

October 2024

And that's a wrap on another successful UWEBC Annual Conference

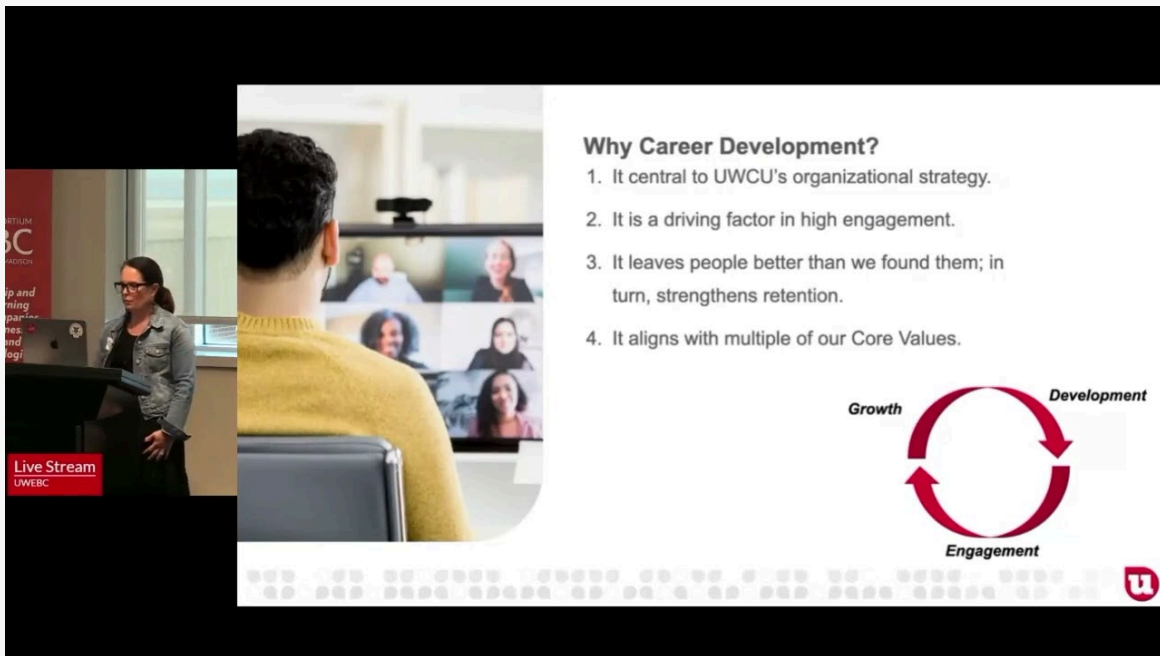


Thank you to all those who came out to join us at this year's Annual Conference on October 1, 2024! The day ignited enlightening discussions of innovation for the future of business and technology, fostering connections and new conversations. The conference included five distinct tracks, ten insightful strategic briefings, remarkable keynote speakers, and endless opportunities to connect with like-minded professionals. This specialized learning experience was thoughtfully curated for all individuals and organizations in attendance, ensuring that everyone walked away with actionable insights.

Our Annual Conference speakers provided valuable knowledge that illuminated current trends and challenged attendees to think critically about their industries' future. Each speaker brought a unique perspective, drawing on their extensive experience and expertise to deliver compelling insights that resonated deeply with the audience. It was amazing to witness the passion and enthusiasm in the room!

Anyone who registered for the conference has access to view recorded sessions throughout the end of the year. If you missed out on registering and are interested in purchasing a pass to view some or all of the sessions, [contact us](#).

The Impact of Career Management and Internal Mobility on Development and Organizational Competence



Why Career Development?

1. It central to UWCU's organizational strategy.
2. It is a driving factor in high engagement.
3. It leaves people better than we found them; in turn, strengthens retention.
4. It aligns with multiple of our Core Values.

Growth Development
Engagement

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Click on the image above to play the video.

Career management is a journey we all revisit throughout our lives, driven by the desire for growth and new opportunities. This theme was central to our recent event on September 4, 2024, where UWEBEBC Practice Directors Matthew Cone and Tom Hershberger shared a valuable insight: **people don't leave companies due to a lack of ambition but because they can't see a clear path forward within the organization.** This highlights the critical role of internal mobility in keeping employees engaged and preventing stagnation in the workplace.

Featuring speakers from **Milwaukee Tool**, **UW Credit Union**, and the **Wisconsin School of Business Center for Professional & Executive Development**, this event was packed full of insight and actionable takeaways.

[Read the full story](#)

Last chance to register for the Experience Management Boot Camp!



Click on the image above to play the video.

Time is running out to secure your spot for our upcoming **Experience Management Boot Camp**, happening virtually from **October 21-23, 2024!** Learn how to systematically improve the experiences you deliver and drive tangible value for your business. This immersive experience will provide core XM principles and real-world strategies to make smarter, faster decisions and create the outcomes that matter most.

Through three synchronous virtual sessions led by experts from Qualtrics XM Institute, followed by interactive learning sessions facilitated by UWEBC Customer Service Practice Director Matthew Cone, you'll gain practical insights on applying XM methods and tools to achieve strategic business outcomes. Whether you're aiming to enhance customer experiences, improve employee satisfaction, or foster better partnerships, this Boot Camp will equip you with the knowledge and skills to make an immediate impact.

Don't miss this opportunity to invest in the future of your organization—registration ends soon, and spaces are filling fast! Sign up today to take the next step in advancing your organization's experience management capabilities.

[Learn more and register!](#)

Welcome new member Stoughton Trailers!



We couldn't be happier to welcome **Stoughton Trailers** as our newest UWEBC member.

Stoughton Trailers is the fifth-largest trailer manufacturer in North America and one of the largest employers in South Central Wisconsin. The company's growth is powered by its commitment to technology, innovation, and the recruitment of talented and hard-working employees. Did you know that more than 200,000 Stoughton trailers travel the highways of the United States and Canada every day?

Let's all give a warm welcome to Stoughton Trailers!

Partner Offering Spotlight

UW–Madison has a wide breadth of professional development courses offered each year, diving into a variety of topics. Here are two upcoming events in particular that we thought may interest you.

Reducing Lead Times for High-Mix and Custom Product Supply Chains

October 30, 2024, in person in Madison, WI

In partnership with UWEBC Supply Chain Practice Director Jenny Patzlaff, this course offered by Interdisciplinary Professional Programs will present how to use manufacturing critical-path time to evaluate supply chain performance and utilize the principles of quick response manufacturing to reduce long lead times in your supply chain. The course will include presentation, group discussions, and hands-on exercises. [Learn more](#).

Organizational Agility in Industry 4.0

March 18-20, 2025, in person in Madison, WI, or live online

This course is structured to support small teams and individual leaders to build their capacity and planning for Industry 4.0. There will be ample time for application of concepts, case study analysis, planning, and feedback from both instructor and participants. [Learn more](#).

Upcoming UWEBC Events

Note: Attending the events listed below requires UWEBC membership. All are virtual unless otherwise specified.

October 17: Contact Center Quality Monitoring Special Interest Group

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

[More information and register »](#)

October 21-23: Experience Management Boot Camp

This Boot Camp teaches the fundamental competencies required to build and mature your XM, CX, and EX programs. In doing so, it will provide an unparalleled opportunity to look at your business through a new lens, giving you the language and tools to raise the bar on experiences with your brand.

[More information and register »](#)

October 24: S&OP Timely Topics

Sales and Operations Planning Special Interest Group

Roundtable discussion on timely topics and burning questions related to Sales & Operations Planning.

[More information and register »](#)

October 29: Lead Generation and Sales - Pilot Event!

Join us for a dynamic and interactive pilot event focused on B2B Lead Generation and Sales – a critical function that bridges the gap between marketing and sales teams. This session is designed to explore and refine collaborative strategies that align these key areas to enhance lead quality and conversion rates.

[More information and register »](#)

November 1: Designing a Human-Centric Employee Value Proposition

Human Resources Executives Group

Enhance employee engagement, satisfaction, and retention through innovative strategies.

[More information and register »](#)

November 7: AI in Employee Training: Learning to be Better Humans from Technology

Future of Contact Centers Special Interest Group

Unlock the future of employee training with AI—join us to explore cutting-edge innovations that will transform your contact center into a powerhouse of customer service excellence!

[More information and register »](#)

November 12: Nearshoring, Re-shoring, and Friend-shoring Strategies

Procurement Peer Group

Discuss successes and challenges with nearshoring and re-shoring sourcing strategies with fellow UWEBC members.

[More information and register »](#)

November 14: Contact Center Workforce Management Special Interest Group

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

[More information and register »](#)

November 19: Agile Synergy: Integrating People, Processes, and Technology for Organizational Resilience (Hybrid Event)

Agile Methodology Interest Group

Join us to collaboratively explore practical strategies for integrating people, processes, and technology to enhance agility and resilience in our organizations.

[More information and register »](#)



November 21: Connected and Intelligent Products

Product Management Special Interest Group

In partnership with UW's Erdman Center for Technology Strategy and Product Management, we will explore how advanced technologies are transforming product ecosystems and creating new opportunities for innovation. This session will provide product management leaders and practitioners the opportunity to dive into the world of connected and intelligent products.

[More information and register »](#)

[View the full event 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! Note: Adding something to your calendar does not register you for the event; you will still need to register as well.

Join a LinkedIn Group and stay connected

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