

Agenda June 10

1.00 pm	Introductions & Agenda
1.30 pm	Keynote from our host: “Employee Experience at Dolby”
2.00 pm	How to get started with EX Business case for change & case study
2.30 pm	Break
2.45 pm	Workshop: ‘Intentional Experience Design’ Meet and empathise with your personas
3.30 pm	Workshop: ‘Defining Moments of Truth’ Focus in on critical moments to fix and invest in
4.45 pm	Workshop debrief and day wrap up
5.00 pm	Private Screening in Dolby’s state of the art theatre
5.30 pm	DAY 1 END
7.00 pm	Drinks, food & networking- SPIN (ping pong)

Agenda June 11

9.00 am	Reflections so far
9.15 am	Digital Listening with Jonathan Ferrar- former Head of Analytics at IBM and Founder of Insight222
10.00 am	Workshop: ‘EX measurement & analytics’ taking action with data
11.30 am	Co-Creation: Building a Digital EX Listening Tool with SmartBotHub
12.00 pm	Lunch
1.00 pm	Ensure a diverse & inclusive EX
1.30 pm	HR’s mindset shift; from process led to EX led- peer success story
2.15 pm	EX in Practice: Learning Journey- Skills Platform Co-creation
3.00 pm	Bets for 2020- EX investments in technology & beyond peer panel
3.30 pm	Wrap-up summary
4.00 pm	DAY 2 END