

## Sunday, October 25

- 1600 – 1700 Conference Registration - Atrium  
1830 – 2030 Welcome Reception - Palm Terrace

## Monday, October 26

- 0630 – 0800 Continental Breakfast – Palm Terrace

### Crystal Ballroom

- 0800 – 0830 Opening Ceremony  
*John Sam, WACRA Chairman*
- 0815 – 0830 Business Sponsor Introductions  
*WACRA Board of Directors*
- 0830 – 0930 How to Prosper During a Slow Economy  
*Barbara Wold*
- 0930 – 1000 Break & Sponsor Review
- 1000 – 1100 Mastering the Rockefeller Habits  
*Hazel Jackson, biz-ability*
- 1100 – 1200 Impact of New Passengers with Disabilities Guidelines  
*Eric Lipp, Open Doors*
- 1200 – 1330 Lunch
- 1330 – 1500 Panel Discussion: Passengers with Disabilities  
\* *Eric Lipp, Open Doors (Moderator)*  
\* *Mike Spollen, US Department of Transportation*  
\* *Marc Skreikes, European Commission*
- 1500 – 1530 Break & Sponsor Review
- 1530 – 1700 Workshops  
\* *Interactive WACRA Round Table- WACRA Board*  
\* *Professional E-mail Writing – Anne Marie Coyle*  
\* *How to Create Sustainable Customer Service Delivery– Hazel Jackson, biz-ability*

### Free Evening

## Tuesday, October 27

0700 – 0830 Continental Breakfast - Palm Terrace

### Crystal Ballroom

0830 – 0930 Optimizing Team Performance in an Ever Changing Environment  
*Kristiina Hiukka, Big Agenda Coaching*

0930 – 1030 Cross Cultural Communications  
*Anne Marie Coyle*

1030 - 1100 Break & Sponsor Review

1100 – 1230 Workshops  
 \* Interactive WACRA Round Table- *WACRA Board*  
 \* Shifting Teams From “Me” to “We” – *Kristiina Hiukka, Big Agenda Coaching*  
 \* How to Create Sustainable Customer Service Delivery– *Hazel Jackson, biz-ability*

1230 – 1330 Lunch

1330 – 1500 Workshops  
 \* Tough Times Leadership – *Francis Kong*  
 \* Shifting Teams From “Me” to “We” – *Kristiina Hiukka, Big Agenda Coaching*  
 \* The Empty Carousel- *Scott Mueller*

1500 – 1530 Break & Sponsor Review

1530 – 1700 Workshops  
 \* Tough Times Leadership – *Francis Kong*  
 \* Professional E-Mail Writing – *Anne Marie Coyle*  
 \* The Empty Carousel- *Scott Mueller*

1900 ***Gala Dinner***

## Wednesday, October 28

0700 – 0845 Continental Breakfast – Palm Terrace

### Crystal Ballroom

0845 – 0900 WACRA Delegate Vote

0900 – 1000 Knock Your Socks Off Customer Service  
*Barbara Wold*

1000 – 1100 Life's Winning Points  
*Francis Kong*

1030 – 1130 Break

1130 – 1200 Closing Ceremonies

1200 – 1300 Light Lunch and Focus Group