### Wednesday, September 23

<table>
<thead>
<tr>
<th>TIME</th>
<th>EVENT</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00am-5:00pm</td>
<td>Registration</td>
<td>Marquis Registration Booth</td>
</tr>
<tr>
<td>8:30am-12:30pm</td>
<td>Community Service Project – City of Refuge</td>
<td>Meet in Lobby for Off Site Transportation</td>
</tr>
<tr>
<td>2:00pm-3:30pm</td>
<td>NAAIA Membership General Session (Members Only)</td>
<td>M301</td>
</tr>
<tr>
<td>3:35pm-5:00pm</td>
<td>Agency Development &amp; Perpetuation</td>
<td>M304</td>
</tr>
<tr>
<td>5:00pm-6:30pm</td>
<td>Diversity Reception</td>
<td>Sun Dial Restaurant</td>
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</tbody>
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#### Thursday, September 24

<table>
<thead>
<tr>
<th>TIME</th>
<th>EVENT</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00am-11:15am</td>
<td>Plenary Session: Featuring Keynote Speaker, Rosanna Durruthy and a Panel of Industry Leaders</td>
<td>Marquis A</td>
</tr>
<tr>
<td>11:30am-1:30pm</td>
<td>Trade Show &amp; Lunch with Exhibitors</td>
<td>Marquis A &amp; Foyer</td>
</tr>
</tbody>
</table>

#### Concurrent Workshop Sessions

<table>
<thead>
<tr>
<th>Room: M301</th>
<th>Room: M304</th>
<th>Room: M302</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Playing by the Unwritten Rules</td>
<td>Social Media Part I - Beginner</td>
<td>The Evolving Cyber Warfare</td>
<td>NetServing...Beyond Networking</td>
</tr>
<tr>
<td>Dr. Indigo Triplette CEO Careers In Transition, Inc.</td>
<td>Christopher Paradiso Owner Paradiso Financial &amp; Insurance Services LLC</td>
<td>Mathew Scott Principal Consultant Digital Forensics Group, PT&amp;C</td>
<td>Jose A. De La Cruz SPHR, SHRM-SCP HR Director, USO – Eastern Region Travelers</td>
</tr>
</tbody>
</table>

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<tr>
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<th>Room: M302</th>
</tr>
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<tbody>
<tr>
<td>Bloom Where You are Planted</td>
<td>They Drive Me Crazy! Bridging Today's Unique Generational Divide</td>
<td>Agent Spotlight</td>
</tr>
<tr>
<td>Dr. Audra Davis, PsyD Organizational Psychologist</td>
<td>Cara Silletto, MBA President Crescendo Strategies</td>
<td>Thomas Crosby, Sr. LUTCF, CPIA President The Insurance Exchange, LTD Quincy L. Branch President and CEO Branch Benefits Consultants</td>
</tr>
</tbody>
</table>
### Concurrent Workshop Sessions

**Building the Leadership Pipeline: Advice for Boomers, Gen-Xers and Millennials**
- Ava Youngblood
  - Chief Executive Officer
  - Youngblood Executive Search/Services

**Social Media Part II - Advanced**
- Christopher Paradiso
  - Owner
  - Paradiso Financial & Insurance Services LLC

**The Evolving Cyber Warfare**
- Mathew Scott
  - Principal Consultant
  - Digital Forensics Group, PT&C | LWG Forensic Consulting Services

**Partner Spotlight**
- Presented by: Chubb

**Networking Reception**
- Room: M301
- Room: M304
- Room: M303
- Room: M302

**Networking Reception Hosted by NAAIA’s Emerging Leaders**
- Sponsor: Amerisure & Guy Carpenter & Co. LLC

**Friday, September 25**

**Career Fair Registration**
- 8:00am-10:00am

**Plenary Session: featuring Keynote Speaker, Gordy Bunch and a Panel**
- Presentation: Elevating Talent and Development & Sourcing
- **Keynote Speaker:** Gordy Bunch
  - President & CEO
  - The Woodlands Financial Group

**Panel Presentation:**
- Talent Sourcing, Development & Retention – An Industry Imperative
- **Facilitated by:**
  - Trevor Grandy
  - Senior Vice-President and Chief Diversity Officer
  - Chubb

**Career Fair & Student Development Activities**
- 11:10am-4:30pm

**Lunch**
- 12:00pm-1:20pm

**Concurrent Workshop Sessions**

**Room: M301**
- Playing by the Unwritten Rules
  - Dr. Indigo Triplett
  - CEO
  - Careers In Transition, Inc.

**Room: M304**
- Social Media Part I - Beginner
  - Christopher Paradiso
  - Owner
  - Paradiso Financial & Insurance Services LLC

**Room: M302**
- The Next Generation Agency 2.0
  - Ken Branch
  - Chairman and CEO
  - New Horizons Consulting Services (NHCS)

**Room: M303**
- Backpack to Briefcase Workshop – Part I
  - Janice Castle
  - Senior Consultant, University Relations
  - Travelers

**Concurrent Workshop Sessions**

**Room: M301**
- Bloom Where You Are Planted
  - Dr. Audra Davis, PsyD
  - Organizational Psychologist

**Room: M304**
- They Drive Me Crazy! Bridging Today’s Unique Generational Divide
  - Cara Silletto, MBA
  - President
  - Crescendo Strategies

**Room: M302**
- Agent Spotlight
  - Lee V. Bethel, CLU®, ChFC®, REBC®, RHU®, CAP®, ChHC®, AIF®
  - President
  - Comprehensive Benefit Services, Inc.

**Room: M303**
- Backpack to Briefcase Workshop – Part II
  - Janice Castle
  - Senior Consultant, University Relations
  - Travelers

**Student Interviews**
- 2:30pm-4:00pm

**Concurrent Workshop Sessions**

**Room: M301**
- Building the Leadership Pipeline: Advice for Boomers, Gen-Xers and Millennials
  - Ava Youngblood
  - Chief Executive Officer
  - Youngblood Executive Search/Services

**Room: M302**
- Social Media Part II - Advanced
  - Christopher Paradiso
  - Owner
  - Paradiso Financial & Insurance Services LLC

**Room: M304**
- NetServing…Beyond Networking
  - Jose A. De La Cruz
  - SPHR, SHRM-SCP
  - HR Director,
  - USO – Eastern Region Travelers

**Marquis Foyer**
- 5:00pm-9:00pm

**Trade Show**
- 3:30pm-5:00pm

**Partner Recognition & Scholarship Award Dinner (Silent Auction)**
- Imperial Salon A

**DJ & Dancing**
- 9:00pm-12:00am