

# ahead of the **Wave**

IAVM Region 7 2019 Conference  
San Diego Convention Center



## Agenda in Detail

### Pre-Conference: Monday, February 18

1:00 pm – 5:00 pm	<b>Registration</b>	Lobby 6
1:00 pm – 5:00 pm	<b>CVP Testing</b> <i>Through prior arrangement with IAVM</i>	Room 5
5:30 pm – 8:00 pm	<b>Networking Event: Tin Roof San Diego</b> <i>Join members for a no-host networking event at one of San Diego's favorite places. Attendees receive 15% off.</i> <a href="http://tinroofsandiego.com">tinroofsandiego.com</a>	Tin Roof San Diego Gaslamp 401 G Street

### Conference Day 1: Tuesday, February 19

8:00 am – 12:30 pm	<b>Registration</b>	Lobby 6
8:00 am – 8:30 am	<b>Continental Breakfast</b>	Ballroom 6A
8:30 am – 10:00 am	<b>Opening Remarks &amp; Keynote</b> <b>KAABOO - Everything a Typical Music Festival is Not! Working with Venues to Create a New Kind of Entertainment and Arts Experience Designed around Comfort, Hospitality and Good Times!</b> <i>San Diego's largest and world renowned KAABOO music festival, started with a dream and a few rounds of tequila! <b>Nathan Prenger, Senior Vice President of Operations and General Manager</b>, will speak on how KAABOO has shifted the music festival paradigm – transforming the Del Mar Fairgrounds into the perfect weekend escape. Gain insight on the “other sides” perspective on how we, as venue managers, can become more cohesive and collaborative in welcoming premier events like KAABOO to our venues.</i>	Ballroom 6B

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## Agenda in Detail

### Conference Day 1: Tuesday, February 19 (continued)

<b>Session 1</b> 10:15am – 11:00am	<b>A Risk Management 101</b>	Room 11
	<b>B Hometown F&amp;B Heroes: Creating Lasting Memories and Better Business by Working with Your Local Vendors</b>	Room 5
11:00am – 11:30am	<b>Break/Sponsor Showcase</b>	Ballroom 6A
<b>Session 2</b> 11:30am – 12:15pm	<b>A Cybersecurity in Venues: Are You Giving it the VIP Treatment?</b>	Room 11
	<b>B OUT SPACES: The Business of being Intentionally LGBTQ Inclusive</b>	Room 5
12:30pm – 1:45pm	<b>Lunch</b>	Ballroom 6B
<b>Session 3</b> 2:00pm – 2:45pm	<b>A “High Times:” What do State Marijuana Laws Mean for Employers’ Drug Policies?</b>	Room 11
	<b>B Monetizing Your Technology</b>	Room 5
2:45pm – 3:15pm	<b>Break/Sponsor Showcase</b>	Ballroom 6A
<b>Session 4</b> 3:15pm – 4:00pm	<b>A Pathways to Success: A Multi-Generational Panel of Women of Color</b>	Room 11
	<b>B I Have Been Subpoenaed...HELP!</b>	Room 5
<b>Session 5</b> 4:15pm – 5:00pm	<b>A Life Unbalanced: Learning to Celebrate the Kid/Biz Binary</b>	Room 11
	<b>B Behind the Velvet Rope</b>	Room 5
5:00pm – 6:30pm	<b>Opening Reception</b>	West Terrace

Select from options A & B for each session  
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## Agenda in Detail

### Conference Day 2: Wednesday, February 20

8:00am – 12:30pm	<b>Registration</b>	Lobby 6
8:00am – 8:30am	<b>Continental Breakfast</b>	Ballroom 6A
<b>Keynote</b> 8:30am – 10:00am	<b>Securing Events through Exceptional Focus, Performance and Control in Extreme Situations (Situational Awareness)</b> <i>Presented by Mark Herrera, Director of Education IAVM:</i> <i>Augmenting situational awareness and mitigating risk through Guest Service Interjection by providing the tools to increase observational capabilities of anonymous behavior and identifying behavioral patterns not conducive to the environment. Establishing mental preparation, response, and mitigation to environmental threats. Employees, key stakeholders and security teams will receive the tools of survival by learning to scan the environment and sense danger, challenges, and opportunities, while maintaining the ability to conduct normal activities.</i>	Ballroom 6B
<b>Session 6</b> 10:15am – 11:00am	<b>A Connecting Community with Your Venue</b>	Room 11
	<b>B Safe and Secure: Inside &amp; Outside</b>	Room 5
11:00am – 11:30am	<b>Break/Sponsor Showcase</b>	Ballroom 6A
<b>Session 7</b> 11:30am – 12:15pm	<b>A Making the Most of Your Promotion: Supervisor to Manager Panel</b>	Room 11
	<b>B Maximizing Guest Experience</b>	Room 5
12:30pm – 1:45pm	<b>Lunch</b>	Ballroom 6B

Select from options A & B for each session  
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## Agenda in Detail

### Conference Day 2: Wednesday, February 20 (continued)

<b>Session 8</b> 2:00pm – 2:45pm	<b>A Working with Student Workers</b>	Room 11
	<b>B Make your Message Stick: Employee Engagement with Richard Andersen, CIO, Venue Solutions Group</b>	Room 5
2:45pm – 3:15pm	<b>Break/Sponsor Showcase</b>	Ballroom 6A
<b>Session 9</b> 3:15pm – 4:00pm	<b>A When Fire Hits the Fan: What To Do When Disaster Strikes</b>	Room 11
	<b>B Beyond Sustainability: A Holistic, Community-Based Approach to Saving the World!</b>	Room 5
<b>Town Halls</b> 4:15pm – 5:00pm	<b>Town Hall Discussions</b>	
	<b>A Marketing, Ticketing &amp; Sales</b>	Room 7
	<b>B Security &amp; Guest Service</b>	Room 5
	<b>C Venue Operations</b>	Room 11
	<b>D Events &amp; Production</b>	Room 8
	<b>E Venue Leaders</b>	Room 9
5:00pm – 6:30pm	<b>Closing Reception</b>	West Terrace

Select from options A & B for each session, and options A–E for the Town Halls