



Municipal Broadband Conference

Holiday Inn & Suites Des Moines-Northwest

March 13 & 14, 2019

4800 Merle Hay Rd., Des Moines, IA

The 8th Annual Municipal Broadband Conference is filled with educational workshop sessions and networking opportunities.

NEW FOR 2019—The Customer Service Boot Camp!

Pivot Group will conduct a day-long Customer Service Boot Camp for all customer contact personnel on March 13th. See details on the reverse side of this flyer!

Tentative Schedule

Wednesday, March 13, 2019

7:30am-9:00am	Check-In & Continental Breakfast
9:00am-9:50am	Concurrent Session #1
9:00am-5:00pm	Customer Service Boot Camp
9:50am-10:00am	Break
10:00am-10:50am	Concurrent Session #2
10:50am-11:00am	Break
11:00am-11:50pm	Concurrent Session #3
11:50am-12:50pm	Lunch
12:50pm-3:00pm	Vendor Show
3:00pm-3:50pm	Concurrent Session #4
3:50pm-4:10pm	Break
4:10pm-5:00pm	Concurrent Session #5
5:00pm-7:00pm	Vendor Reception (appetizers)
7:00pm-???	Vendor Hospitality Room

Thursday, March 14, 2019

7:00am-8:30am	Breakfast hosted by Consortia
8:30am-9:20am	General Session #1
9:20am-9:30am	Break
9:30am-10:20am	Concurrent Session #6
10:20am-10:30am	Break
10:30am-11:20am	General Session #2
11:20am-1:00pm	Lunch & Awards
1:00pm-1:50pm	General Session #3
1:50pm-2:20pm	Closing Session & Door Prizes
2:20pm-3:00pm	IAMU Broadband Committee

Details on workshop sessions and topics will be announced soon!

Conference Registration

IAMU Member Registration:

First-\$130.00 Additional-\$100.00
(IAMU Utility, Associate, and Affiliate)

Non-IAMU Members:

First-\$180.00 Additional-\$150.00

Register On the Events page at www.iamu.org



\$50.00 per person

In addition to conference registration

2019 Conference Presenting Sponsor



Customer Service



The purpose of the Customer Service Bootcamp will be to motivate and encourage attendees to learn and grasp techniques to improve the overall customer experience which will also stimulate revenue growth in all product lines.

Training | Program Overview

The one-day onsite training will be held from 9 a.m. - 5 p.m. on Wednesday, March 13, 2019 in conjunction with the 2019 IAMU Broadband Conference. The training will be led by the Pivot Group, a customer service training organization that has worked with dozens of telecommunications providers, including several in Iowa.

Pivot's training recipe includes lots of motivation, occasional "kicks in the pants," and sprinkles of reality. The Bootcamp is designed to offer less theory and more practical application.

The Bootcamp will include the following topics:

- Product training
- Understanding the broadband customer experience
- Retention techniques
- Transitioning from customer service to customer experience
- Broadband trends and the digital lifestyle
- Recognizing missed opportunities
- Customer education
- Consultative sales techniques & process improvement
- Sales habit formation
- Management and supervisor training

Room rates for Broadband Conference & Customer Service Boot Camp

- \$65.00 King standard or double queen
- To reserve your room, call 515-278-4755 and **ask for the IAMU room block**. Hurry, availability is limited!

Managers & Supervisors

At the conclusion of the training (5:00pm), managers and supervisors who had team members participate in the Bootcamp are encouraged to join Pivot Group in the Bennigan's Room for a question and answer session to learn more about what employees learned and to find out what additional follow-up assistance Pivot can provide.