AGENDA

Navigating Supply Chain Disruption with Intelligence
Executive Event

SPEAKERS

Bob Debicki
Senior Director of
CPG and Retail
Industry Solutions
Anaplan

Click Here to Register

📅 **September 17, 2025**

Eastern Time

Registration & Lunch
12:30 PM-1:20 PM

CHAIR   PANELISTS

Opening Remarks
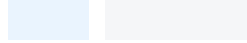**1:20 PM-1:30 PM**

CHAIR PANELISTS

Learn from AWS – Culture of Innovation

1:30 PM-2:00 PM

Gain inspiration from AWS's unique approach to sustained innovation at scale through an exploration of four key elements: culture, mechanisms, architecture, and organization. Learn how AWS maintains customer obsession while fostering innovation through Leadership Principles, sustainable flywheels, and the Working Backwards process. This session shares valuable insights, best practices, and lessons learned from AWS's cultural mechanisms that help drive continuous innovation and customer delight.

CHAIR PANELISTS

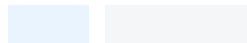## Empathy as a Business Strategy: Redefining Value Creation

2:05 PM-2:35 PM

In today's experience-driven economy, empathy isn't just a virtue—it's a competitive advantage. Join James Walford, Senior Director, Global Innovation at Genesys, for a compelling keynote on how leading organizations are transforming trust and emotional intelligence into business value.
Through real-world stories and actionable insights, James will explore the shift from transactional to emotional loyalty, the rising importance of trust in digital interactions, and how AI can amplify—not replace—human empathy. Learn how future-fit leaders are blending emotional intelligence with intelligent technology to drive long-term customer loyalty and growth.
Attendees will leave with a new framework for embedding empathy into strategy, culture, and operations—and a fresh perspective on leadership in the era of AI.
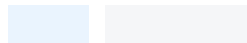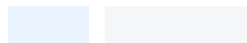
CHAIR PANELISTS

Networking Break

2:35 PM-3:00 PM

CHAIR PANELISTS
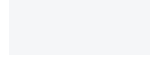
Navigating Supply Chain Disruption with Intelligence

3:00 PM-3:45 PM
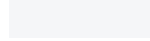
CHAIR PANELISTS

Final Thoughts

3:45 PM-4:00 PM

Networking & Cocktail Reception

4:00 PM-4:30 PM

CHAIR **PANELISTS**

TOGETHER WITH

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