

# ADAPT BEFORE YOU HAVE TO

Adaptive Workforce Optimization  
and Employee Engagement

## ROADSHOW

Detroit • Salt Lake City • Columbus • Tampa  
Atlanta • Boston

## PAMELA JETT

Leadership Communication and Employee  
Engagement Expert, Consultant and Author

TIME	CONTENT	SPEAKER
8:30 a.m. - 9:00 a.m.	Breakfast and Registration	
9:00 a.m. - 9:10 a.m.	Welcome and opening	Ryan Ofek
9:10 a.m. - 9:30 a.m.	words matter: Your secret to lead through change	Pamela Jett
9:30 a.m. - 10:15 a.m.	NICE Adaptive WFO – MAP Your Workforce to Provide Frictionless Customer Experience	Yohai West Product Marketing Manager - NICE
<b>Break</b>		
10:25 a.m. – 11:00 a.m.	How to Keep Employee Retention Up and Churn Down	Pamela Jett
11:00 a.m. - 11:45 a.m.	NICE Employee Engagement Management	Yohai West Product Marketing Manager - NICE
11:45 a.m. - 12:00 p.m.	Interactive NICE Golden NUGget Gameshow	

### Locations

#### Tampa, FL

March 6, 2018

[Westin Tampa Waterside](#)

**Address:** 725 S. Harbour Island Boulevard,  
Tampa, Florida 33602

**Parking:** NICE Hosted Valet Parking

\*Breakfast and refreshments will be served

#### Atlanta, GA

March 7, 2018

[Hilton Atlanta](#)

**Address:** 255 Courtland Street NE, Atlanta, GA  
30303

**Parking:** NICE Hosted Valet Parking

\*Breakfast and refreshments will be served

#### Boston, MA

March 22, 2018

[Boston Marriott Copley Place](#)

**Address:** 110 Huntington Ave, Boston, MA 02116

**Parking:** NICE Hosted Valet Parking

\*Breakfast and refreshments will be served

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