



# VRPS MANAGEMENT CONFERENCE

featuring  
**FESTIVALS & EVENTS INSTITUTE**

Converting Challenges into Accomplishments

## Suffolk is pleased to host the 2019 VRPS Management Conference and the NEW Special Events Institute!



John Verrico



Zachariah Ballinger



Joe Koronowski

### SATURDAY, FEBRUARY 23

- 11:00am** Registration | Ballroom ~ Pre-function Space
- 12:00-1:30pm** **KEYNOTE AND LUNCHEON (CEU) | Kilby/Meade**  
*Marcy Durrer/Dan Smith: "Mater Man's Midlife Crisis: How a Department Streamlined a Beloved 40 Year Community Event"*
- 1:45-3:00pm** **Session A | Speight**  
*Jared Hoering: "Formalizing the Special Event Planning Process"*
- Session B | Cahoon**  
*Angie Sims/Joy Johnson: "All Hands on Board: Volunteer Management for Special Events"*
- 3:15-4:30pm** **Session C | Speight**  
*Marlene Jolliffe: "Customer Experience - Defining, Measuring and Improving"*
- Session D | Cahoon**  
*Joy Johnson/Angie Sims: "Expect the Unexpected: A Blueprint to Address Issues Before They Happen"*
- 4:45-6:00pm** **Session E | Speight**  
*Lauren Wood/Danny Byrum: "Event Planning Basics: Preparation, Organization, Implementation=Success"*
- Session F | Cahoon**  
*Cheryl Colton/Gathoni Kamau: "Celebrating Community through Culturally Diverse Programming"*
- 6:30-8:30pm** **Suffolk Haunts & History ~ A Guided Walking/Bus Tour**  
followed by a Reception at Brick & Mortar Brewing Company

### SUNDAY, FEBRUARY 24

- 8:00am** Registration | Ballroom ~ Pre-function Space
- 9:00-10:15am** **Session A | Chuckatuck**  
*Ananda Mitra: Use of Open-ended "Big Data" from Citizens for Decision Making*
- Session B | Speight**  
*Art Thatcher: "Thriving in the New Economy"*
- 10:30-11:45am** **Session C | Chuckatuck**  
*Whitney Clarke, Kings Dominion Special Events Manager: Behind the Scenes*
- Session D | Speight**  
*Joel McCormick: "What is Servant Leadership & How Can I Apply It?"*
- 12:00-1:30pm** **KEYNOTE AND LUNCHEON (CEU) | Kilby/Meade**  
*John Verrico: "Gathering Villagers with Torches: How To Build Collaborative Partnerships"*
- 1:45-3:00pm** **Session E | Chuckatuck**  
*Tracy Newson: "Fun For All: Making Temporary Events Accessible"*
- Session F | Speight**  
*Cindy Curtis: "Critical Thinking: Presenting Ideas to Management"*
- 3:00-5:30pm** Exhibit Hall Open
- 5:30-8:30pm** **ENTERTAINMENT SHOWCASE & DINNER | Nansemond Ballroom**

### MONDAY, FEBRUARY 25

- 8:00am** Registration | Ballroom ~ Pre-function Space
- 9:00-10:15am** **Session A | Speight**  
*James Worsley: "Gen Z @ Work: Are Managers Prepared?"*
- Session B | Cahoon**  
*Aaron Reidmiller/Tevya Williams Griffin: "Bridging the Gap between Health, Planning, and Recreation"*
- 10:30-11:45am** **Session C | Speight**  
*Greg Cronin: "Convert Challenge to Accomplishment by Implementing Adaptive Leadership Techniques in Your Agency"*
- Session D | Cahoon**  
*Aaron Reidmiller: "Are you Old Enough to be the Boss? Leadership Strategies for Young Professionals."*
- 12:00-1:30pm** **KEYNOTE AND LUNCHEON (CEU) | Kilby/Meade**  
*Zachariah Ballinger: "The Hot Seat: How to Meet the Challenge of a New Era in Job Interviewing"*
- 1:45-3:00pm** **Session E | Speight**  
*Greg Cronin: "Finding Your Acorn - Management Techniques to Grow your Culture."*
- Session F | Cahoon**  
*Doug Kennedy/Betsy Kennedy: "Workplace Politics: How to Manage Down AND up to Stay Sane!"*
- 3:15-4:30pm** **Session G | Speight**  
*Zachariah Ballinger: "Leadership 101: Are Leaders Born or Made?"*
- Session H | Cahoon**  
*Andru Fratarcangeli/Brynn Dipaolo: "Big Data in Customer Service and Why it Matters"*
- 5:00-8:00pm** **DINE-AROUND | Downtown Suffolk Eateries**

### TUESDAY, FEBRUARY 26

- 8:00am** Registration | Ballroom ~ Pre-function Space
- 9:00-10:15am** **Session A | Speight**  
*Katy Keller/Jay Tryon: "Paving IT's Way to Being a Department That Stands Out "*
- Session B | Cahoon**  
*Tiffanie Rosier: "Creating Collaborative Partnerships"*
- 10:30-11:45am** **Session C | Speight**  
*Katy Keller: "Get Social With IT"*
- Session D | Cahoon**  
*Roberto Ramos/Dare Williams: "Staff Recognition That Works: Improving Staff Morale and Retaining Staff "*
- 12:00-1:30pm** **CLOSING KEYNOTE AND LUNCHEON (CEU) | Kilby/Meade**  
*Joe Koronowski: "From the Farm to NASA Mission Control - The Evolution of a Leader"*

