###### SuperCommunity Bank Customer Experience Peer Group Forum

**The Fairmont Hotel, Boston, MA**

# May 12-13, 2020

**AGENDA**

*(Casual Attire, jeans welcome)*

**Sunday, May 10th OPTIONAL – REGISTRATION REQUIRED**

5:45pm Dinner offsite at Abe & Louie’s. Meet Anat in the Hotel Lobby. Cell number 916 7171710

##### Monday, May 11th

7:30 a.m**.**  Breakfast

8:00 Roundtable Discussions

* Bring 2-3 good ideas to share with the group
* Bring one best practice
* Discuss an example of what not to do (disasters) – a false start, something that didn’t pan out, a product introduced with no customer adoption etc.
* Bring questions you’d like to ask

10:00 Break

10:15 Updates continued

12:00 Lunch

12:30 Customer survey instruments (bring yours) and best practices

1:30 Connected customer experience across channels

2:30 Deeper discussion of organization structure, job description and staffing (bring yours)

3:30 Adjourn

5:45 Meet Anat in the hotel lobby

6:00 Dinner offsite Mamma Maria\*

**Tuesday, May 12th**

7:30 a.m. Breakfast - Goals for Next Meeting

8:00 CX metrics

9:00 Collaboration techniques

10:00 Break

10:15 CX metrics (bring yours)

11:00 Examples of agile projects

12:00  Adjourn

\* Spouses and guests are invited.

**NEXT MEETING OCTOBER 5-6, 2020 MONDAY-TUESDAY**