

**Collaborative Advancement: Driving Community Innovation and Growth**

09:00 – 09:30	<p><b>Registration Breakfast and Networking</b> Start the day by registering, enjoying breakfast, and networking with fellow attendees.</p>
09:30 – 09:45	<p><b>CompTIA Welcome</b> A warm welcome from CompTIA to kick off the event.  <i>Room: Horton Suite</i> <i>Speakers : Leanne Johnson/Estelle Johannes, CompTIA</i></p>
09:45 – 10:00	<p><b>CompTIA Community UK&amp;I Executive Council Update including call for 2024 EC Elections</b> An update on the Executive Council's activities and a call for the 2024 elections.  <i>Room: Horton Suite</i> <i>Speakers: Dan Scott, ConnectWise &amp; Hollie Whittles, Purple Frog Systems</i></p>
10:00 – 10:30	<p><b>State of the Channel EMEA/UK Research and Fireside Chat</b> A discussion on the latest research findings and insights into the EMEA/UK channel.  <i>Room: Horton Suite</i> <i>Speakers: MJ Shoer, CompTIA &amp; Tracy Pound, Maximity</i></p>
10:30 – 11:15	<p><b>Protecting Your Crown Jewels</b> Hear From Adam Pilton, an ex-Police Officer, sharing real world Cybersecurity Stories including takeaways for you to implement back in your business.  <i>Room: Horton Suite</i> <i>Speaker: Adam Pilton, Cybersmart</i></p>
11:15 – 11:30	<b>Networking Break</b>
11:30 – 12:00	<p><b>The Human Element: The Importance of Industry Communities</b> A look at what a community really is, why it's important to people, businesses and industries and the small actionable steps you can take every day to bring your network closer together.  <i>Room: Horton Suite</i> <i>Speaker: James Doherty, Indigo Mentoring</i></p>
12:00 – 12:45	<p><b>Open Community Forum: We Want to Hear from YOU!</b> Share your successes and challenges, including those critical issues keeping you awake at night, and collaborate with us to explore and exchange effective solutions.  <i>Room: Horton Suite</i> <i>Speakers: Paul Croker, 18it &amp; Lizzie Robinson, Pax8</i></p>

12:45 – 13:00	<p><b>Sneak Peak at the CompTIA Community’s New Mentoring Program</b></p> <p>Knowledge is power, and we have so much knowledge within our community! Let's share it and support each other to elevate the industry and the next generation of technology professionals. Learn how to join the CompTIA Community Mentoring Program as a mentor or mentee. The mentoring program connects members looking to develop relationships and facilitate professional growth within the technology industry. This program focuses on member-mentors sharing their knowledge and experience to support member-mentees with their career and business journey and help them reach their full potential.</p> <p>We'll deliver an overview of the program and invite attendees to participate in the first UK&amp;I cohort. You will also hear testimonials from mentors and mentees who have been through the program and will share their experiences.</p> <p><i>Room: Horton Suite</i> <i>Speaker: Andrew Allen, Aabyss</i></p>
13:00 – 14:00	<b>Lunch</b>
14:00 – 14:45	<p><b>CompTIA Resources: MSP Guidebook</b></p> <p>The CompTIA Community MSP Guidebook serves as a framework for managed service providers (MSPs) to create a culture of process efficiency, by first identifying areas of improvement, then implementing best practices and strategically building awareness. Whether you're building your MSP operations from the ground up or looking to fine-tune an existing setup, the CompTIA MSP Guidebook, is your go-to resource. Join Ian Groves of Start Tech for a look at what the guide contains and how it can be valuable to your business.</p> <p><i>Room: Horton Suite</i> <i>Speaker: Ian Groves, Start Tech</i></p>
14:45 – 15:15	<p><b>Have You Got News for Them?</b></p> <p>Award-winning media man Carl Jones, who has worked across TV, radio, newspapers and magazines, talks about how to get yourself noticed in the media.</p> <p>What sort of stories are editors looking for? How do you pitch your story to a journalist? and what are the rights and wrongs of producing a news release?</p> <p>As the organiser and judge at a host of business awards competitions over more than 20 years, Carl will also be giving top tips on how to write the perfect award nomination to give you the best possible chance of being shortlisted.</p> <p><i>Room: Horton Suite</i> <i>Speaker : Carl Jones, Carl Jones PR</i></p>
15:15 – 15:30	<b>Networking Break</b>
15:30 – 16:15	<p><b>Mastering the Art of Overcoming Self-Sabotage to Unlock Your Full Potential</b></p> <p>Unlock the secrets to mastering self-sabotage and unleash your untapped potential in this engaging and insightful talk. Join Teresa as she guide you through the nuances of identifying, understanding, and conquering the self-destructive patterns that may be holding you back. Drawing on personal experiences, psychological insights, and practical strategies, this session will empower you to break free from limiting beliefs and embrace a mindset geared for success.</p> <ul style="list-style-type: none"> <li>• Understanding the Root Causes: Delve into the underlying reasons and psychological factors that contribute to self-sabotage. Uncovering these roots is crucial for effective self-awareness and change</li> <li>• Implementable Mindset Shifts: Learn practical mindset shifts and cognitive reframing techniques to counter self-sabotaging thoughts. Transform negative thinking patterns into positive drivers for personal and professional success</li> </ul>

	<ul style="list-style-type: none"> <li>Building Lasting Resilience: Acquire strategies for building resilience that lasts. Discover how to bounce back from setbacks, setbacks, and challenges with a renewed sense of purpose and determination.</li> </ul> <p><i>Room: Horton Suite</i> <i>Speaker: Teresa Heath-Wareing, Teresa Heath-Wareing Limited</i></p>	
16:20 – 16:50	<p><b>Minimising Churn with Onboarding and Customer Success Programs</b></p> <p>In this session, learn about churn and what it's costing you, learn how to craft an impactful onboarding strategy, and build customer success programs that can make a difference.</p> <p><i>Room: Diamond Suite</i> <i>Speaker: Scott Quilter, Techosaurus</i></p>	<p><b>CompTIA ISAO Dashboard Deep Dive</b></p> <p>Content TBC</p> <p><i>Room: Drummond Suite</i> <i>Speaker: Patrick Burgess, Nutbourne Ltd</i></p>
16:50 – 17:10	<p><b>Key Insights Wrap up</b></p> <p>A summary of key insights from the day's sessions <i>Note: This session will be duplicated over 2 rooms (one led by Dan and one led by Hollie) to allow the hotel time to turn the main room around for our awards.</i></p> <p><i>Room: Diamond Suite</i> <i>Speaker: Dan Scott, ConnectWise</i></p>	<p><b>Key Insights Wrap up</b></p> <p>A summary of key insights from the day's sessions <i>Note: This session will be duplicated over 2 rooms (one led by Dan and one led by Hollie) to allow the hotel time to turn the main room around for our awards.</i></p> <p><i>Room: Drummond Suite</i> <i>Speaker: Hollie Whittles, Purple Frog Systems</i></p>
17:10 – 18:00	<b>Time to get ready for the awards</b>	
18:00 – 19:00	<b>Networking Drinks and Canapes</b>	
19:00 – 22:30	<b>Spotlight Awards Dinner</b>	