Dear Education Forum attendee,

On behalf of the FICP Board of Directors, Hospitality Partner Advisory Council and 2013 Education Forum Design Team, let us be the first to welcome you to the Montage Deer Valley! The Design Team has planned a well-rounded agenda while highlighting the best of Park City.

Throughout the week, you’ll discover how to make your “Meetings Elevated.” Take the unique opportunity to reconnect with friends and meet new contacts while sharing ideas, identifying industry trends and discussing future business.

The incredible program planned this week would not be possible without the support of our Education Forum sponsors and FICP Strategic Partners. The relationships we have with our hospitality partners are invaluable and the connections you make with this experienced and knowledgeable group of professionals will last long after we leave Park City.

The Education Forum has established a tradition of giving back to the host community and this year is no exception. Proceeds from our charity raffle will be donated to FICP’s dedicated philanthropic partner, Junior Achievement®, and Junior Achievement’s Salt Lake City Chapter. Stop by the FICP information desk to purchase your raffle ticket or make a donation in any amount.

We hope you take full advantage of the opportunities to learn something new, expand your network and enjoy our breathtaking surroundings in Park City!

Kelli Livers, CMP, CTE
FICP Chair

Jeff Leggett
2013 Education Forum Chair
Thank You to Our 2013 Education Forum Sponsors

SUPER PLATINUM

GOODMAN SPEAKERS BUREAU, INC.
MELÍA HOTELS INTERNATIONAL
STEIN ERIKSEN LODGE

PLATINUM

HILTON WORLDWIDE

SILVER

AMERICAN AIRLINES
DMC NETWORK
FOUR SEASONS HOTELS & RESORTS
HELLO! DESTINATION MANAGEMENT

GOLD

GOODMAN SPEAKERS BUREAU, INC.
MELÍA HOTELS INTERNATIONAL
STEIN ERIKSEN LODGE

BRONZE

360 DESTINATION GROUP
ACCESS DESTINATION SERVICES
ALLIEDPRA
ASSOCIATED LUXURY HOTELS INTERNATIONAL
BACARA RESORT & SPA
BRIGGS INC. – A DMC NETWORK COMPANY
BUY THE SEA
CAPITOL SERVICES, INC., A DMC NETWORK COMPANY
DEER VALLEY RESORT
DESTINATION CONCEPTS INC. – A GLOBAL EVENTS PARTNER
DESTINATION DC
DESTINATION HOTELS & RESORTS
DESTINATIONS BY DESIGN
DISNEY DESTINATIONS
DSC, DESTINATION SERVICES CORP.
FIESTA AMERICANA HOTELS AND RESORTS
GENEVA TOURISM & CONVENTIONS
GLOBAL EVENTS PARTNERS/KRISAM GROUP
GREATER MIAMI CONVENTION & VISITORS BUREAU
HELLO! DESTINATION MANAGEMENT
HELLO! FLORIDA
HOTEL DEL CORONADO
INTERCONTINENTAL HOTELS GROUP
ISLAND PARTNERS HAWAI’I
JPDL DESTINATION MANAGEMENT – CANADA
KATHY CLARKE HAWAI’I
KSL RESORTS – MIDWEST
KSL RESORTS – NORTHEAST
KUONI DESTINATION MANAGEMENT
LAS VEGAS CONVENTION AND VISITORS AUTHORITY
MANCHESTER GRAND HYATT SAN DIEGO
MGM RESORTS INTERNATIONAL
MIAMI AIR INTERNATIONAL
MONACO GOVERNMENT TOURIST OFFICE
OATION GLOBAL DMC
PALACE RESORTS
PEABODY HOTELS
PREFERRED HOTEL GROUP
RED ROCK RESORT
REGENT SEVEN SEAS & OCEANIA CRUISES
ROYAL PALMS RESORT AND SPA
SILVERSEA CRUISES, LTD.
SWITZERLAND CONVENTION & INCENTIVE BUREAU
THE BROADMOOR
THE CARNEROS INN
THE COEUR D’ALENE
THE LEADING HOTELS OF THE WORLD
THE LODGE AT TORREY PINES
THE NEW YORK PALACE
THE SANCTUARY AT KIAWAH ISLAND GOLF RESORT
THE TRUMP INTERNATIONAL HOTEL AND TOWER CHICAGO
TOURISM TORONTO
TRUMP HOTEL COLLECTION
TUMLARE DESTINATION MANAGEMENT
VICEROY SNOWMASS

THANK YOU
Thank You to Our 2013 Strategic Partners

Access Destination Services
AlliedPRA
Bacara Resort & Spa
Disney Destinations
Fiesta Americana Hotels and Resorts
Global Events Partners/Krisam Group
Greater Miami Convention & Visitors Bureau
Island Partners Hawai‘i
JPdL Destination Management - Canada
Kuoni Destination Management
Las Vegas Convention and Visitors Authority
Miami Air International
Monaco Government Tourist Office
Ovation Global DMC
The Broadmoor

Thank You to Our 2013 Education Forum Design Team

Education Forum Design Team Chair
Jeff Leggett
Co-operators Insurance

Colleen Brzozowski
Krisam Group

Kurt Diekhoff
Montage Deer Valley

Alison Hall
MeetingsNet/corporate&incentives

Jen Hytjan
ING

Morgan Murphy, CMP
Bankers Life and Casualty Company

Cheryl Rivers, CMP
The Hanover Insurance Group
### Wednesday, June 12

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 a.m.</td>
<td>Registration Open</td>
<td>Grand Ballroom Promenade</td>
</tr>
<tr>
<td>11:15 a.m.</td>
<td>First-Time Attendee Meet and Greets</td>
<td>By invitation only</td>
</tr>
<tr>
<td></td>
<td>Planner – Apex I</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hospitality Partner – Apex II</td>
<td></td>
</tr>
<tr>
<td>12:00 p.m.</td>
<td>Lunch</td>
<td>Grand Terrace</td>
</tr>
<tr>
<td></td>
<td>Sponsored by: Hilton Worldwide</td>
<td></td>
</tr>
<tr>
<td>1:10 p.m.</td>
<td>Opening Keynote</td>
<td>The Difference: How Anyone Can Prosper in Even the Toughest Times</td>
</tr>
<tr>
<td></td>
<td>Jean Chatzky, Personal Financial Expert, Author and Speaker</td>
<td></td>
</tr>
<tr>
<td>2:50 p.m.</td>
<td>Planners’ Exchange</td>
<td>Grand Ballroom</td>
</tr>
<tr>
<td></td>
<td>Apex II</td>
<td></td>
</tr>
<tr>
<td>4:00 p.m.</td>
<td>Education Sessions</td>
<td>Hybrid Meetings 101: How to Plan Your First Hybrid Event</td>
</tr>
<tr>
<td></td>
<td>Steph Pfeilsticker, CMP, CMM, Virtual Strategy Manager, Thrivent Financial</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Planner Showcase</td>
<td>Panelists: Luann Edwards, CMP, CMM, Strategic Communications Consultant, FM Global; Daniele Menache, Managing Director, Marketing Events, AllianceBernstein</td>
</tr>
<tr>
<td></td>
<td>Turning Trends into Consumer Engagement</td>
<td>Gallery Ballroom II</td>
</tr>
<tr>
<td>6:00 p.m.</td>
<td>Evening Event Departures</td>
<td>Montage Deer Valley Main Lobby/ Porte Cochere</td>
</tr>
<tr>
<td></td>
<td>Transfers sponsored by: DVIP Inc, a DMC Network Company</td>
<td></td>
</tr>
</tbody>
</table>

### Thursday, June 13

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 a.m.</td>
<td>Information Desk Open</td>
<td>Grand Ballroom Promenade</td>
</tr>
<tr>
<td>8:00 a.m.</td>
<td>Breakfast</td>
<td>Grand Terrace</td>
</tr>
<tr>
<td></td>
<td>Sponsored by: The Ritz-Carlton Hotel Company</td>
<td></td>
</tr>
<tr>
<td>9:00 a.m.</td>
<td>General Session</td>
<td>WhiteSpace®: The Missing Ingredient in Your Technicolor Business</td>
</tr>
<tr>
<td></td>
<td>Juliet Funt, Motivational Business Speaker, Humorist and Consultant</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Grand Ballroom</td>
<td>Represented by: Goodman Speakers Bureau, Inc.</td>
</tr>
<tr>
<td>10:05 a.m.</td>
<td>Networking Break</td>
<td>Grand Ballroom Promenade</td>
</tr>
<tr>
<td>10:40 a.m.</td>
<td>Education Sessions</td>
<td>From Typewriters to iPads: How Generational Diversity Is Transforming the Workplace</td>
</tr>
<tr>
<td></td>
<td>Planner Showcase</td>
<td>Bill Fournet, CEO &amp; President, The Persimmon Group, LLC</td>
</tr>
<tr>
<td></td>
<td>Turning Trends into Consumer Engagement</td>
<td>Gallery Ballroom I</td>
</tr>
</tbody>
</table>
Thursday, June 13 (continued)

10:40 a.m. – 11:40 a.m. **Education Sessions (continued)**

*Registration Education: The Benefits and Limitations of the Systems Planners Use*
Facilitator: Jeff Leggett, Conference/Incentive Planner, Co-operators Insurance
*Gallery Ballroom I*

*State of the Industry*
Moderator: Jen Squeglia, CMP, Independent Contractor, Boston Private Bank & Trust Company
Panelists: Dawn Barbeau, VP of Sales, Global Events Partners; Chris Hamaway, Director of Sales & Marketing, Montage Deer Valley; Lynn Lee, Director of Sales, AlliedPRA
*Gallery Ballroom II*

11:50 a.m. – 12:50 p.m. **Lunch**
*Grand Terrace*
*Sponsored by: Fairmont | Raffles | Swissôtel*

1:00 p.m. – 2:00 p.m. **Education Sessions**

*How to Succeed in Your Contract Negotiations*
Samuel J. Erkonen, Partner, Howe & Hutton, Ltd.
*Salon*

*Hybrid Meetings and the Art of Career Development*
Steph Pfeisticker, CMP, CMM, Virtual Strategy Manager, Thrivent Financial
*Gallery Ballroom II*

*Now What? Tips, Tricks and Features for Navigating Your iPad*
Stormi Boyd, CMP, CMM, Senior Events & Convention Manager, Keller Williams Realty International
*Gallery Ballroom I*

3:40 p.m. – 4:50 p.m. **General Session**

*Building Tattoo-Worthy Customer Relationships*
Ken Schmidt, Brand Visionary and Communications Strategist, Harley-Davidson Motor Company
*Grand Ballroom*
Represented by: Goodman Speakers Bureau, Inc.

7:00 p.m. – 10:30 p.m. **Evening Event**

*Vista Lounge*
*Sponsored by: Montage Hotels & Resorts*

Friday, June 14

8:00 a.m. – 10:45 a.m. **Information Desk Open**
*Grand Ballroom Promenade*

8:00 a.m. – 8:50 a.m. **Breakfast**
*Grand Terrace*
*Sponsored by: Marriott International*

9:00 a.m. – 10:30 a.m. **Closing Keynote**

*No One Climbs a Mountain Alone*
Chris Waddell, American Paralympic Athlete
*Grand Ballroom*
Represented by: Goodman Speakers Bureau, Inc.
Master of Ceremonies
James Cunningham, Corporate Comedian and Host of Food Network Canada and Cooking Channel’s “Eat St.”
Sponsored by: Business Events Canada
Represented by: Speakers’ Spotlight

James Cunningham has enjoyed smash success with his award-winning “Funny Money” lectures as well as successful nightly stints on comedy stages across North America. He was a writer and actor on the award-winning television series “Comedy Inc.,” and on NBC’s “Last Comic Standing.” Currently, Cunningham is the host of “Eat St.,” which gives audiences a curbside view of North America’s tastiest, messiest and most irresistible street food.

The Difference: How Anyone Can Prosper in Even the Toughest Times
Wednesday, June 12
1:10 p.m. – 2:40 p.m.

Jean Chatzky, Personal Financial Expert, Author and Speaker
Represented by: SpeakInc

Jean Chatzky, the financial editor for NBC’s “TODAY” show, is an award-winning personal finance journalist, AARP’s personal finance ambassador and the host of “Money Matters with Jean Chatzky” on RLTV. Chatzky is a best-selling author and her eighth book, “Money Rules: The Simple Path to Lifelong Security,” hit stands in March 2013 to terrific reviews.

Session Description
Can you really start from nothing and become truly secure financially? In this fascinating and interactive keynote, Jean Chatzky asks the questions: What’s the difference between you and Warren Buffett? Between you and your boss? Or between you and your successful neighbor? What do the financially comfortable have that you don’t? And how do you get it?

WhiteSpace®: The Missing Ingredient in Your Technicolor Business
Thursday, June 13
9:00 a.m. – 10:05 a.m.

Juliet Funt, Motivational Business Speaker, Humorist and Consultant
Represented by: Goodman Speakers Bureau, Inc.

Juliet Funt wows audiences every day as a high-impact, high-energy speaker. Her deeper mission, however, is to show companies how to use WhiteSpace® to change patterns and behaviors holding them back. When starved for WhiteSpace, employees are exhausted, disengaged, overwhelmed, unproductive and distracted. With WhiteSpace, creativity, productivity and engagement take root and blossom!

Session Description
Crushed by email? Constantly putting out fires? Wonder where the time goes? You’re not alone. We’re all struggling in the Age of Overload. Here’s the good news: Juliet Funt can help. Funt brings a sigh of relief and a wealth of instantly actionable tools to your over-scheduled, multi-tasking workday with WhiteSpace®.

Building Tattoo-Worthy Customer Relationship
Thursday, June 13
3:40 p.m. – 4:50 p.m.

Ken Schmidt, Brand Visionary and Communications Strategist, Harley-Davidson Motor Company
Represented by: Kepler Speakers

As the former director of communications for Harley-Davidson Motor Company, Ken Schmidt played an active role in one of the most celebrated turnarounds in corporate history – and got paid to ride motorcycles. As a specialist in corporate positioning and media relations, he worked to restore the then-struggling Harley-Davidson’s image and create demand for its motorcycles. Within a few short years, Harley-Davidson became one of the most visible and frequently reported-on companies in the world, while sales rocketed upward.

Session Description
We are not wired to be loyal to products or services, no matter how well they perform. We are only capable of being loyal to people and to well-managed brands that successfully humanize their presence by creating emotional resonance with us. It is time for your customers to evolve from “folks who buy from us,” into “loyal friends” and give themselves a strategy to continue to change, grow and succeed.

No One Climbs a Mountain Alone
Friday, June 14
9:00 a.m. – 10:30 a.m.

Chris Waddell, American Paralympic Athlete
Represented by: Goodman Speakers Bureau, Inc.

On December 20, 1988, a skiing accident left Chris Waddell paralyzed from the waist down. Less than a year later, he started monoskiing and was named to the U.S. Disabled Ski Team a little more than two years later. With 12 Paralympic medals, he became the most decorated male monoskier in history. Also a track athlete, Waddell is one of a handful to have won World Championships in both the winter and the summer. The Dalai Lama honored him as an “Unsung Hero of Compassion” and People magazine named him one of the “Fifty Most Beautiful People in the World.”

Session Description
We fear change. Our greatest desire is to achieve success and then keep it, but life changes and obstacles arise. Change and the disappointment of losing static success bring an emotional feeling of failure. However, if we embrace life’s consistent change, then we have eliminated the emotional obstacle and given ourselves a strategy to continue to change, grow and succeed.
Wednesday, June 12
4:00 p.m. – 5:00 p.m.

**CMP Hybrid Meetings 101: How to Plan Your First Hybrid Event**

**Area of Interest:** Technology  
**Audience:** Planners  
**Experience Level:** Beginner, Intermediate, Advanced  
**Speaker:** Steph Pfeilsticker, CMP, CMM, Virtual Strategy Manager, Thrivent Financial

Does the thought of planning your first hybrid meeting make you reach for an AED (automated external defibrillator)? Would you feel more comfortable walking through your first hybrid meeting surrounded by fellow industry professionals in a friendly, risk-free environment? What if M&Ms were offered? Would that make you more excited to attend? If so, this session is for you!

Led by award-winning hybrid meeting expert Steph Pfeilsticker, attendees will learn from her experience while creating a hybrid meeting as a group. Leave this session with the steps and templates necessary to plan your own hybrid events.

**CMP Planner Showcase**

**Area of Interest:** Meeting Planner Knowledge  
**Audience:** Planners  
**Experience Level:** Beginner, Intermediate, Advanced  
**Panelists:** Luann Edwards, CMP, CMM, Strategic Communications Consultant, FM Global; Daniele Menache, Managing Director, Marketing Events, AllianceBernstein

Meeting planners are facing more pressure than ever to create valuable, personalized and unique experiences. Hear from a panel of peers as they share their success stories of creative and innovative solutions that you can use with your own programs and meetings. This session will focus on working with your hotel and using your destination to your advantage.

**Turning Trends into Consumer Engagement**

**Area of Interest:** Trends and Strategic Thinking  
**Audience:** Planners, Hospitality Partners  
**Experience Level:** Beginner, Intermediate, Advanced  
**Speaker:** Laurie Hollinger, Director of Account Services, MOSQUITO Inc

What do trends mean to you? How can you use them to excite and engage audiences?

Consumer insights are powerful tools. They can inspire event themes, increase the effectiveness of a meeting’s message or raise the perceived value of an event gift.

MOSQUITO, a product design studio, is constantly monitoring what is happening in the marketplace, keeping tabs on the products and services that people choose to consume because it provides insight into what they value.

This session, led by MOSQUITO’s Director of Account Services, Laurie Hollinger, will focus on where and how to get inspired and conduct trend research. Learn from real-life case studies and leave the session prepared to raise the bar on audience engagement.

Thursday, June 13
10:40 a.m. – 11:40 a.m.

**CMP From Typewriters to iPads: How Generational Diversity Is Transforming the Workplace**

**Area of Interest:** Trends and Strategic Thinking  
**Audience:** Planners, Hospitality Partners  
**Experience Level:** Beginner, Intermediate, Advanced  
**Speaker:** Bill Fournet, CEO & President, The Persimmon Group, LLC

Do you ever feel misunderstood by other generations? At times, have you also felt that you didn’t understand the people you interact with, whether they were co-workers or family members? You are not alone!

In this engaging session, Bill Fournet will help participants gain an understanding of generational differences and learn practical techniques for how to effectively interact with and manage each generation. In addition, participants will explore how Baby Boomers, Gen X and Gen Y view current technology dilemmas, in the areas of hiring, privacy and productivity. This generational diversity course, which includes the latest research on Gen Z, will enable attendees to harness their team members’ strengths and understand their various drivers.

**CMP Registration Education: The Benefits and Limitations of the Systems Planners Use**

**Area of Interest:** Technology  
**Audience:** Planners  
**Experience Level:** Beginner, Intermediate  
**Facilitator:** Jeff Leggett, Conference/Incentive Planner, Co-operators Insurance

In this facilitated, audience-driven session, the pros and cons of different registration systems will be evaluated directly from feedback and pre-event survey responses from planner attendees. Discuss various registration system advantages, limitations and requirements. Additionally, attendees will gain insight into best practices and efficiencies to revamp their registration procedures and data. Come prepared to share your experiences!

**CMP State of the Industry** (repeated at 2:30 p.m.)

**Area of Interest:** Trends and Strategic Thinking  
**Audience:** Planners, Hospitality Partners  
**Experience Level:** Beginner, Intermediate, Advanced  
**Moderator:** Jen Squeglia, CMP, Independent Contractor, Boston Private Bank & Trust Company  
**Panelists:** Dawn Barbeau, VP of Sales, Global Events Partners; Chris Hamaway, Director of Sales & Marketing, Montage Deer Valley; Lynn Lee, Director of Sales, AlliedPRA

During this session, a panel of seasoned experts will discuss today’s meeting, hotel and travel environment and the challenges faced from different perspectives within the industry. This informative and interactive session will provide insight into panelists’ recent experiences and what to anticipate in the coming year. Panelists will also provide tips to help attendees manage meetings in today’s environment.
Thursday, June 13 (continued)

1:00 p.m. – 2:00 p.m.

**CMP How to Succeed in Your Contract Negotiations**

**Area of Interest:** Meeting Planner Knowledge  
**Audience:** Planners, Hospitality Partners  
**Experience Level:** Beginner  
**Speaker:** Samuel J. Erkonen, Partner, Howe & Hutton, Ltd.

Contract negotiations can be intimidating, especially for beginners. Join hospitality attorney Sam Erkonen for an engaging session designed to help you become more familiar and more comfortable with the contracting process. Armed with “war stories” accumulated over 24 years, Erkonen will facilitate a forum providing insight and confidence for beginner contract negotiators.

**CMP Hybrid Meetings and the Art of Career Development**

**Area of Interest:** Meeting Planner Knowledge  
**Audience:** Planners  
**Experience Level:** Intermediate, Advanced  
**Speaker:** Steph Pfeilsticker, CMP, CMM, Virtual Strategy Manager, Thrivent Financial

As an event planner for Thrivent Financial, Pfeilsticker knew the impact her National Sales Meeting had on the attendees who attended, and, even more crucially, on the company’s bottom line. Data showed that representatives who attended the annual event increased their sales in the three months following the event.

With a combination of diligent research and steely determination, Pfeilsticker not only managed to persuade her management team to pilot hybrid formats, but due to the success of the initiative – the virtual audience’s sales post-event more than doubled that of the face-to-face audience – she was promoted to a newly created virtual role.

Leave this session knowing how to find support to help you realize your career dream. Be inspired to contribute and participate, regardless of age, and understand the value of engaging with and learning from industry peers – all while learning the latest trends in hybrid meeting planning.

**2:30 p.m. – 3:30 p.m.**

**CMP Advanced Negotiation Techniques for Meeting Planners and Suppliers**

**Area of Interest:** Meeting Planner Knowledge  
**Audience:** Planners, Hospitality Partners  
**Experience Level:** Intermediate, Advanced  
**Speaker:** Samuel J. Erkonen, Partner, Howe & Hutton, Ltd.

With the meetings marketplace constantly changing, contract negotiations can be an ever-changing proposition. So much emphasis is often placed on economic items such as room rates and attrition fees that legal issues such as force majeure and insurance take a back seat.

Join hospitality attorney Sam Erkonen as he facilitates a lively discussion on negotiation strategies for success in today’s marketplace as well as the key legal issues which should be addressed in every contract. Come prepared to share your questions and negotiation experience.

**Now What? Tips, Tricks and Features for Navigating Your iPad**

**Area of Interest:** Technology  
**Audience:** Planners, Hospitality Partners  
**Experience Level:** Beginner, Intermediate  
**Speaker:** Stormi Boyd, CMP, CMM, Senior Events & Convention Manager, Keller Williams Realty International

Are you a new iPad owner and don’t know where to begin? Have you had one for awhile, but have not yet successfully utilized it in a business setting? Or maybe you don’t even have one yet, but are curious as to the possibility? This beginner-level hands-on session will focus on getting the most out of your iPad by highlighting tips, tricks and features for the novice user. From which accessories help the event professional on the go, to how to incorporate your tablet into your day-to-day tasks at the office, this session has it all. Bring your iPad and your questions!

**CMP Say Goodbye to Your Event Binder and Hello to Your iPad**

**Area of Interest:** Technology  
**Audience:** Planners, Hospitality Partners  
**Experience Level:** Intermediate, Advanced  
**Speaker:** Stormi Boyd, CMP, CMM, Senior Events & Convention Manager, Keller Williams Realty International

Do you carry around a 10-pound event binder? Are you tired of killing trees by printing all of your BEOs? If so, this session is for you. Learn some of the best tricks, tips, shortcuts and apps for event professionals. Hear real-life stories, successes and cautions about moving from paper to a tablet device, and discover how to save time and money. Bring your iPad and your curiosity!

**CMP State of the Industry (repeat from 10:40 a.m.)**

**Area of Interest:** Trends and Strategic Thinking  
**Audience:** Planners, Hospitality Partners  
**Experience Level:** Beginner, Intermediate, Advanced  
**Moderator:** Jen Squeglia, CMP, Independent Contractor, Boston Private Bank & Trust Company  
**Panelists:** Dawn Barbeau, VP of Sales, Global Events Partners; Chris Hamaway, Director of Sales & Marketing, Montage Deer Valley; Lynn Lee, Director of Sales, AlliedPRA

During this session, a panel of seasoned experts will discuss today’s meeting, hotel and travel environment and the challenges faced from different perspectives within the industry. This informative and interactive session will provide insight into panelists’ recent experiences and what to anticipate in the coming year. Panelists will also provide tips to help attendees manage meetings in today’s environment.
Giving Back

FICP’s dedicated philanthropic partner, Junior Achievement® (JA), will be the recipient of proceeds from the Education Forum’s charity raffle. JA is dedicated to giving young people the knowledge and skills they need to own their economic success, plan for their future and make smart academic and economic choices. JA reaches four million students per year in 173,000 classrooms and after-school locations in all 50 states, with an additional six million students served by operations in 119 other countries worldwide.

FICP Education Forum attendees can support JA International and the Salt Lake City Chapter by participating in the charity raffle. You can purchase raffle tickets or donate directly to the organization at the registration desk. Drawing will be held during Friday’s general session.

HOTEL INFORMATION

Montage Deer Valley
9100 Marsac Avenue
Park City, UT 84060
Tel: 435-604-1300
Check-in: 3:00 p.m. MT
Check-out: 12:00 p.m. MT

HOTEL ROOM CANCELATION POLICY

If you cancel your hotel room less than 72 hours before your scheduled arrival, you will forfeit one night’s deposit.

ATTIRE

Dress throughout the event is business casual. Breakfast and lunches and some evening events will be outside, so please dress in layers as mountain evenings can become chilly. The Wednesday evening event is Mountain Casual (casual with a Western flair). Please note that on Wednesday night, attendees will take a chair lift from the Stein Eriksen Lodge to The St. Regis Deer Valley. Ladies should wear shoes with backs. Attire for the Thursday evening event is Mountain Chic (casual chic with a Western flair).

WEATHER

Current weather
The average high temperature in June in Park City is 74°F and the average low is 44°F.

SOCIAL MEDIA

Join us on your favorite social networking sites to share the benefits you receive by attending meetings and connecting with colleagues.

SAVE THE DATE

Join FICP at the following upcoming events:

FICP West | Midwest
July 11-12, 2013
Renaissance Schaumburg Convention Center Hotel
Schaumburg, IL

FICP Canada
August 22-24, 2013
The Ritz-Carlton Toronto, Toronto, ON

2013 FICP Annual Conference
November 17-20, 2013
Sheraton Boston Hotel, Boston, MA
Visit www.ficpnet.com for event information.

FICP BRAND STATEMENT

FICP provides high-quality information, education and networking to financial and insurance meeting professionals, increasing their success and strategic value. We maintain a balanced planner to hospitality partner ratio at all times, resulting in a unique business environment.

THE NETWORK

TheNetwork, FICP’s new online community, is where planner members and hospitality partners collaborate. This new tool better facilitates the exchange of information on meeting management techniques and new trends. If you have questions, about TheNetwork or connecting with FICP online, visit FICP’s Community Manager at the registration desk. Start connecting today at www.ficpnet.com/thenetwork.
BOARD OF DIRECTORS

Chair
Kelli Livers, CMP, CTE
Forethought Financial Group

Chair-Elect & Treasurer
Jana Stern
ING

Shelia R. Cleary
National Life Group

Eldon Gale
Nationwide Insurance

Marla Hannigan, CMP
Mutual of Omaha

Jeff Leggett
Co-operators Insurance

Lindsay Maloni
MetLife

Caryn Taylor-Lucia, CMP
SEI

Immediate Past Chair
Koleen M. Roach
Securian Financial Group

Executive Director
Steve Bova, CAE

HOSPITALITY PARTNER ADVISORY COUNCIL

Chair
Bob Beach, CMP
Destination Hotels & Resorts

Clarence Day, CMP
The Ritz-Carlton, Kapalua

Padraic Gilligan, BA, MA, HDE, DMCP
Ovation Global DMC

Diane Goodman, CMP
Goodman Speakers Bureau, Inc.

Julie Holmen
Tourism Toronto

Isabel Mahon
Fairmont Hotels & Resorts/Raffles Hotels & Resorts

Past Chair
Colleen Brzozowski
Krisam Group

FICP LEADERSHIP

330 N. Wabash Ave., 20th Floor
Chicago, IL 60611
Phone: 312-245-1023
Email: info@ficpnet.com
Website: www.ficpnet.com