



Monday, October 14, 2019

Approved Provider Credit Application - Chapter NEW 5/8/18

Approved Provider Credit Application - Chapter

Chapter Name

Michigan Chapter

Point of Contact

Elisabeth Johnson

Phone Number

(248) 435-1360

E-mail

elisabeth.johnson@meritor.com

Event Title

2019 MBTA/OVBTA Education Day

Event Location

Kensington Hotel Ann Arbor

Is this a GBTA pre-approved education session?

No

What are the times of your session(s), i.e. 12:00pm-2:00pm.

8:45a-10a; 10:15a - 11a; 11:15a - 12noon; 1:30p -

2:30pm

Session Description(s)

Morning Key note: "Your Business will never be the Same: Hot Technologies 2020". Brief Description: How are you keeping up with the technological advancements that impact your job and career? Do you find that you're barely able to keep pace with the latest developments? This session reviews what's new and way cool in technology in this fun, fast-paced look at what's here for us to use now and what's coming in the near future, including the latest information about virtual & augmented reality, artificial intelligence, and other important tech trends.

3 morning breakout sessions from 10:15am to 11a.

Session 1: Doing Business with China - brief description: As the world's second largest economy, China is a top destination for business travelers across all industries. Whether looking at China for manufacturing purposes, market growth or supply chain sourcing, one must be aware of how this 5000 year old culture differs from that of the USA and how best to approach business opportunities there.

AM Breakout # 2 - "Travel Satisfaction by Shannon Delaney - Dinova. Brief Description: In recent years, the business travel industry has seen innovative efforts to boost satisfaction, but less is known about what a formal "traveler satisfaction" program looks like. Building on 2019 research from GBTA and Dinova, this session explores what organizations are doing to impact traveler satisfaction, how organizations with satisfaction programs set themselves apart, and how prioritizing satisfaction impacts a number of organizational goals.

IBreakout # 3 App-tastic session (50 Productivity apps in 50 minutes) by Jim Spellos - Brief Description: You thought you have all the apps that you need? Perhaps, but as more and more mobile apps are developed, business professionals are finding new ways of saving time and increasing their productivity. Whether you're looking for tools to help manage your social channels, connect and communicate with your team, supercharge your office, or looking for that needle in a haystack that will save you endless time, this session is sure to provide you that information. Attendees are encouraged to bring their mobile devices and share their favorite apps with their peers.

mid-morning breakout sessions - 11:15am to 12:00

noon:

Session 1 - Global Business Travel: Issues in Policy and Preparation. Brief Description - Are your global business travelers thinking about all the issues involved in global travel? Preparation is one of the biggest issues challenging global business travelers. Preparing for global business travel requires addressing a variety of issues from a policy, compliance and success perspective.

Session # 2 - Virtual Cards Beyond Hotels - Brief Description: Is the industry ready for the expansion of virtual credit cards to all travel channels? Will virtual cards grow to include ground transportation services, air, meals and ancillary charges? Are buyers and suppliers prepared? In this session be prepared to learn about the evolving growth of virtual card solutions.

Breakout # 3 - "How a Mobile Device can save your life" by Jim Spellos - Brief Description: What would you do if something happened to you (or a colleague or attendee) while on the road? What may save your life (or someone else's) is the mobile device that is always at your side. But do you have it prepared to be of use in case of an emergency? In addition to the social and other basic tools and apps you have on your device, what else should you always have?

Afternoon Keynote Address: "Building Agreement across Cultures by Mercedes Naficy D'Angelo: Brief Description: Successful global travel requires an understanding of fundamental cultural differences impacting business outcomes. Understanding how to bridge the gap and build agreement with clients, peers and/or colleagues from around the world is key to this success. Examples will be given for different regions of the world: the Middle East, Asia, Europe and Latin America vis-à-vis US cultural preferences.

Learning Outcomes (per session)

Morning Keynote: Attendees will leave with the knowledge of being able to:

1. explain the different types of programs and how they differ based on traditional methods
2. evaluate your processes for inefficiencies
3. initiate a specific process analysis
4. Identify key elements and opportunities for potential application.

Breakout 1 - "Doing Business in China - 3 key take-aways: Attendees will:

- Learn how hierarchy and collectivism in China impact communication with Westerners
- Understand the concept of 'face' and how

cautious one must be in communicating with the Chinese

- Discover strategies for business success, including preparation, timing and giving feedback for success

Breakout # 2 - #FOMO: What Companies who prioritize traveler satisfaction know...and you don't". 3 key Objectives:1. Identify where your company fits in the Traveler Satisfaction Maturity Model

2. Evaluate if you are focusing on the most impactful categories to drive satisfaction
3. Determine steps you can take to reduce stress for your travelers
4. Assess whether or not you have the right departments involved from within your company
5. Plan for the future evolution of your Traveler Satisfaction program

Breakout # 3 50 Apps in 50 minutes - key takeaways:

- Identify 60 of the most useful business apps available
- Understand the tools available for each of the mobile platforms
- Use their mobile devices more effectively for business applications

Next 3 breakout sessions 11:15a to 12noon - Session 1 - key takeaways: The attendees will learn how to:

- Identify key compliance areas from a global business travel perspective
- Strategies for preparing from a cultural perspective
- Enhance business outcomes with cross-border partners, colleagues or clients

Breakout # 2 Virtual Payment Beyond Hotels by Juliann Pless - key Objectives:

Learn alternate virtual card use cases beyond just hotels

Learn and discuss best practices for including virtual cards within your travel program

Discuss future emerging technologies and trends around alternative virtual card use.

Breakout # 3 - "In case of Emergency: How a Mobile Device can save your life" by Jim Spellos - key takeaways:

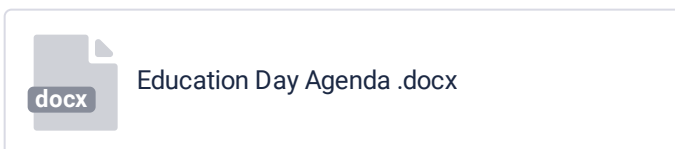
- Identify over 10 mobile tools and apps that are designed to be of use in case of an emergency
- Understand how to ensure your mobile device can be used to locate you or a loved one

- Identify the acronym ICE and learn why first responders are trained to look for it on your phone, and how you can make sure they do in case of an emergency.

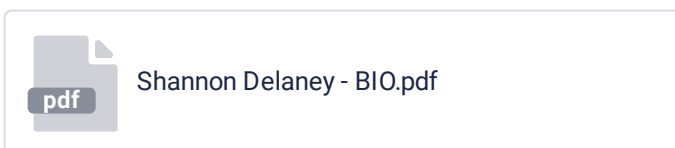
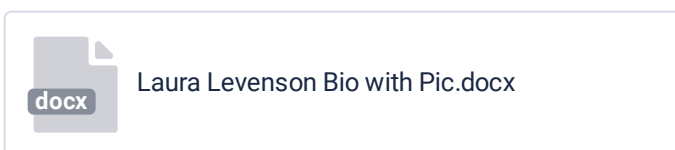
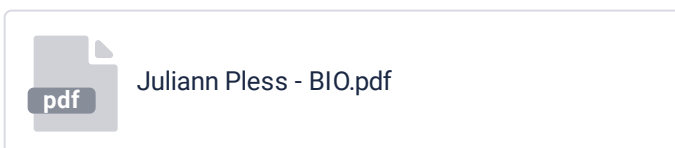
Afternoon Key note address: building agreement across cultures by Mercedes Nacify D'Angelo - Key takeaways: Attendees will leave the session understanding how the US culture differs from other cultures in the area of:

1. Building relationships and trust,
2. Communicating effectively and positively,
3. Identifying how best to prepare for a business trip to international destinations.

Upload Agenda



Upload Speaker Biographies



Domain Relevance

Knowledge 01, 02,35, 36, 37 and Domain 03 - Task 0309

Read more about [Domain Relevance](#)

Confirmation

I agree to receive communications from GBTA and understand I may update my preferences at any time, or opt-out of communications from GBTA.

GBTA OFFICE USE ONLY

Date Application Received

Monday, October 14, 2019

Date Reviewed

Tuesday, October 15, 2019

Recertification Credits

4

Approved?

Yes

Date Chapter Notified

Tuesday, October 15, 2019