



UWEBC Bi-Annual Event Digest

In case you missed it, here are meeting assets from all the UWEBC events that have happened in 2023.

This year, we have covered many interesting topics, such as generative AI's impact across several business areas, how to address the tech talent shortage, success in sales and operations planning, and much more.

As a reminder, members have access to **ALL** past meeting recordings and materials, not just the ones you register for or attend. We encourage you to check out the different topics that interest you! Click on an event below to learn more.

Customer Service Events

[Contact Center Workforce Management Special Interest Group Meeting - November Session](#)

November 09, 2023

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

[Strategies to Reduce Customer Effort and Increase First Contact Resolution](#)

November 08, 2023

Join our peer learning group to explore the value of removing anticipated barriers to your customer's journey so you can address their concern the first time they contact you, if not before it's a concern at all!

[Large Language Models: ChatGPT in Customer Care](#)

October 26, 2023

Participate in a discussion-driven breakdown of one of the most hyped new technologies 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.

[Contact Center Quality Monitoring Special Interest Group Meeting - October Session](#)

October 19, 2023

Connect with fellow practitioners on what is happening in the contact center's quality monitoring space.

[Approaches to Developing Leadership Skills in Frontline Supervisors and Managers](#)

August 10, 2023

Join our peer learning group to explore the power of developing leadership skills in frontline supervisors and managers for enhanced team performance and organizational success!

[Contact Center Workforce Management Special Interest Group Meeting - July Session](#)

July 20, 2023

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

management space.

Sentiment Analysis: Catching Feelings

July 13, 2023

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.

Contact Center Quality Monitoring Special Interest Group Meeting - June Session

June 30, 2023

Connect with fellow practitioners on what is happening in the contact center's quality monitoring space.

Automating Customer Service Processes

May 18, 2023

Join this conversation on how we set up our teams to deliver their most valuable talents by automating necessary tasks that keep them from the customers who need them.

Contact Center Workforce Management Special Interest Group - May Session

May 04, 2023

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

Agent Assist: Hype or Necessity

April 14, 2023

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.

Contact Center Quality Monitoring Special Interest Group Meeting - April Session

April 06, 2023

Connect with fellow practitioners on what is happening in the contact center's quality monitoring space.

Strategies for Managing Change in Customer Care Organizations

February 23, 2023

Join us virtually to build additional strength around this urgent yet perennial topic.

Contact Center Workforce Management Special Interest Group Meeting - February Session

February 02, 2023

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

Omnichannel: What Will It Take to Turn This Goal Into a Reality?

January 19, 2023

Connect with fellow contact center practitioners on the reality, goals, and value of creating an Omnichannel Contact Center to learn from each other how we could finally make it possible.

Contact Center Quality Monitoring Special Interest Group Virtual Meeting - January Session

January 13, 2023

Connect with fellow practitioners on what is happening in the contact center's quality monitoring space.

Human Resources Events

[Executive Roundtable on Current and Emerging HR Issues](#)

November 10, 2023

Share and discuss pressing issues and hot topics with fellow HR leaders and take away actionable ideas.

[Executive Roundtable on Current and Emerging HR Issues](#)

September 15, 2023

Share and discuss pressing issues and hot topics with fellow HR leaders and take away actionable ideas.

[ChatGPT and HR: A Primer for HR Executives](#)

June 16, 2023

Learn how we might unlock the potential and avoid the pitfalls of ChatGPT

[Executive Roundtable on Current and Emerging HR Issues](#)

May 12, 2023

Share and discuss pressing issues and hot topics with fellow HR leaders and take away actionable ideas.

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

March 10, 2023

Learn how we might integrate the future of hybrid work with the needs of workplace culture, inclusion, and employee flexibility.

[Executive Roundtable on Current and Emerging HR Issues](#)

February 03, 2023

Share and discuss pressing issues and hot topics with fellow HR leaders and take away actionable ideas.

Information Technology Events

[Tech Horizons 2024: Actionable Trends for Tomorrow, Today!](#)

December 07, 2023

Dive into the most actionable tech trends for 2024 with UWEBC. Experience firsthand the fusion of innovation and community insights. Don't miss out!

[Cloud Economics Mastery: Leveraging Cloud's Speed, Flexibility, and Scale for Business Growth](#)

September 14, 2023

Unleash the transformative power of cloud computing for business growth at the 'Cloud Economics Mastery' event. This inclusive and engaging virtual gathering equips business leaders, IT professionals, and decision-makers with the tools and insights to optimize costs, foster innovation, and capitalize on cloud's speed, flexibility, and scalability across various business areas.

[Securing Generative AI](#)

September 07, 2023

Join our session that revolves around securing generative AI. Experts will guide you through risk assessment, effective defense strategies, and industry best practices to enhance the robustness and data privacy of these models.

[Best Practices for Leadership in an Agile Organization](#)

August 29, 2023

August 29, 2023

The pace of change in today's business environment is faster than ever before, and leaders must be agile to stay ahead of the curve. This session will provide an overview of best practices for leadership in an agile organization, focusing on the key challenges faced by leaders such as developing a culture of continuous improvement, fostering collaboration, and managing distributed teams.

Leveraging Sustainability in Tech to Drive Efficiency and Cost Savings

July 18, 2023

This event will explore how leveraging sustainability in technology can help drive efficiency and cost savings. Topics discussed will include various strategies and best practices to increase sustainability in technology, as well as the potential economic benefits.

Road Trip to Summerfest Tech

June 27, 2023

Summerfest Tech is the ultimate tech lover's road trip, and the UWEBC is excited to invite all members to join us for an adventure in Milwaukee from June 27th to 29th, 2023.

Understanding the New AI and Data Science Landscape

April 27, 2023

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

Strategies to Combat the Tech Talent Shortage

March 16, 2023

Learn how to successfully combat the tech talent shortage by developing effective strategies for recruiting and retaining tech talent. Get up-to-date information on the current market conditions and best practices to fill skills gaps.

Leveraging Data Governance and Ethics to Promote Responsible Data Use

February 28, 2023

Join us as we launch our new predictive analytics special interest group by taking a deep dive on the topic of data governance and ethics.

Optimizing Value Stream Management for Agile

February 15, 2023

Learn how to harness the power of value stream management to enhance innovation, optimally balance resources, and fuel dramatic improvements in delivery.

Building an Effective Enterprise Technology Roadmap

January 31, 2023

Learn how to build an enterprise technology roadmap that effectively links business objectives back to strategic technology initiatives.

Marketing Events

Addressing Misaligned Stakeholder Expectations

December 13, 2023

Dive into the complexities of stakeholder expectations within product management.

The Rise of Video Storytelling: How to Captivate Your Audience and Build Your Brand

June 08, 2023

Use creative videos to win attention and build your brand

Navigating the Internet of Things: How Product Managers Can Overcome the Challenges of Connected Products

April 04, 2023

Learn insights and strategies that deliver results.

[ChatGPT Workshop – A Hands-On Exploration for Marketers to Harness the Power of Generative AI](#)

February 09, 2023

Learn how you can start adopting revolutionary technology before your competitors do

Supply Chain Events

[AI in Supply Chain](#)

December 12, 2023

Join us to separate the hype from the reality of AI in the Supply Chain, complete with a case study from member company Plexus!

[S&OP: What Does Success Look Like?](#)

November 21, 2023

Discuss key metrics and behaviors of a successful S&OP process.

[Transportation Industry Update: Capacity, Pricing, and Discussing the Future](#)

September 13, 2023

Join us in Green Bay and learn from member company Schneider, where industry analysts anticipate the transportation industry is headed this fall and into 2024, and share insights and trends with other UWEBC members. *(slides only; no video available)*

[Selling the C-Suite: Evolving Sourcing's Role from Cost Cutter to Revenue Driver](#)

August 16, 2023

Discuss how sourcing organizations can create - and communicate - strategic value for their companies.

[Canada Changes and Other Timely Topics](#)

July 27, 2023

Connect with other UWEBC members on how companies prepare for proposed changes and upcoming changes to trade with Canada.

[Sales & Operations Planning - Kickoff Meeting](#)

June 06, 2023

Shape the future of this Special Interest Group by sharing key topics you'd like to focus on with fellow Sales & Operations Planning practitioners.

[Supplier Health and Contingency Planning](#)

May 17, 2023

Discuss approaches to contingency planning with suppliers and other topics related to supplier health.

[Supply Chain Manager to Leader: Upskilling, Re-Skilling and Retention](#)

April 18, 2023

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

[Lora Cecere on the Supply Chain Response and Metrics that Matter](#)

March 09, 2023

Lora Cecere from Supply Chain Insights will share the results of her recent Supply Chain Response study and her research on the supply chain metrics that matter most.

[Trade Compliance Initiatives and Challenges](#)

Trade Compliance Initiatives and Challenges

February 14, 2023

Discuss trade compliance initiatives and challenges with fellow members and the broader trade community.

Supply Chain Transformation: Planning, Executing and Managing Change

January 25, 2023

Discuss supply chain transformation successes and challenges with peers.

