



Plan to take full advantage of all the workshops, supplier partner roundtables, agent and executive panels, and general sessions available during CoNexion 2018.

We encourage you to use the below worksheet to **rank your top three workshop selections in each workshop rotation** as well as **supplier roundtables**. This will make your workshop and roundtable registration process much easier. (Registration for workshops and roundtables will open later this summer; watch for an email from the Events team with instructions.)

Workshops are designated by topics in **green** under course name to help you pinpoint areas of interest. We ask that you match your individual experience to the specific workshop when making selections.

Click the left arrow to collapse/expand and view the workshops offered in each rotation.

Workshop Rotation #1 – Sunday, September 23, 10:15 – 11:15 a.m.

Workshop Rotation #1 Sunday, September 23, 10:15 - 11:15 a.m.		My Selections
Best Practices that Close More Sales & Increase Your Bottom Line <i>with Lisette Thurman, Strategic Accounts Director, Regent Seven Seas Cruises</i> Supplier	Join Lisette Thurman as she shares best practices to booking Regent Seven Seas Cruises that will help you close more sales and increase your bottom line, including amenities, who on the Regent team does what and when to contact them, what to know about shore excursions, brand distinctions, tools and resources, and exclusive offers. AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA	
How to Use Storytelling When Selling Luxury Travel <i>with Abercrombie & Kent, Paul Gauguin & Rocky Mountaineer</i> Supplier Panel	See how Abercrombie & Kent, Paul Gauguin Cruises and Rocky Mountaineer delight your senses, ignite your imagination and make your heart race. It's story time! Listen raptly as each of our speakers tells a captivating story about one of their top travel experiences and then shares how YOU can do the same for your clients. AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA	

Workshop Rotation #1, <i>continued</i>		My Selections
Sunday, September 23, 10:15 - 11:15 a.m.		
<p>Learn the Fundamentals of Social Media for Travel Professionals <i>with Caroline Belgrave, Business Development & Education Manager, and Christina Castillo, Social Media and Marketing Specialist</i></p> <p>Marketing</p>	<p>Don't let intimidation steer you away from social media! This is a broad introduction on familiarizing yourself with the four major social networks (Twitter, Facebook, Instagram and Pinterest) and how you can leverage these FREE tools to market your business.</p> <ul style="list-style-type: none"> • Learn channel personalities • Navigate through basic tools • Find your voice (content sharing) • Social Listening <p>*What is Facebook? *What is Instagram? *What is Twitter? *What's a hashtag? Having a social media channel is not required.</p> <p>AUDIENCE: NEW USERS OF THE PRODUCTS – U.S. & CANADA</p>	
<p>Mission Possible: Writing a Mission Statement and an EZ Business Plan <i>with Heather Kindred, CTIE, Director, Travel Leaders of Tomorrow</i></p> <p>Business</p>	<p>Think that mission statements are just for big business? Come challenge your thinking. Learn the easy steps to writing a mission statement — all in the “what, how, who and why,” along with a down-and-dirty business plan that will help you shape your travel business. Come to this workshop with WHY you are in travel, and we will help you figure out the rest.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>Success at Your Fingertips! myNexion/AgentMate CRM Overview <i>with Amy Cornette, CTC, Business Development & Education Manager</i></p> <p>Technology</p>	<p>Managing your clients' data is a key factor in successfully managing your agency. Learn how to use our new CRM to securely store your clients' information. We make it easy to have all the details about your clients at your fingertips for making bookings, marketing or simply keeping in touch.</p> <p>We will review the key elements of the CRM-Client Relationship Management tool.</p> <ul style="list-style-type: none"> • Create/Modify/Delete a Profile • Display a Profile • Household and Relationships <p>AUDIENCE: NEW USERS OF THE CRM – U.S. ONLY</p>	

Workshop Rotation #1, <i>continued</i>		My Selections
Sunday, September 23, 10:15 - 11:15 a.m.		
<p>Unleash Your Earning Potential with The Mark Travel Corporation & VAX VacationAccess <i>with Cheryl Hudak, Regional Director of Sales, TMTC; Cindy Kaul, Business Development Manager, TMTC, and Beth Kitzman, BDM Agency Channel, VAX</i></p> <p>Supplier</p>	<p>In this training, learn about The Mark Travel Corporation family of brands, time-saving tools and our Ultimate Agent Rewards programs that will help you Earn More Money and Grow Your Business.</p> <p>You will also learn how the redesigned VAX will help you:</p> <ul style="list-style-type: none"> • Earn by selling a variety of vacation components, including air, hotel, cruise and guided tours, to create the perfect vacation package with our award-winning and newly updated booking engine. • Learn from a variety of resources and educational tools designed to promote travel agent growth. • Grow your business with the latest travel industry insights and information provided by The Compass, VAX's new dedicated resource serving as the leisure travel agent's home base, giving you the direction needed to be ready for the issues of today and the innovation of tomorrow. <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	

Workshop Rotation #2 – Sunday, September 23, 11:30 a.m. – 12:30 p.m.

Workshop Rotation #2		My Selections
Sunday, September 23, 11:30 a.m. – 12:30 p.m.		
<p>APEX - New Program in Partnership with American Express <i>with Michael Payan, Strategic Program Manager, APEX Division</i></p> <p>APEX</p>	<p>Haven't signed up yet for APEX, our exciting, new program in partnership with American Express? Join this lively discussion about the benefits and requirements of the APEX program. During this session, you will learn about how you can redeem your clients' American Express Reward points for commissionable travel and offer them new, exclusive travel benefits/discounts and earn new incentive bonuses.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. ONLY <i>This session is repeated.</i></p>	

Workshop Rotation #2, <i>continued</i>		My Selections
Sunday, September 23, 11:30 a.m. – 12:30 p.m.		
<p>Family Travel onboard Royal Caribbean with Vicki Freed <i>with Vicki Freed, Senior Vice President, Sales and Trade Support & Service, and Pura Fritzius, Manager, National Accounts Sales & Marketing</i></p> <p>Supplier</p>	<p>Learn all Royal Caribbean has to offer for the best family travel experience.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>Partnering with AmaWaterways <i>with Alex L. Pinelo, CTC, MCC, Director, National Accounts & Sheila Bielich, Business Development Manager</i></p> <p>Supplier</p>	<p>Learn all the new and exciting things coming in 2019, including the <i>AmaMagna</i>, defining contemporary elegance with the most spacious and comfortable staterooms and suites on the Danube from 205 square feet to 710 square feet. She will also offer an exclusive concierge golf program on select Romantic Danube and Melodies of the Danube cruises from May to October.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>Success at Your Fingertips! myNexion/AgentMate CRM Marketing <i>with Amy Cornette, CTC, Business Development & Education Manager, and Nancy Joslyn, Senior Business Analyst</i></p> <p>Technology</p>	<p>Discover the marketing capabilities offered through the integration of the Engagement marketing program and AgentMate. Plus, learn how you can use List Management to do more agency direct-targeted marketing.</p> <p>Topics covered in this session:</p> <ul style="list-style-type: none"> • Dashboard - Marketing News • Client Opt-in for Marketing • Global Opt-in • Future Vendor Preferences • List Management • List Updates <p>AUDIENCE: NEW USERS OF THE CRM - U.S. ONLY</p>	

Workshop Rotation #2, <i>continued</i>		My Selections
Sunday, September 23, 11:30 a.m. – 12:30 p.m.		
<p>The Business of Social for Travel Professionals: Understanding Social Media Metrics <i>with Caroline Belgrave, Business Development & Education Manager, and Christina Castillo, Social Media and Marketing Specialist</i></p> <p>Marketing</p>	<p>Already have a steady hold on your social media channels? Let's take it a step further:</p> <ul style="list-style-type: none"> • Best times to post • Introduction to ad campaigns • Decode your post and event statistics • Tools & tips to stay on top of the ever-changing social media market <p><i>*Please note that you must have a business page for Facebook, Instagram or Twitter to use these tools.</i></p> <p>AUDIENCE: ADVANCED USERS OF THE PRODUCTS – U.S. & CANADA</p>	
<p>The Excitement, Adventure and Pleasant Surprises in North American Travel <i>with American Queen Steamboat Company, G Adventures & Travel Insured International</i></p> <p>Supplier Panel</p>	<p>Isn't it interesting that many North Americans have yet to experience all of the wonders, thrills and history of the places close to home? American Queen Steamboat Company, G Adventures and Travel Insured International will expand your knowledge of what there is to offer 'in your own backyard' and the value of integrating North American travel into your sales mix.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	

Workshop Rotation #3 – Sunday, September 23, 4:00 – 5:00 p.m.

Workshop Rotation #3 Sunday, September 23, 4:00 - 5:00 p.m.		My Selections
<p>All in the Family <i>with TC Phelps, ACC, Business Development & Education Manager</i></p> <p>Specialty</p>	<p>Finding the time for quality family togetherness is often a top priority for your clients. While taking a family vacation can be the perfect solution, it may be one of most challenging to arrange. How do you please everyone in the family, especially if it is a multi-generational group? There are so many family travel opportunities — family reunions, spring break, holidays, special events (graduations, birthdays, anniversaries) and more. In this workshop, we'll take a look at how travel advisors can find the perfect destinations and experiences that is sure to make everyone in the family happy.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>Increase Productivity & Efficiency with myNexion/AgentMate <i>with Kevin Kimes, VP Leisure Product Management, TLG, and Nancy Joslyn, Senior Business Analyst</i></p> <p>Technology</p>	<p>Having the right tools to manage your sales is essential. Our new technology makes posting sales, tracking commission and running reports easier than ever! Including more control of ARC and non-ARC data, more efficient and time-saving ways to post non-ARC sales and a better merchant POS. Learn how to use our new modules like Add Express Reservations and Reports to increase your efficiency and productivity.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS, FOR THOSE WHO WANT TO LEARN ABOUT THE NEW FEATURES OF AGENTMATE – U.S. ONLY <i>This session is repeated.</i></p>	
Workshop Rotation #3, continued Sunday, September 23, 4:00 - 5:00 p.m.		My Selections

<p>Nexion Member Services & Everything myNexion – Ask the Expert! <i>with Traci Castillo, Manager, Member Services, and Pat Royal, Customer Care Specialist</i></p> <p>Business</p>	<p>Find out how best to make myNexion work for you. Talk with Member Services experts to learn the ins and outs of myNexion and how it can make your job even easier. We will share best practices and helpful hints. You will have the opportunity to pre-submit questions before CoNexion that will be obtained by a survey before.</p> <p>AUDIENCE: NOVICE CLASS, FOR THOSE WHO WANT TO GET THE MOST FROM YOUR NEXION MEMBERSHIP – U.S. & CANADA <i>Note: Some content may not apply to Canada.</i></p>	
<p>Sales Strategies that Will Make Your Business Soar! <i>with Alicia Steuart, Senior Director of Sales, Carnival Cruise Line</i></p> <p>Supplier</p>	<p>Join Alicia Steuart, Senior Director of Sales, Carnival Cruise Line, to learn the most successful sales strategies to help your business soar. This workshop will cover best sales practices: growing your customer base, personal branding, emotional selling and more to help maximize your commissions.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>United Airlines Updates <i>with William Mechler, Sales Manager</i></p> <p>Supplier</p>	<p>Find out about new updates on United's new markets, products, programs and more.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>What's New with Norwegian Cruise Line <i>with Gina Garrett, Director, National Accounts, and Brandy Azamar, Business Development Manager</i></p> <p>Supplier</p>	<p>Come and learn all about Norwegian's newest ship, <i>Norwegian Bliss</i>, now sailing from Seattle to Alaska. Gina and Brandy will be going over all of the latest tools for you to be successful in selling NCL! You will not want to miss this session!</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	

Bonus APEX Session		My Selections
Tuesday, September 25, 10:45 – 11:45 a.m.		
<p>APEX - New Program in Partnership with American Express <i>with Michael Payan, Strategic Program Manager, APEX Division</i></p> <p>APEX</p>	<p>Haven't signed up yet for APEX, our exciting, new program in partnership with American Express? Join this lively discussion about the benefits and requirements of the APEX program. During this session, you will learn about how you can redeem your clients' American Express Reward points for commissionable travel and offer them new, exclusive travel benefits/discounts and earn new incentive bonuses.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. ONLY <i>This session is repeated.</i></p>	

Workshop Rotation #4 – Wednesday, September 26, 11:00 a.m. – Noon

Workshop Rotation #4		My Selections
Wednesday, September 26, 11:00 a.m. – 12:00 p.m.		
<p>“Committed to Your Success” with Holland America Line <i>with Tara Schreiner, Sr. Manager, Strategic Accounts</i></p> <p>Supplier</p>	<p>Please join Holland America Line to learn different ways to grow your business plus increase your knowledge and gain valuable insights on key updates.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>Increase Your Commissions with</p>	<p>Join the Alaska Cruisetour expert Brendan for a lively workshop on the value of having Celebrity's Alaska Cruisetours as part of your product portfolio, and learn how to upsell from Alaska</p>	

<p>Celebrity Cruises' Alaska Cruisetours! with <i>Brendan Halcomb, Cruisetours Sales & Marketing Manager</i></p> <p>Supplier</p>	<p>Cruise to Cruisetours. With one of the highest guest satisfaction ratings in the cruise market today and a product that heavily indexes toward being booked by travel partners, Celebrity Cruises' Alaska Cruisetours can be a valuable commission contributor.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>New Suppliers, New Products: Discover What Makes Luxury Travel Unique with <i>Avanti Destinations, Insight Vacations, Pleasant Holidays and PONANT Cruises</i></p> <p>Supplier Panel</p>	<p>Each of our panelists (Avanti Destinations, Insight Vacations (Luxury Gold), Pleasant Holidays (Journese) and PONANT Cruises) will share what makes its brand unique, the three best practices for selling these brands and give you a sneak peek at what's new and exciting for 2019-2020.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>Put the Person Back with <i>Stephani McDow, Director of Membership Services & Professional Development, CLIA</i></p> <p>Business</p>	<p>Diana Ross' words rang true when she sang, "Reach Out and Touch Somebody's Hand..." In these days of high-tech contact with clients, it's important to remember high-touch – to reach out and show that you care about them. Learn ways to put that personal touch back into your selling, and discover the simple things you can do to keep the relationship alive long after you close the sale.</p> <p><i>Attendees earn 10 CLIA credits.</i></p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>The Delta Game Show with <i>Timika Narine, Sales Account Executive</i></p> <p>Supplier</p>	<p>Join this Delta workshop for updates on Delta product, service, programs and opportunities — followed by trivia games with chances to win prizes.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>The Power of "Incredible" Magnetic Marketing with <i>TC Phelps, ACC, Business Development and Education Manager, and Martin Mussey,</i></p>	<p>Marketing can be a powerful tool to attract future customers to your brand. Question is, is your marketing magnetic? Are you attracting the right prospects? Or are you repelling them? This workshop will help you think about your brand message for the purpose of attracting, converting and retaining the right clients for you. Plus, get an extra dose of "incredible" ideas you can put to use right away!</p>	

<i>Training Specialist & Business Development Coach</i> Marketing	AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA	
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Workshop Rotation #5 – Wednesday, September 26, 4:00 – 5:00 p.m.

Workshop Rotation #5		My Selections
Wednesday, September 26, 4:00 – 5:00 p.m.		
Adding Sub-Agents: What You Should Know to Make Your Agency Successful <i>Moderator: Susan Hall, Business Development & Education Manager</i> <i>Panel: Elizabeth Caran, Mike Edic, Danny Genung, Suzy Gustafson</i> Agent Panel	<p>If you are thinking of adding sub-agents or already have sub-agents but want to learn more, join our panel of successful Circle of Excellence and Million Air members who will share with you what they learned along the way – what worked, what didn't and what they wish they knew before they got started. This panel will be made up of both leisure and corporate agents so everyone has an opportunity to learn from both sides of the industry.</p> <p>AUDIENCE: EXPERIENCED AGENTS – U.S. & CANADA</p>	
Inside Disney Destinations - Live <i>with Freddy Valderrama, District Sales Manager</i> Supplier	<p>Join me for the Disney Presentation to hear about all of the new experiences which have opened this year or are coming to Disney Destinations soon. Learn more about Toy Story Land now open at Walt Disney World Resort, the new reimagined Pixar Pier at Disneyland Resort, Star Wars: Galaxies Edge coming next year to both coasts and much more</p>	
Workshop Rotation #5, continued		My Selections
Wednesday, September 26, 4:00 – 5:00 p.m.		
Princess Cruises and Cunard Line Product Update and Sales Tips <i>with Scott Moon, Business Development Manager</i> Supplier	<p>Princess Cruises is one of the most well-known cruise lines, including calls to all seven continents, great cuisine and excellent service. Join Scott Moon to learn about popular itineraries for 2019-2020, including Alaska and the Caribbean. During the workshop, Scott will offer tips to find potential Princess clients and tricks to get your clients more amenities onboard. Scott will switch crowns (and maybe accents) and discuss the three queens of Cunard Line. This iconic cruise line is known for White Star service, unique itineraries and gourmet cuisine. It is truly a luxury experience with all of the entertainment options and amenities of a large ship. Scott will cover who the potential clients are and sales tips for how to find potential Cunarders.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	

<p>Public Relations 101 with Berit Griffin, Senior Public Relations Specialist</p> <p>Marketing</p>	<p>Public Relations can be a very important tool in your marketing toolkit. This workshop will help you learn the basics of PR, how you can pitch yourself and your business to reporters, and what to say to them. Come learn this effective, FREE way to publicize your expertise as a travel agent.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>The Art of Business with Martin Mussey, Training Specialist & Business Development Coach</p> <p>Business</p>	<p>There is an ART and a SCIENCE to building business. We all instinctively know that businesses should make a profit, but do we really know what goes into it? This workshop is designed to help you build your expertise as an independent business owner. We all have a passion for travel; now learn how the ART of building a successful and sustainable business model can work for you! You will also learn about five ways to increase profits in your business that are not taught in business schools. No matter if you are a solopreneur or have a team of agents, these concepts can be applied to all levels of expertise.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>Romance Travel: Intro to Developing your Destination Wedding & Honeymoon Strategy + Future Trends with Caroline Belgrave, Business Development & Education Manager</p> <p>Specialty</p>	<p>Learn the basics to kick start your romance travel business – where to start and tips for working with your romance clientele. We’ll look at tools and resources for marketing and building a romance travel package for your Destination Wedding and Honeymoon clients.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS - U.S. & CANADA</p>	

Workshop Rotation #6 – Friday, September 28, 10:00 – 11:00 a.m.

<p>Workshop Rotation #6 Friday, September 28, 10:00 - 11:00 a.m.</p>		<p>My Selections</p>
<p>APEX - New Program in Partnership with American Express with Michael Payan, Strategic Program Manager, APEX Division</p> <p>APEX</p>	<p>Haven’t signed up yet for APEX, our exciting, new program in partnership with American Express? Join this lively discussion about the benefits and requirements of the APEX program. During this session, you will learn about how you can redeem your clients’ American Express Reward points for commissionable travel and offer them new, exclusive travel benefits/discounts and earn new incentive bonuses.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. ONLY</p>	

	<p><i>This session is repeated.</i></p>	
<p>Idea Exchange – Sharing Best Practices <i>with Jackie Friedman, President, and Vicki Freed, SVP Sales & Trade Support and Service, Royal Caribbean</i></p> <p>Business</p>	<p>“Get Connected” with your fellow Nexion colleagues. This interactive session is an opportunity to share ideas and best practices on a variety of topics, including creative approaches to acquiring new customers, building your group business, delivering extraordinary service, managing your business and more. You will walk away with new ideas that you can apply to your business and watch it GROW!</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>Increase Your Earnings and Your Value with TLG Hotels & pinSIGHT <i>with Lauren Luethold, Technology & Product Management, TLG and Amy Cornette, CTC, Business Development & Education Manager</i></p> <p>Technology</p>	<p>Join us to learn about the all of the TLG Hotel Programs: Worldwide Hotels and SELECT Hotels & Resorts. We will help you understand the value and benefits to you and your clients. Then we will show you how easy it is to book these properties and more through pinSIGHT, our robust hotel booking platform.</p> <p>AUDIENCE: NOVICE CLASS, FOR THOSE WHO WANT TO LEARN ABOUT TLG HOTELS & PINSIGHT – U.S. & CANADA</p>	
<p>Sell Your Passion <i>with Stephani McDow, Director of Membership Services & Professional Development, CLIA</i></p> <p>Business</p>	<p>Julia Child once said, “Find something you're passionate about and keep tremendously interested in it.” This interactive workshop will explore eight niche markets - many that are familiar to you. We’ll dig deep to find the unusual, unexpected and customized niches that will light your passion and keep a varied clientele interested and loyal. Learn tips on how to find both individual and group clients for your niche, how to market to them and how to close those sales!</p> <p><i>Attendees earn 10 CLIA credits.</i></p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	

<p>Storytelling: Marketing, Design and Imagery in a Digital World <i>with Caroline Belgrave, Business Development & Education Manager, and Christina Castillo, Social Media and Marketing Specialist</i></p> <p>Marketing</p>	<p>With 2.3 billion active users on social media, savvy travel professionals should be on the social media map. On average, people worldwide spend nearly two hours on social media networks every day – make your brand visible! Take home step-by-step tips and best practices to build your brand and grow your travel business. Areas you will cover:</p> <ul style="list-style-type: none"> • Going live to build your tribe • Content curation: Influencers and strategic partners • Facebook strategies and setup for travel • Instagram marketing • Snapchat and the millennial client <p>AUDIENCE: ADVANCED USERS OF THE PRODUCTS – U.S. & CANADA</p>	
<p>2019 Avalon Waterways & Globus family of brands <i>with Kristen Steele Director, Key Partners</i></p> <p>Supplier</p>	<p>Avalon Waterways: Earn more in 2019 – explore ‘new’ choices in Europe, new ways to sell, find new clients and new ways to earn even more commission.</p> <p>Globus & Cosmos: Could there be a new way to “tour” or take perfectly planned vacation? New sales tips, trends, group “slam dunk” and hot destinations 2019.</p> <p>Monograms: More “Your Way” in 2019 – this will be hot off the press as Nexion the first to hear about.</p> <p>Agent Benefits: It is now easier than ever to redeem your points on travel.</p> <p>Marketing Toolkit: More tools to help you find new clients and ways to get your past passengers to book.</p> <p>Nexion offers for you and your clients – stacking promos is fun and easy. We will show you how.</p> <p>We promise to entertain and educate in our brief time together! Hope you can join us.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	

Workshop Rotation #7 – Friday, September 28, 11:15 a.m. – 12:15 p.m.

<p>Workshop Rotation #7 Friday, September 28, 11:15 a.m. – 12:15 p.m.</p>	<p>My Selections</p>
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<p>Agency Relationships and the Law with Peter Lobasso, ASTA General Counsel</p> <p>Business</p>	<p>Join ASTA's General Counsel Peter Lobasso as he discusses what it means to be an agent from a legal perspective, the obligations you owe to your clients and others, your legal rights and liabilities, litigation and more. This workshop is open to all Nexion members, and if you are part of ASTA's Verified Travel Advisor (VTA) certification program, you'll have the added benefit of being able to apply this course toward your VTA certification. (Those attending and taking the course will be able to take the test upon returning home.)</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>Free Marketing Toolkit for Nexion Members with Susan Hall, Business Development & Education Manager</p> <p>Marketing</p>	<p>Did you know through your Nexion membership, you have free marketing tools available to you? If you are new to Nexion or if you have never participated in these marketing programs before now, this is the perfect opportunity to gain an understanding of Agent Profiler, Agent Profiler 2.0 and the Engagement marketing program. You will learn what these tools are all about and how they are used to help you grow your business. We will also teach you what you need to do get started using these programs.</p> <p>AUDIENCE: NEW USERS OF THE PRODUCTS – U.S. & CANADA <i>Note: Some content may not apply to Canada.</i></p>	
<p>Increase Productivity & Efficiency with myNexion/AgentMate with Kevin Kimes, VP Leisure Product Management, TLG, and Nancy Joslyn, Senior Business Analyst</p> <p>Technology</p>	<p>Having the right tools to manage your sales is essential. Our new technology makes posting sales, tracking commission and running reports easier than ever! Including more control of ARC and non-ARC data, more efficient and time-saving ways to post non-ARC sales and a better merchant POS. Learn how to use our new modules like Add Express Reservations and Reports to increase you efficiency and productivity.</p> <p>AUDIENCE: NOVICE CLASS, FOR THOSE WHO WANT TO LEARN ABOUT NEW FEATURES OF AGENTMATE – U.S. MEMBERS ONLY</p>	
<p>Show Me the Money: Adding Professional Fees and Profit to Your Business with Heather Kindred, CTIE, Director, Travel Leaders of Tomorrow</p> <p>Business</p>	<p>Do you want to build a financially sustainable travel agency? Come learn how to charge professional fees and make more money. More importantly, learn WHY to charge and HOW to ask for your fee. Learn verbiage you can use that will help you overcome the fear of asking to be paid for your time and expertise. Hear real stories, and walk away with real verbiage to use with your clients right away!</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>Workshop Rotation #7, continued</p> <p>Friday, September 28, 11:15 a.m. – 12:15 p.m.</p>		<p>My Selections</p>
<p>The Wonder and Why of Booking Air</p>	<p>There are lots of good reasons to book air, but sometimes you wonder why you should. This workshop will guide you the</p>	

<p><i>with Robbi Hamida, Senior Vice President, Agency Operations</i></p> <p>Business & Technology</p>	<p>thought process of booking air, such as where to book, when to book, when to use consolidators and extra benefits when you book air through an agency versus as a consumer.</p> <p>There is more to know than you think but definitely more for you to profit from. Finally, we will save some time for Q&A, because we know you will have lots of questions.</p> <p>AUDIENCE: NOVICE CLASS, FOR THOSE WHO WANT TO LEARN ABOUT BOOKING AIR - U.S. & CANADA</p>	
<p>Travel Tips, Travel Safety & Travel Insurance</p> <p><i>with Bonnie Raschka, Chubb Travel Protection Head of Sales</i></p> <p>Supplier</p>	<p>This workshop will focus on Travel Tips, Travel Safety and Travel Insurance. Learn how aluminum foil and rubber bands can be part of your travel safety kit. We will also review what items customers should have with them while they are traveling, from the best travel apps to making sure you have the key essentials you need. Chubb is committed to supporting YOU and YOUR travelers each and every day. And of course, we look forward to discussing how we have placed “simple, easy, flexible and insurance” all together.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	

Workshop Rotation #8 – Friday, September 28, 1:15 – 2:15 p.m.

<p>Workshop Rotation #8</p> <p>Friday, September 28, 1:15 – 2:15 p.m.</p>		<p>My Selections</p>
<p>Ask ASTA's General Counsel (Legal Q&A Session)</p> <p><i>with Peter Lobasso, ASTA General Counsel</i></p> <p>Business</p>	<p>Join ASTA's General Counsel Peter Lobasso as he answers your travel agency questions and concerns as it relates to selling travel, running a travel agency and other legal aspects surrounding you, your agency and the industry.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>Workshop Rotation #8, continued</p> <p>Friday, September 28, 1:15 – 2:15 p.m.</p>		<p>My Selections</p>

<p>LGBTQ Travel and Tourism - The What, Why, Where and How with <i>Caroline Belgrave and TC Phelps, ACC, Business Development & Education Managers</i></p> <p>Business</p>	<p>LGBTQ (Lesbian, Gay, Bisexual, Transgender and Questioning) tourism is one of the fastest growing and profitable segments within niche travel. In this Nexion-exclusive workshop, we will provide key fundamental insights on what is LGBTQ tourism, why you want to become more knowledgeable and experienced in selling to the LGBTQ client, where the destinations are, accommodations and services that appeal and attract LGBTQ travelers, and how to market to and maintain loyal LGBTQ clients.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>7 Secrets to Social Media Success with MailPound! with <i>Patricia & Matthew Venanzi</i></p> <p>Supplier</p>	<p>What sets you apart from your competition? How can you effectively use social media to grow your business? What FREE tools could you be using now to grow your business?</p> <p>Join MailPound’s President Debbie Maier as she shares seven strategies that can help maximize your social media presence using MailPound’s free interactive tools!</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p>myNexion - Your Embarkation to Managing Your Cruise Block Space with <i>Traci Castillo, Manager, Member Services, and Pat Royal, Customer Care Specialist</i></p> <p>Technology</p>	<p>Learn how to leverage Nexion’s Cruise Block Space to your advantage. Where can you find all the Cruise Block space in myNexion? How can you book into Travel Leaders Network’s Group Block Space? Find answers to this and much more! Plus, SPF – What is it and how can you sign up, what advantages does it have for you?</p> <p>Audience: Novice class, for those who want to learn about Nexion's Exclusive Cruise Programs – U.S. & Canada</p>	
<p>Time Management that Works! with <i>Martin Mussey, Training Specialist & Business Development Coach</i></p> <p>Business</p>	<p>Did you know that you can’t really manage time? No worries; all is not lost! It's because people tend to think about time management in the wrong way. As a busy travel professional, you may even struggle with time management. Discover some great tips and tricks about learning what kind of time manager you are, how to deal with life’s inevitable distractions and still feel like the relaxed travel expert your clients expect you to be. Walk away from this workshop with a plan and a new commitment to change how you think about managing your time.</p> <p>AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA</p>	
<p align="center">Workshop Rotation #8, continued</p> <p align="center">Friday, September 28, 1:15 – 2:15 p.m.</p>		<p align="center">My Selections</p>

Umapped - Build Beautiful Itineraries, Optimize Your Workflow & Sell More

with Jason Sarracini , Chief Business Development Officer, Travel Leaders Group

Technology

Join Umapped, a Travel Leaders Group preferred Technology partner, for an introductory look at how to build an itinerary from beginning to end using the Umapped Trip Publisher, plus an overview of the client interface (online itinerary, mobile app and PDF), and a live Q&A.

Learn how you can stop sending static emails and word documents, and start building beautiful proposals and itineraries for your clients in a fraction of the time! White labeled with your brand, the Umapped platform consolidates booking confirmations, destination content, messaging and real-time updates into an interactive and social tool.

Key Integrations we will be covering:

- Amadeus, Apollo, Sabre, Worldspan
- Exclusive two-way integration with ClientBase - ClientBase Sync & ClientBase Live Connect
- Curated destination and event content from partners such as AFAR & Wcities
- Adding a booking via Tour Operator

AUDIENCE: ALL EXPERIENCE LEVELS – U.S. & CANADA

Supplier Roundtable Tracks

Below are the supplier roundtable tracks. You will select **ONE TRACK** with the designated seven suppliers within that track as your roundtable selection.

Track 1:

Supplier Name	Category
ASTA	Association
Azamara Club Cruises	Luxury Cruise
Chubb	Insurance
Club Med	All Inclusive
Royal Caribbean International	Cruise
TLG Hotels	Proprietary
TravelBound	Tour

Track 2:

Supplier Name	Category
MailPound	Marketing Tool
Norwegian Cruise Line	Cruise
Sandals Resorts	All Inclusive
Travel Impressions	Package
Travel Insured	Insurance
United Airlines	Air
Universal Orlando Resort	Theme

Track 3:

Supplier Name	Category
AIG Travel Guard	Insurance
Carnival Cruise Line	Cruise
CIE Tours International	Tour
CLIA	Association
MSC Cruises	Cruise
Oceania Cruises	Luxury Cruise
Princess Cruises & Cunard Line	Cruise

Track 4:

Supplier Name	Category
Celebrity Cruises	Cruise

Enterprise Holdings	Car
Globus family of brands	Tour
GOGO Vacations	Package
Passport Online	Marketing Tool
The Travel Institute	Association
Windstar Cruises	Luxury Cruises

Track 5:

Supplier Name	Category
AmaWaterways	River Cruise
Avanti Destinations	Package
Disney Destinations	Tour
Holland America Line	Cruise
pinSIGHT	Proprietary
PONANT	Luxury Cruise
Umapped	Technology Tool

Track 6:

Supplier Name	Category
Accor Hotels	Hotel
APEX – Our Strategic Partnership w/American Express	Proprietary
Delta Air Lines	Air
Las Vegas Convention & Visitors Authority	Destination Marketing
Regent Seven Seas Cruises	Luxury Cruise
The Mark Travel Corporation	Package
Viking Cruises	Cruise