

# SCHEDULE AT A GLANCE

MONDAY, OCTOBER 8

	GLOBAL GAMING WOMEN	IAGA BEST PRACTICES INSTITUTE	IGAMING CONGRESS	TRIBAL GAMING
	VERONESE 2401	VERONESE 2405	VERONESE 2403	TITIAN 2301
9:00 AM – 9:45 AM	<b>KEYNOTE: GLOBAL GAMING WOMEN - TITIAN 2301</b>			
10:00 AM – 11:00 AM	<b>The Power of Tech I: Suppliers' Perspectives in Leveraging Technology to Bring Added Value to Your Customers</b>	<b>Changing the Game: The Legal and Regulatory Impacts of a PASPA Repeal</b>	<b>Sports Betting: A Way Forward in the U.S. and How iGaming Fits In?</b>	<b>Tribal Leadership Roundtable: The Indian Gaming Regulatory Act in the 21st Century</b>
11:15 AM – 12:00 PM	<b>Casino Finance: The Evolution of Casino Finance for the Modern Business World</b>	<b>Cryptocurrency: Its Potential Gaming Benefits and Regulatory Challenges</b>	<b>Six Proven Steps to Taking a Land-Based Gaming Operation Online</b>	<b>Sports Betting: The Path Forward for Indian Country</b>
12:00 PM – 1:30 PM	<b>GLOBAL GAMING AWARDS LUNCHEON - BELLINI 2101</b>			
1:30 PM – 2:15 PM	<b>The Power of Tech II: Casino Operators' Perspectives on How to Capture, Maintain and Grow Revenue While Maintaining Data Integrity</b>	<b>Gaming Regulatory and Operator Issues in the Wake of #MeToo Revelations</b>	<b>TITIAN 2303</b> <b>Global iGaming Regulatory Update: Best Practices in iGaming Jurisdictions</b>	<b>Indian Gaming in 2018: Legislative and Policy Issues in the U.S.</b>
2:30 PM – 3:15 PM	<b>How a Diverse Workforce Reinvigorates Your Team</b>	<b>Esports and Its Growing Market for Millennials</b>	<b>TITIAN 2303</b> <b>Players Panel: Let's Hear From Our Customers</b>	<b>Integrating Emerging Gaming On Your Casino Floor</b>
3:30 PM – 4:15 PM	<b>Leadership Traits of C-Suites Execs</b>	<b>Emergency Management: Applying Best Practices When Preparing Readiness Plans</b>	<b>Affiliate Marketing Grows Up: Implications for the U.S. Regulated Online Gambling Market</b>	<b>Mobile Gaming: The Next Big Thing For Indian Country?</b>
4:30 PM – 5:15 PM	<b>Mentoring Matters: The Why, The How and The Affected</b>	<b>Regional Roundup</b>	<b>Gambling on the Blockchain: How will Blockchain Technology Impact the Different Sectors of Online Gambling?</b>	<b>Benefits of Busing: Safely Driving Profits to the Bottom Line</b>
5:15 PM – 6:15 PM	<b>G2E EDUCATION WELCOME RECEPTION</b> <b>OPEN TO ALL G2E EDUCATION BADGE HOLDERS</b>			

# 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
	VERONESE 2401	VERONESE 2405	VERONESE 2403	TITIAN 2305	TITIAN 2303	TITIAN 2301
8:45 AM – 9:45 AM	KEYNOTE PRESENTATION					
10:00 AM – 5:00 PM	EXPO HALL OPEN					
11:00 AM – 12:00 PM	Building an Agile and Disruptive Organization	Connecting Business, Analytics and IT to Realize a Return on Investments	Attracting and 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 Digital to Your Advantage	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					

## SPECIAL EVENTS STAGE

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**



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 AMERICAN GAMING ASSOCIATION

# SCHEDULE AT A GLANCE

WEDNESDAY, OCTOBER 10



SPECIAL EVENTS STAGE

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**

	GAMING LEADERSHIP & CAREER DEVELOPMENT	<b>NEW 2018</b> MARKETING & ANALYTICS CUSTOMER ACQUISITION & RETENTION	<b>NEW 2018</b> OPTIMIZING GAMING OPERATIONS GUEST SERVICE & EXPERIENCE	<b>NEW 2018</b> NON-GAMING GROWTH OPPORTUNITIES	SECURITY, SURVEILLANCE & COMPLIANCE	TRIBAL GAMING
	VERONESE 2401	VERONESE 2405	VERONESE 2403	TITIAN 2305	TITIAN 2303	TITIAN 2301
9:00 AM – 10:00 AM	<b>KEYNOTE: THE FUTURE OF LEGALIZED, REGULATED SPORTS BETTING IN THE U.S. WITH SCOTT VAN PELT AND SARA SLANE</b>					
10:00 AM – 5:00 PM	<b>EXPO HALL OPEN</b>					
10:30 AM – 11:30 AM	<b>Profitable Dollars Per Minute Strategies For Leaders: Managing People, Priorities, and Power</b>	<b>Big Data's Future in the Gaming Industry: A Pechanga Case Study</b>	<b>Mobile Innovations Which Enhance the Guest Experience</b>	<b>The Resort of the Future: Where are We Heading?</b>	<b>Responsible Gaming Roundtable: Hot Topics and Emerging Trends</b>	<b>Tribal Alliance Roundtable: A Discussion On The Internal Controls and Technical Standards of New Gaming Technology</b>
11:30 AM – 1:30 PM	<b>LUNCH BREAK - EXPO HALL OPEN</b>					
1:30 PM – 2:15 PM	<b>Taking Charge of Your Career to Achieve Your Preferred Future</b>	<b>Best Practices in the Marketing of Events and Entertainment</b>	<b>Adopting New Game Technology: Risk vs. Reward</b>	<b>Evaluating Gaming vs. Non-Gaming Guest Spending</b>	<b>Insider Threat Vulnerability: Assessment and Risk Management</b>	<b>National Indian Gaming Commission (NIGC): A Balanced Regulatory Approach In The Midst of Shifting Market Trends And Evolving Technologies</b>
2:30 PM – 3:15 PM	<b>Partnering With HR to Improve Staff Productivity and Accountability</b>	<b>Curating the Customer Journey to Drive Revenue</b>	<b>The Evolution of Card Less Systems: Where are We Now?</b>	<b>Mobile On-Premise: Bring Gaming to New Areas of Your Property and Improve Social Engagement</b>	<b>The Convergence of Cybersecurity and Physical Security: The Stakes Have Never Been Higher</b>	<b>National Tribal Gaming Commissioners &amp; Regulators (NTGCR): The Evolving Role of the Tribal Gaming Regulator</b>



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# SCHEDULE AT A GLANCE

THURSDAY, OCTOBER 11

**G2E** | SPORTS BETTING SYMPOSIUM NEW 2018

SPECIAL EVENTS STAGE

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**

	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
	VERONESE 2401	VERONESE 2405	VERONESE 2403	TITIAN 2305	TITIAN 2303	TITIAN 2301
9:00 AM – 10:00 AM	<b>KEYNOTE: INNOVATION INCUBATOR AT G2E WITH DAYMOND JOHN AND CINDY ECKERT</b>					
10:00 AM – 3:00 PM	<b>EXPO HALL OPEN</b>					
10:15 AM – 11:00 AM	Leadership Workshop with Bill Benjamin: <b>Doing Your Best When It Matters Most: The Science Of Emotional Intelligence</b>	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	Leadership Workshop with Bill Benjamin: <b>Performing Under Pressure When It Matters The Most</b>	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	An In-Depth Discussion with Bill Benjamin: <b>Women Face a Second Layer Of Pressure That Men Don't And Why Men Should Care</b>	Connecting Player Ratings and Marketing to Improve Reward Outcomes	Game Protection	Esports: 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