



“People + Process + Technology: The magic formula”

Wasem Kloster Engelthal, Ingelheim, Germany
27th of September 2022 from 9:00am to 6:00pm

WHEN	WHAT	WHO
9:00 - 9:20	Arrival and coffee	
9:20 - 9:30	Welcome and introduction	Jens Refflinghaus, Regional Managing Director - KT Europe
9:30 – 10:00	People + Process + Technology: What factors make the difference for the most effective communication?	Prof. Dr. Jan U. Hagen, Professor of Management, ESMT Berlin
10:00 – 11:00	Leadership and Empowerment across Cultures	Lara Próspero, Global Director – L&D Delivery Excellence, Microsoft Radu Tomoiaga, Sr. Business Program Manager - L&D Delivery Excellence, Microsoft
11:00 – 11:15	Coffee break	
11:15 – 12:00	KT Excellence Awards Ceremony for European winners Important tips for problem solving effectiveness	Jens Refflinghaus, Regional Managing Director - KT Europe and award winners
12:00 – 12:45	Major Incident Handling under pressure - lessons from the Cloud and Telecoms	Steffen Germersdorf, Head of Global Cloud Risk & De-Escalation Management, SAP
12:45 – 1:45	Lunch	

WHEN	WHAT	WHO
1:45 – 2:15	HCL - 3 keys to success - building a service organisation using culture, method, thinking beyond...	Piet Gaarhuis , Vice President Customer Support, HCL Software
2:15 – 2:25	Using KT process to improve your golf swing	Luke List , PGA Tour golfer with a message from America
2:25 – 3:00	Using expert chat and diverse interaction channels to minimize the effort needed by customers requesting support	Rohan Patel , Head of Support for Intelligent Technologies, SAP
3:00 – 3:30	New from KT	Matthieu Coupeau , Senior Consultant KT
3:30 - 3:45	Coffee break	
3:45 – 4:15	3 common mistakes when automating your business	Markus Elger , Senior PreSales Consultant, Appian
4:15 – 5:00	Wrap-up - Questions & Answers	Andrew Vermes , Senior Consultant KT
5.00 – 6:00	Wine tasting and visit to wine cellar	
6:00	Networking dinner at Kloster Engelthal restaurant	

Further information and registration for this event: <https://kepner-tregoe.com/kt-connection-22/>