



SCHEDULE AT A GLANCE

MONDAY, OCTOBER 8

	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 and 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 and 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' Perspectives on How to Capture, Maintain and Grow Revenue While Maintaining Data Integrity	Gaming Regulatory and Operator Issues in the Wake of #MeToo Revelations	Global iGaming Regulatory Update: Best Practices in iGaming Jurisdictions	Indian Gaming in 2018: Legislative and Policy Issues in the U.S.
2:30 PM – 3:15 PM	How a Diverse Workforce Reinvigorates Your Team	Esports and 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 27, 2018 - Schedule Subject to Change*



PRESENTED BY:
 AMERICAN GAMING ASSOCIATION

SCHEDULE AT A GLANCE

TUESDAY, OCTOBER 9

G2E | SPORTS BETTING SYMPOSIUM NEW 2018

	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> 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 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 Mobile 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					

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



	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	THE FUTURE OF LEGALIZED, REGULATED SPORTS BETTING IN THE U.S. WITH SCOTT VAN PELT AND SARA SLANE					
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	Big Data's Future in the Gaming Industry: A Pechanga Case Study	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 Achieve Your Preferred Future	Best Practices in the Marketing of Events and Entertainment	Adopting New Game Technology: Risk vs. Reward	Evaluating Gaming vs. Non-Gaming Guest Spending	Insider Threat Vulnerability: Assessment and 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



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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	An In-Depth Discussion with Bill Benjamin: Doing Your Best When It Matters Most: The Science Of Emotional Intelligence	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	An In-Depth Discussion with Bill Benjamin: Performing Under Pressure When It Matters The Most	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: Women Face a Second Layer Of Pressure That Men Don't And Why Men Should Care	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

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