

	GLOBAL GAMING WOMEN	IAGA BEST PRACTICES INSTITUTE	IGAMING CONGRESS	TRIBAL GAMING
9:00 AM – 9:45 AM	KEYNOTE: GLOBAL GAMING WOMEN			
10:00 AM – 11:00 AM	The Power of Tech I: Suppliers' Perspectives in Leveraging Technology to Bring Added Value to Your Customers	Changing the Game: The Legal & Regulatory Impacts of a PASPA Repeal	Sports Betting – A Way Forward in the U.S. and How iGaming Fits In?	Tribal Leadership Roundtable: The Indian Gaming Regulatory Act in the 21st Century
11:15 AM – 12:00 PM	Casino Finance: The Evolution of Casino Finance for the Modern Business World	Cryptocurrency: its Potential Gaming Benefits & Regulatory Challenges	Six Proven Steps to Taking a Land-based Gaming Operation Online	Sports Betting: The Path Forward for Indian Country
12:00 PM – 1:30 PM	GLOBAL GAMING INSIDER AWARDS LUNCHEON			
1:30 PM – 2:15 PM	The Power of Tech II: Casino Operators' Perspective: How to Capture, Maintain & Grow Revenue While Maintaining Data Integrity	Gaming Regulatory & Operator Issues in the Wake of #MeToo Revelations	Global iGaming Regulatory Update – Best Practices in iGaming Jurisdictions	Indian Gaming in 2018: Legislative & Policy Issues in the U.S.
2:30 PM – 3:15 PM	How a Diverse Workforce Reinvigorates Your Team	Esports & its Growing Market for Millennials	Players Panel – Let's Hear From Our Customers	Integrating Emerging Gaming On Your Casino Floor
3:30 PM – 4:15 PM	Leadership Traits of C-Suites Execs	Emergency Management: Applying Best Practices When Preparing Readiness Plans	Affiliate Marketing Grows Up: Implications for the U.S. Regulated Online Gambling Market	Mobile Gaming: The Next Big Thing For Indian Country?
4:30 PM – 5:15 PM	Mentoring Matters: The Why, The How and The Affected	Regional Roundup	Gambling on the Blockchain: How will Blockchain Technology Impact the Different Sectors of Online Gambling?	Benefits of Busing: Safely Driving Profits to the Bottom Line
5:15 PM – 6:15 PM	G2E EDUCATION WELCOME RECEPTION OPEN TO ALL G2E EDUCATION BADGE HOLDERS			

**As of July 11, 2018 - Schedule Subject to Change*

SCHEDULE AT A GLANCE

TUESDAY, OCTOBER 9



	GAMING LEADERSHIP & CAREER DEVELOPMENT	NEW 2018 MARKETING & ANALYTICS CUSTOMER ACQUISITION & RETENTION	NEW 2018 OPTIMIZING GAMING OPERATIONS GUEST SERVICE & EXPERIENCE	NEW 2018 INTEGRATED RESORT DEVELOPMENT & MANAGEMENT	SECURITY, SURVEILLANCE & COMPLIANCE	TRIBAL GAMING
8:45 AM – 9:45 AM	KEYNOTE PRESENTATION					
11:00 AM – 12:00 PM	Building an Agile and Disruptive Organization	Connecting Business, Analytics and IT to Realize a Return on Investments	Attracting & Retaining Staff at all Levels	Retail, Dining and Entertainment - Determining the Right Mix to Maximize ROI	Managing Risk with Emerging Technology	Small Casinos: Competing With The Big Boys... Or Not
12:00 PM – 2:00 PM	LUNCH BREAK - EXPO HALL OPEN					
2:00 PM – 2:45 PM	The Processes, Benefits and ROI of Creating a Diverse and Inclusive Workforce	Transitioning to Digital Marketing - What do you Gain and What do You Lose?	Customer Experience is Not One Size Fits All: Delivering Exceptional and Customized Service to WOW All Customers	iGaming: Expanding Your Footprint and Customer Base	Hacking and How to Prevent it	Integrated Resorts: Building for Tomorrow's Technology
3:00 PM – 3:45 PM	Sexual Harassment: Recognizing a Problem and What to do Next	Social and Experiential: Using Mobile to Drive Growth	Handling Customer Conflict without Negatively Impacting Customer Experience	Optimizing Hospitality Revenue from Capital Spending to Pricing Strategy	Hotel Security and Surveillances Post Oct 1 – Vetting Vendors and New Technology	The Class II Technical Renaissance-Your Sovereignty and Financial Gateway of the Future
5:00 PM – 6:30 PM	WELCOME RECEPTION					

10:15 AM - 11:15 AM
SCOTUS Decision – What The Ruling Actually Said and What It Means

1:15 PM - 2:15 PM
How States and Tribes Are Preparing for Legal Sports Betting



PRESENTED BY:
 AMERICAN GAMING ASSOCIATION

SCHEDULE AT A GLANCE

WEDNESDAY, OCTOBER 10



	GAMING LEADERSHIP & CAREER DEVELOPMENT	NEW 2018 MARKETING & ANALYTICS CUSTOMER ACQUISITION & RETENTION	NEW 2018 OPTIMIZING GAMING OPERATIONS GUEST SERVICE & EXPERIENCE	NEW 2018 NON-GAMING GROWTH OPPORTUNITIES	SECURITY, SURVEILLANCE & COMPLIANCE	TRIBAL GAMING
9:00 AM – 10:00 AM	KEYNOTE PRESENTATION					
10:00 AM – 5:00 PM	EXPO HALL OPEN					
10:30 AM – 11:30 AM	Profitable Dollars Per Minute Strategies For Leaders: Managing People, Priorities, and Power	The Future State of Big Data in the Gaming Industry - Defined and Operational	Mobile Innovations Which Enhance the Guest Experience	The Resort of the Future: Where are We Heading?	Responsible Gaming Roundtable: Hot Topics and Emerging Trends	Tribal Alliance Roundtable: A Discussion On The Internal Controls and Technical Standards of New Gaming Technology
11:30 AM – 1:30 PM	LUNCH BREAK - EXPO HALL OPEN					
1:30 PM – 2:15 PM	Taking Charge of Your Career to Realize Your Preferred Future	Best Practices in the Marketing of Events & Entertainment	Adopting New Game Technology: Risk vs. Reward	Evaluating Gaming vs. Non-Gaming Guest Spending	Insider Threat Vulnerability: Assessment & Risk Management	National Indian Gaming Commission (NIGC): A Balanced Regulatory Approach In The Midst of Shifting Market Trends And Evolving Technologies
2:30 PM – 3:15 PM	Partnering With HR to Improve Staff Productivity and Accountability	Curating the Customer Journey to Drive Revenue	The Evolution of Card Less Systems: Where are We Now?	Mobile on Premise: Bring Gaming to New Areas of Your Property and Improve Social Engagement	The Convergence of Cybersecurity and Physical Security: The Stakes Have Never Been Higher	National Tribal Gaming Commissioners & Regulators (NTGCR): The Evolving Role of the Tribal Gaming Regulator

10:15 AM - 11:15 AM
Overview: The Business of Sports Betting

1:15 PM - 2:15 PM
Finding the Right Partner: An Interactive Exhibit Hall Tour



PRESENTED BY:
 AMERICAN GAMING ASSOCIATION

SCHEDULE AT A GLANCE

THURSDAY, OCTOBER 11

G2E NEW 2018 SPORTS BETTING SYMPOSIUM

	GAMING LEADERSHIP & CAREER DEVELOPMENT	<small>NEW 2018</small> MARKETING & ANALYTICS CUSTOMER ACQUISITION & RETENTION	<small>NEW 2018</small> OPTIMIZING GAMING OPERATIONS GUEST SERVICE & EXPERIENCE	<small>NEW 2018</small> NON-GAMING GROWTH OPPORTUNITIES IN ESPORTS	SECURITY, SURVEILLANCE & COMPLIANCE	TRIBAL GAMING
9:00 AM – 10:00 AM	KEYNOTE: INNOVATION INCUBATOR AT G2E WITH DAYMOND JOHN AND CINDY ECKERT					
10:00 AM – 3:00 PM	EXPO HALL OPEN					
10:15 AM – 11:00 AM	9:00 AM - 3:00 PM Leadership Workshop	Holistically Evaluating Player Worth Across Gaming and Non-Gaming Activities	Cash Management Tools to Optimize the Cash Chain	Esports Fireside Chat with Team Rogue: Investment and Team Development Advice	AML Compliance: Essentials of Anti-Money Laundering	Tribal Gaming Protection Network (TGPN): Knock, Knock it's OSHA! Best Practices When OSHA Shows up at Your Doorstep
11:15 AM – 12:00 PM		Player Development Strategies to Increase Repeat Business From Customers Who Win or Lose	Demystifying Slot Floor Decision Science to Empower Operators	The Business of esports: Lessons from the Market Place	The Expanding Need for Enhanced Cybersecurity Measures	Tribal Gaming Protection Network (TGPN): Tort Claims: How to Settle Personal Injury and Property Damage Claims at Your Casino
12:15 PM – 1:00 PM		Connecting Players Ratings and Marketing to Improve Player Reward Outcomes	Game Protection	Esports Opportunities: Looking Towards the Future	Emergency Management Basics for Today's Gaming Operators	Tribal Gaming Protection Network (TGPN): Workers Compensation: How to Significantly Reduce Your Employee Injuries and Costs While Keeping Your Profits

10:15 AM - 11:15 AM	How Sports Betting Works in a Regulated Market
1:15 PM - 2:15 PM	Empowering Law Enforcement and Regulators To Shut Down the Illegal Market