

9:00 AM **Welcome Remarks**

9:10 AM **Ice Ice Baby!**

9:30 AM **Be the Captain of Your Career: Lessons in Being Your Champion**
Join Dr. Fabiola Corvera-Stimeling, VP of Client Experience at Northwestern Mutual, as she shares her journey as an immigrant and woman of color in the corporate world. Learn how to overcome stereotypes and imposter syndrome by being your champion and cheerleader and identifying opportunities to step outside your comfort zone to take control of your career.

10:00 AM **Strategies for Existing Loudly: Women in Power Share Their Best Practices**
Join CCWomen's trailblazers in this tell-all session as they share their best practices for existing loudly as a leader, coworker, friend, mom, mentor, and more. Learn to move confidently, take up space, sharpen your leadership skills, and combat imposter syndrome.

10:30 AM **Wellness Break**

11:00 AM **Elevating the Female Voice**
Join Diane Acevedo, SVP of Operations and CX, Gabb Wireless and Co-Founder of Utah's 40 Women Over 40 in this session as she shares how she uses the female voice to impact her organization and the customer contact industry at large.

11:30 AM **Advancing Your Voice: Women in Power Share Strategies for Existing Loudly**
Join CCWomen's trailblazers in this tell-all session as they share their best practices for existing loudly in various contexts, including leadership, coworker relationships, personal relationships, and more. Learn to move confidently, take up space, sharpen your leadership skills, and combat imposter syndrome.

12:00 PM **Mastering the Art of Negotiation**
Learn how to build your negotiation playbook and level up your negotiation skills with Shelley Dunagan, Senior Director of Partnerships and Sales from TNS. Discover how to arm yourself with financial education and find resources to help you ask for a promotion and a raise with confidence.

12:30 PM **Lunch + Networking**

1:30 PM **Building and Leveraging a Diverse Network: The Key to Success for Women in CX**

Discover the importance of networking for women in CX and how to build and leverage a diverse network. Learn how to debunk networking myths, assess the strengths and gaps in your network, and harness its power. Identify role models, mentors, sponsors, and a board of advisors to advance your career in CX.

2:00 PM **Unleashing Your Potential: Embracing a Limitless Life**

The most meaningful means of change is often catalyzed through a story - a story that we can identify with and be inspired by. Join this fireside chat as Kieran King from Pindrop and Tara Rosa from Associated Bank walk through the journey Tara took personally and professionally to achieve the accomplishments and responsibilities she holds today. Tara will share how leading with vulnerability and also her own role models have helped her go from a customer service position to a senior vice president driving the digital customer strategy for one of the midwest's leading banks.

2:30 PM **Women Who are Changing Customer Contact - Featuring the 2021 CCWomen Hall of Fame Inductees**

The CCWomen Hall of Fame celebrates inspirational women in the customer contact field, and seeks to highlight luminaries with extraordinary impact on the profession. In this award winning panel learn how to identify and practice your leadership and mentorship style, embrace and celebrate your success without imposter syndrome guilt, and why and how to advocate for women in customer contact.

3:00 PM **Wellness Break**

3:30 PM **Making "No" Your Favorite Word: How to Set Boundaries and Prioritize Yourself**

Join career coach and confidence expert Jasmine Escalera, Ph.D., for an engaged and interactive workshop on setting boundaries and putting yourself first. Learn invaluable ways to develop professional and personal boundaries, when and how to say "no," and confidence-building exercises to use daily.

4:00 PM **Moving in Confidence: Women in Power Share Their Habits for Existing Loudly**

Join CCWomen's trailblazers in this tell-all session as they share their best practices for existing loudly as a leader, coworker, friend, mom, mentor, and more. Learn to move confidently, take up space, sharpen your leadership skills, and combat imposter syndrome.

4:30 PM Sip Sip Hooray! brought to you by Shelf Indulgence, the CCWomen Book Club

Grab a glass of vino and hear all about CCWomen's top recommendations for books and podcasts. Whether you need a book club book for your ERG, or an inspirational read to get you through your commute, this session is for you. You can enter a raffle to win all the books that are mentioned in this comprehensive review.

4:40 PM The CCWomen Platform + Membership Launch Party

Join us as we unveil the brand new CCWomen website and membership platform.

5:00 PM CCWomen Summit Group Picture



CCWomen at CCW Las Vegas

Monday

CCWomen Summit

Monday, June 19, 2023 | 9 AM - 5 PM

The CCWomen Summit will convene influential female executives and allies whose achievements are charting the course for contact center & CX teams around the world.

Join us as we discuss the most critical issues facing women in customer contact and business at large. And be a part of the celebration as we launch the CCWomen website and membership portal! All are welcome!

Tuesday

CCWomen Hall of Fame

Inductees are announced at the CCW Excellence Awards on Tuesday, June 20, 2023 | 6 PM

The CCWomen Hall of Fame celebrates inspirational women in the customer contact field and seeks to highlight luminaries who have made significant, measurable, and enduring contributions to the advancement of the industry's women.

Wednesday & Thursday

CCWomen Booth in the Expo Hall

Wednesday, June 21, 2023:

10 AM - 11 AM

3:30 PM - 4:30 PM

6:30 PM - 7:30 PM

Thursday, June 22, 2023:

10 AM - 11 AM

2:30 PM - 3:30 PM

Come visit the CCWomen booth in the Expo Hall! Pick up some limited edition CCWomen swag, sign up to be a member in our brand new portal, and make valuable connections with other like-minded women in the industry!

We've partnered up with [Five9](#) to provide a space where our CCWomen community can learn the fundamentals of a proper golf swing from [PGA Coach Sean Solodovnick](#). Golf lessons will take place in Five9's pavilion with a golf simulator in the Expo Hall on [Wednesday, 6/21, and Thursday, 6/22](#).

Thursday

CCWomen Networking Breakfast: Empowering Success: Filling Your Cup for Career Fulfillment and Personal Growth

Thursday, June 22, 2023 | 7 AM | RSVP Required

The CCWomen Breakfast is a dedicated place for women, men, allies, and breakfast lovers to connect with others in the customer contact community to share stories, ask questions, and make valuable connections.

Join us over a delicious breakfast as we hear from Becky Jones, SVP & General Manager of MosaiCX, network and connect with one another, and discuss the ins & outs of bringing your best self to the table self-care, and how to find balance in your life.

Participants will take away new connections from this peer-to-peer learning event and valuable and actionable advice on how to take care of yourself as you develop your career.

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SPONSORS



Partner with us!

Your organization can be an advocate of women in customer contact.

A partnership with CCWomen means empowering our current women in business and paving the way for future luminaries. Your partnership will contribute to our mission to revolutionize the customer contact industry through community, one woman at a time.

Contact Simon.Copcutt@cmpteam.com for more info.

LEARN MORE

