NOT</b> built or completed their Agent Profiler or who want to “spice” it up. This workshop will teach you the basics of a good profile while also understanding the "why" behind it, so you can get the most out of this free lead generation program. We will also teach you the benefits of doing "market research" and understanding the features of Profiler Plus, so you create your own unique recipe for success.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Forging Forward during Challenging Times, Part 1 (Advisor Panel)</b>  <i>Moderated by Susan Hall, Business Development and Education Manager</i></p> <p><b>Business</b></p>	<p>In Part 1 of this advisor panel discussion, you’ll learn what these amazing Nexion members have done to survive and thrive during this challenging year of COVID-19. They’ll share how they successfully grew their agencies prior to the pandemic and what their plans are to adapt, as we move into the future with so much still unknown.</p> <p><b>(Panelists: Melinda Fortunato, Michael Graham and Lisa C. McGregor)</b></p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>How to Scale Your Business to Seven Figures – The Seven Secrets to Success</b>  <i>Presented by Sheila Folk, Co-founder and Managing Partner, Travel Industry Solutions</i></p> <p><b>Supplier</b></p>	<p>Facilitated by an industry leader who grew her business to \$8 million in just two years, this workshop is packed with tried and tested strategies of how to be wildly successful in the travel industry. Key benefits: Improve client service. Set high expectations of professionalism for yourself and your staff. Increase sales through referrals and recommendations. Learn the importance of building relationships, both client and vendors. Validate your value to clients.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>The Road Back with Regent Seven Seas Cruises</b>  <i>Presented by Lisette Thurman, Strategic Accounts Director</i></p> <p><b>Supplier</b></p>	<p>Lisette Thurman navigates the road hazards and explores the best places to linger on the ‘road back,’ as she shares current health and safety protocols, Return with Regent promotion benefits and how to pick the low-hanging fruit of Future Cruise Credits. It will be full speed ahead sooner than you think. Do you have a roadmap? Lisette is here to guide you every step of the way. For those of you looking to increase your luxury sales, this is THE workshop to attend.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	



<p><b>United Airlines: Play and Learn with your UA sales team</b>  <i>Presented by Kelly Ferrigno  National Account Manager, GTP</i></p> <p><b>Supplier</b></p>	<p>Join us for a fun, interactive workshop that will have the United Airlines sales team answering questions from our Wheel of Fortune Game. What better way to show how it is for an advisor to remember all the information we send and where to locate the information? We will take you through a series of questions and answers, and show you exactly how to find the information in case you are unable to reach us. And because it is a game, we're sure there could be a prize at the end.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
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11:20 a.m. – 11:50 a.m. Workshop Rotation #5– Saturday, October 3

<p><b>Workshop Rotation #5</b>  <b>11:20 a.m. – 11:50 a.m. Saturday, October 3</b></p>		<p><b>My  Selections/  Notes</b></p>
<p><b>How to Build a Service Fees Program to Help You Reach your Goals</b>  <i>Presented by Mike Foster,  President Nexion Travel Group-Canada</i></p> <p><b>Business</b></p>	<p>The timing has never been better to finally launch your service fee program or make changes to your existing one. A professional travel advisor will be more in demand than ever before, and their value never more appreciated. This seminar is for both the novice and the experienced advisor looking to use an effective fee schedule not only to help you to reach your personal and business goals, but to also maximize revenue and better manage your selling and service initiatives.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

<b>Workshop Rotation #5, continued</b> <b>11:20 a.m. – 11:50 a.m. Saturday, October 3</b>		<b>My Selections/ Notes</b>
<p><b>Keys to a Winning Team for Business “Improv”ement</b> <i>Presented by Martin Mussey, Business Development and Education Manager</i></p> <p><b>Business</b></p>	<p>Have you built a small team? As a leader do you want to be sure they are performing at their best? Using improvisation theories applied to managing a team, we will stretch your mind while also learning about the Six Keys to a Winning Team.</p> <p><i>This workshop is intended <b>ONLY for agency owners</b> who have one or more subagents as a part of their agency.</i></p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Maximize Your Earning Potential with ALG Vacations</b> <i>Presented by Ben Recob, Senior Manager of Education, ALG Vacations</i></p> <p><b>Supplier</b></p>	<p>Join us for an in-depth look at ALG Vacations and find out how to maximize your earning potential while understanding the simplicity of VAX Vacation Access. Don’t miss out finding out what we launched in 2020 and how it can help you thrive as an advisor in 2021.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Personalizing your Leaders Edge Website with Ease</b> <i>Presented by Agustin Perrone, Marketing Operations Support Analyst, and Susan Hall, Business Development and Education Manager</i></p> <p><b>Technology</b></p>	<p>Learn how to personalize your Leaders Edge website easily and without spending a lot of time on it, branding it specific to your agency. We’ll introduce you to the customizable features that are available and demonstrate the most common ones to get you started.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Princess Cruises – Innovation in a New Reality</b> <i>Presented by LaDonna Allen, National Account Manager Princess Cruises</i></p> <p><b>Supplier</b></p>	<p>Come learn what Princess Cruises has been doing during the pause in operations, what’s going on with deployment, the new health protocols and Princess Medallion Class. Do you know how to maximize your revenue with a Princess Cruisetour to Alaska? Do you know where to quickly go and find assets to promote your next cruise night or hosted cruise? Do you know how to plan not just for today but for next year? Come away from this workshop with concrete ideas on how you can utilize Princess’ group program and marketing assets to up your game and stand out from the crowd. <b>It’s time to innovate!</b></p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

<b>Workshop Rotation #5, continued</b>		<b>My selections/ Notes</b>
<b>11:20 a.m. – 11:50 a.m. Saturday, October 3</b>		
<p><b>The Art of Public Speaking – the Polished Professional</b> <i>Presented by Rich Ferrucci, Business Development and Education Manager</i></p> <p><b>Specialty</b></p>	<p>Wanting to engage your audience and communicate effectively? Do you wish you could master an interview with your local press? Are you ready to speak to community or networking groups to promote your value as a travel professional and your travel in general? In this workshop, you will gain valuable public speaking tips and learn how to formulate the perfect sound bite, so you walk away with ideas you can put into play to be ready for that next public speaking engagement.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

### 11:55 a.m. – 12:25 p.m. Workshop Rotation #6– Saturday, October 3

<b>Workshop Rotation #6</b>		<b>My selections / Notes</b>
<b>11:55 a.m. – 12:25 p.m. Saturday, October 3</b>		
<p><b>AmaWaterways: Return to the Rivers with Confidence and Peace of Mind</b> <i>Presented by Kristin Karst, Co-Founder &amp; Co-Owner/Wade Korzan, Director of European Operations</i></p> <p><b>Supplier</b></p>	<p>The <i>AmaKristina</i> is sailing on the Rhine! With our enhanced health and safety protocols now in place, guests are still enjoying a wonderful river cruise experience with AmaWaterways. Please join us to learn more about this firsthand, from someone who has recently sailed, so you will be able to promote with confidence.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Building and Maintaining Strong Client Relationships Virtually</b> <i>presented by Guida Botelho, CTIE, Director of Education, and Lisa Owers, CTIE, Manager of Content and Continuity, The Travel Institute</i></p> <p><b>Association/Business</b></p>	<p>“Trust is the glue of life. It is the foundational principle that holds all relationships.” — Stephen Covey</p> <p>Building relationships with new clients – and maintaining relationships with existing ones – has never been more important than it is right now. So, how do you effectively communicate and engage with clients during this pandemic? Join Guida Botelho, CTIE and Lisa Owers, CTIE, as they review some fundamental and practical strategies designed to help you build a strong foundation of trust that leads to a long and successful relationship.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

<b>Workshop Rotation #6</b> <b>11:55 a.m. – 12:25 p.m. Saturday, October 3</b>		<b>My Selections/ Notes</b>
<p><b>Diversity in Travel — Challenges and Opportunities (Advisor Panel)</b> <i>Moderated by Caroline Belgrave and TC Phelps, Business Development and Education Managers</i></p> <p><b>Specialty</b></p>	<p>Join our panel of Nexion Travel Group advisors for a discussion on diversity in travel. In the ‘new world’ of travel how can we reshape our policies, marketing and messages to celebrate diversity. Our panel shares challenges experienced and looks for opportunities of change.</p> <p><b>(Panelists:</b> John Dawes, Derrick Franklin, Nia Hines, Brandee Martin, Lisa McGregor and Lystra Sam)</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Forging Forward during Challenging Times, Part 2 (Advisor Panel)</b> <i>Moderated by Susan Hall, Business Development and Education Manager</i></p> <p><b>Specialty</b></p>	<p>Our esteemed panel of advisors continue to share what they have done to survive and thrive during this challenging year of COVID-19. They’ll also share how they successfully grew their agencies prior to the pandemic and what their plans are to adapt as we move into the future with so much still unknown. <i>(You are encouraged to attend part 1 and part 2 of this workshop, if possible.)</i></p> <p><b>(Panelists:</b> Melinda Fortunato, Michael Graham and Lisa C. McGregor)</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Globus family of brands: New Reasons to Partner with Avalon Waterways and Globus family of brands</b> <i>Presented by Kristen Steele, Director Key Partners, Globus family of brands</i></p> <p><b>Supplier</b></p>	<p>River and land go hand in hand with Globus family of brands. We’ll share new itineraries, tools and ways to find new business. Let’s open that marketing toolkit to explore:</p> <ul style="list-style-type: none"> <li>• Avalon Short &amp; Suite itineraries and Active &amp; Discovery</li> <li>• Globus and Cosmos Undiscovered Series</li> <li>• Monograms North America</li> <li>• Small Groups: Exotics are hot, hot, hot ...</li> <li>• Groups, Free Travel and TAD rates</li> </ul> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>VIP Experiences at Your Fingertips with SELECT</b> <i>Presented by Elise Cohen, Director, Partner &amp; Program Marketing, Internova Hotel Division</i></p> <p><b>Supplier</b></p>	<p>Dive into the Worldwide and SELECT hotel programs built to maximize your earnings and your clients’ experiences. Learn how SELECT, our value-added amenity program made up of the world’s most distinguished hotels, villas and in-country partners, and Worldwide, our rate-competitive program made up of more than 40,000 properties, can enhance your client’s stay while earning you more commission. Explore the tools and resources available to you to make booking and travel planning easier.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

12:55 p.m. – 1:25 p.m. Workshop Rotation #7 – Saturday, October 3

<b>Workshop Rotation #7</b> <b>12:55 p.m. – 1:25 p.m. Saturday, October 3</b>		<b>My Selections/Notes</b>
<p><b>Idea Exchange - Showcasing You</b>  <i>Presented by Jackie Friedman, Nexion Travel Group President</i></p> <p><b>Specialty</b></p>	<p>Are you looking for new ways to reinvent your business model, showcase your unique skills or simply create new business? Do you often come up with unique ways to conquer challenges but aren't sure how to execute them? Join this <b>interactive idea exchange</b> to practice critical problem solving, share ideas and get tips from other travel advisors.</p> <p><b>Special guests: Kristin Karst</b> (Executive Vice President and Co-Owner, AmaWaterways) and <b>Dondra Ritzenthaler</b> (Senior Vice President Sales, Trade Support &amp; Service, Celebrity Cruises)</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>How to Segment, Market and Repurpose with your Nexion In-house Tools</b>  <i>Presented by Caroline Belgrave and Susan Hall, Business Development and Education Managers</i></p> <p><b>Marketing</b></p>	<p>How are <b>OnTarget</b>, <b>AgentMate</b> and <b>Engagement</b> all connected? Join Caroline and Susan for tips and tricks to learn how these three tools can all work together in a nice little package to help you grow your business.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>The Media and You</b>  <i>Presented by Berit Griffin, Senior Public Relations Specialist, Travel Leaders Group</i></p> <p><b>Specialty</b></p>	<p>Have you ever wondered how to get your business in your local media? In this panel, our internal PR rep will be talking with various members of the media, so you can hear directly from reporters what they are looking for and how you can help them.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Small Ship Luxury Trend: What's Driving Guests to Inquire about Smaller Vessels?</b>  <i>Presented by Kari Roach, Sales &amp; Marketing Director, Oceania Cruises</i></p> <p><b>Supplier</b></p>	<p>Anticipation is building as we get one step closer to sailing the world again. So, what's all the chatter about guests wanting to sail on smaller vessels? Now's the time not only to learn about buying behavior but also how and when to pitch Oceania Cruises to your clients. Moreover, what exactly do smaller ships have to offer? Join me as we walk through certain types of guests, their habits and expectations, the Oceania Cruises experience and how YOU can become more of an expert.</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	

<b>Workshop Rotation #7 continued</b> <b>12:55 p.m. – 1:25 p.m. Saturday, October 3</b>		<b>My Selections/ Notes</b>
<p><b>Take a Virtual Journey with Delta Air Lines and Delta Vacations</b>  <i>Presented by Timika Narine, Sales Account Executive, Delta Air Lines, and Richard Jacobs, Business Development Manager, Delta Vacations</i></p> <p><b>Supplier</b></p>	<p>Discover the “New way to Travel.” We will guide you to locate new travel policies, travel restrictions, where we fly, interpreting waivers and demonstrate the ease of World Agent Direct. Let us help you get back to booking travel!</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	
<p><b>Travel Insurance Made Easy</b>  <i>Presented by Bob Ford, Regional Vice President, and Susan Hewitt, Sales Manager, AIG Travel</i></p> <p><b>Supplier</b></p>	<p>Learn about AIG Travel’s new policies and how the benefits work for today’s traveler. Special attention will be given to financial default, medical and CFAR coverage. Also, how do I insure my customers’ future cruise and or tour credits?</p> <p><b>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. &amp; CANADA</b></p>	