



## NEWS & UPCOMING EVENTS

April 2023

### Registration will open soon for the 25th Annual Business Best Practices & Emerging Technologies Conference

**SAVE THE DATE!**

**OCTOBER 3, 2023**

**25<sup>TH</sup> ANNUAL UWEBC**

business best practices  
& emerging technologies

**CONFERENCE**

25 YEARS  
1998 - 2023

Celebrate 25 years with the UWEBC at our 25th Annual Business Best Practices & Emerging Technologies Conference on **October 3, 2023**, held in the beautiful Monona Terrace, with an option to attend virtually. Featuring FIVE tracks this year -- Customer Service, Information Technology, Marketing, Supply Chain, and Human Resources -- as well as a variety of strategic briefings, world-class keynotes, and a distinguished executive panel, it's an event you won't want to miss! Registration will be opening very soon, so make sure to watch your email for that announcement! [Save the date.](#)

### Join us at the 2023 Wisconsin Digital Symposium!

**REGISTER NOW**

**MAY 25, 2023**

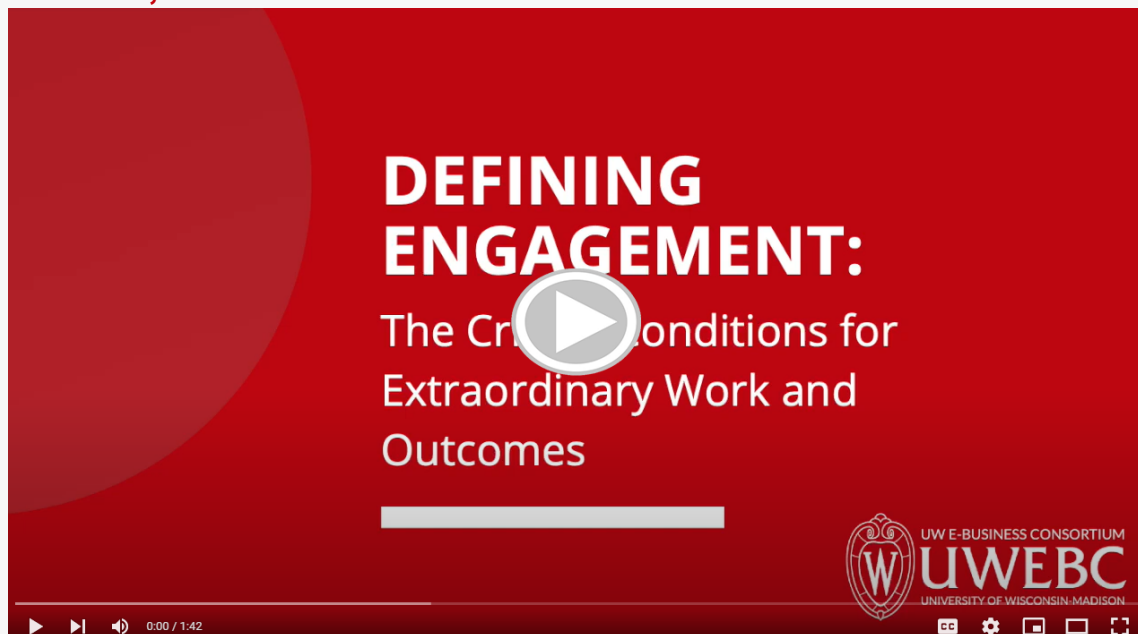
**WISCONSIN**

**DIGITAL SYMPOSIUM**

Registration is now open for the second annual Wisconsin Digital Symposium, hosted by the UW E-Business Consortium, which will be held virtually on **May 25, 2023**. This special half-day program is open to members and non-members to explore new and proven approaches to address practical and urgent challenges of digital transformation and the volatile business environment. This event is packed with great ideas that will help you and your organization transcend perceived limits and realize the full potential of digital transformation. **It's a world-class program that is free to attend.** Plus, all sessions will be recorded and available on demand for 45 days after the event. We encourage you to register even if you can't make it live!

[Learn more and register](#)

## Hybrid Work is Here to Stay: Focus on Future of Work, Culture, and Inclusion



One of the most significant changes to the work environment over the last few years has been the rise of hybrid work, a combination of remote work and in-person work. Many businesses have embraced this hybrid model that will likely remain in our post-pandemic world. Our Human Resources Executives Group meeting on March 10th was a hands-on learning experience where we heard from field experts on how to make a difference in the future of work. We explored experts' predictions on hybrid work and the legacy of the COVID-19 pandemic on work culture.

[Read the full story](#)

## Manufacturing Matters! 2023



# RISING TO THE CHALLENGE

Join hundreds of manufacturing industry leaders for a day of learning and networking at this year's WMEP Manufacturing Matters! conference on **April 27, 2023**. This year's conference highlights best practices of manufacturers who have risen to the challenge and will also feature expert insights into what organizations can do going forward to overcome ongoing and future challenges. *WMEP is a proud partner of UWEBC.*

[Learn more and register](#)

## UWEBC Boot Camps Announced for May and June

### Process Mining & Intelligent Automation on May 22-24, 2023

Looking for a way to advance your career and enhance your skills in data mining and intelligent automation? Look no further! Our upcoming class on Processing Mining and Intelligent Automation is the perfect opportunity for you to do just that. Learn about the latest techniques in processing mining and intelligent automation and gain valuable skills that will help you excel in your career. Our experienced instructors will guide you through the process of identifying high-value use cases, creating effective data models, and developing automated workflows that will help you achieve your goals.



[Learn more and register](#)

# Strategy Activation Boot Camp

June 12-14, 2023



[Learn more and register](#)

## Strategy Activation Boot Camp on June 12-14, 2023

Strategy Activation is the art and science of persuading people to align around, engage with, and adopt new ways of working in order to achieve a shared vision. In this Boot Camp, you will move from feeling frustrated that you can't get people on board with change to effectively applying a powerful process that moves people from alignment to adoption and developing a strategy activation plan tailored to your organization. The course will provide you with the tools, skills – and *confidence* – to see your team through the successful execution of your current and future change initiatives.

## Join us at the Data & Security Summit on May 9



We invite you to attend the upcoming ComSpark Data & Security Summit on **May 9**, a CDO Magazine event that will highlight technology executives and organizations from the Midwest region. The event's vision is to champion the midwestern portion of the United States as a world leader in technology. With over 50 panelists, 16 breakout sessions, and 2 Keynote speakers including UWEBC's very own Doug Barton, this event promises to be informative and engaging. The tracks covered will include Building a Data-Driven Enterprise, Leveraging Data to Drive Business Value & Outcomes, The Journey Towards Zero Trust, Best Practices with Cybersecurity in the Cloud, and more! You'll have the opportunity to engage with speakers during panels, visit vendor booths, and network with other leaders. Register now to secure your spot and be a part of this unique opportunity to learn from and connect with fellow professionals and experts in the field.

[Learn more and register](#)

## **UWECB Member Discount on Continuing Studies Courses**

Did you know UWECB members can enjoy a 20% discount on select non-credit professional development programs and courses below from the UW-Madison Division of Continuing Studies? Take advantage of this discount on courses such as A Coach Approach to Work Performance Feedback, Intercultural Communication: Foundation for Cultural Competency, and Trauma-Informed Leadership: A Guide for All Managers. See the full list and get additional details using the button below.

[Learn more!](#)



## **UPCOMING EVENTS**

*Note: Attending Peer Group or SIG meetings requires UWEBC [membership](#).  
All are virtual unless otherwise specified.*

### **April 6: CONTACT CENTER QUALITY MONITORING SPECIAL INTEREST GROUP MEETING**

Connect with fellow practitioners on what is happening in the contact center Quality Monitoring space.

[More information and register »](#)

### **April 14: THE FUTURE OF CONTACT CENTERS SPECIAL INTEREST GROUP MEETING**

**Agent Assist: Hype or Necessity.** Participate in a discussion-driven breakdown of one of the contact centers' most hyped new tools, to determine if this is something that could benefit your contact center and what steps you can take to get closer to that future you imagine.

[More information and register »](#)

### **April 18: SUPPLY CHAIN PEER GROUP HYBRID MEETING**

>> [In-Person and Virtual Options available!](#) <<

**Supply Chain Manager to Leader: Upskilling, Re-skilling and Retention.**

Discuss priorities and approaches to upskilling and retaining supply chain talent.

[More information and register »](#)

### **April 27: INFORMATION TECHNOLOGY PEER GROUP HYBRID MEETING**

>> [In-Person and Virtual Options available!](#) <<

**Understanding the New AI and Data Science Landscape.** Learn about the latest AI & Data Science trends at our event. Network with industry experts & discover new opportunities in this rapidly evolving field.

[More information and register »](#)

### **May 4: CONTACT CENTER WORKFORCE MANAGEMENT SPECIAL INTEREST GROUP MEETING**

Connect with fellow practitioners on what is happening in the contact center workforce management space.

[More information and register »](#)

### **May 12: HUMAN RESOURCES EXECUTIVES GROUP MEETING**

Executive Roundtable on Current and Emerging HR Issues.

[More information and register »](#)

**May 17: PROCUREMENT PEER GROUP VIRTUAL MEETING** **Supplier Health and Contingency Planning.** Discuss approaches to contingency planning with suppliers, and other topics related to supplier health.

[More information and register »](#)

### **May 18: CUSTOMER SERVICE PEER GROUP HYBRID MEETING**

>> [In-Person and Virtual Options available!](#) <<

**Automating Customer Service Processes.** Grow with your industry peers in this exciting forthcoming event!

[More information and register »](#)

## May 22-24: PROCESS MINING & INTELLIGENT AUTOMATION BOOT CAMP

Automation has proven to be an effective means of mitigating the adverse effects of inflation, economic downturns, and talent shortages by freeing up capacity, reducing expenses, reallocating resources towards more meaningful work, and delivering customers a more uniform experience.



[More information and register »](#)

## May 25: WISCONSIN DIGITAL SYMPOSIUM

>> [Free and open to members and non-members](#) <<

Digital Transformation and Innovation are the biggest threats and opportunities of our age. And learning with and from pioneers and peers is a game-changer. It helps us transcend the limits that we think we have to realize our potential.

[More information and register »](#)



## October 3: 25TH ANNUAL BUSINESS BEST PRACTICES & EMERGING TECHNOLOGIES CONFERENCE

Celebrate 25 years with us at this year's annual conference, held in person at the Monona Terrace in Madison, or tune in virtually. [Hold the date on your calendar!](#)

[View the full meeting calendar.](#) This calendar is updated in real-time. Keep an eye out for topics that interest you so you can mark them on your calendar!

## Join a LinkedIn Group and stay connected

[UWECB Customer Service](#)  
[UWECB Information Technology](#)  
[UWECB Marketing](#)  
[UWECB Supply Chain](#)  
[UWECB Human Resources Executives](#)



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