

Tuesday 19th September

START TIME		Open Theatre	Open Theatre	TBTC World Café
Day 1		How to... - an industry expert will give the inside track on a key issue or topic, culminating in 10 top tips for delegates. Each session will be silent (delegates being given headsets), and will generate a summary guide to be distributed to attending delegates post-event	Getting to grips with... - two speakers will provide contrasting perspectives on a particularly challenging topic. Each session will be silent (delegates being given headsets), and will generate a summary guide which will be distributed to attending delegates post-event	Workshops - These 60 minute sessions are all aimed at travel buyers and will take place in the TBTC world café. This area will comprise 13 tables of 6 delegates each.
08:30:00	09:00:00	registration and networking		
09:00:00	09:30:00			
09:45:00	10:00:00	welcome from open theatre		Brief intro - explanation of silent conference and testing with audience
10:00:00	10:30:00	Keynote - Lloyd Figgins - travel survival and international risk expert		45 minutes speaking with Q & A
10:30:00	11:00:00			
11:00:00	11:30:00	networking and appointments		
11:30:00	12:00:00			
12:00:00	12:30:00	How to...use data to drive more savings	Workshop - this time it's personal	Personalisation is the digital mega trend, but are OTA and online retailing tactics applicable to business travel? How can travel managers make their programmes more personal, and is it worth it?
12:30:00	13:00:00	Getting to grips with..air fares and contracting		
13:00:00	13:30:00	Lunch in exhibition zone		
13:30:00	14:00:00			
14:00:00	14.30:00	How to..get ahead in business travel	Travel Gurus 1	2 gurus are allocated 3 different topics each to discuss with buyers who move from table to table every 10 minutes. The travel gurus will lead the table-top discussions and summarise at the end of each mini-session. This is an opportunity to hear leading buyers' views on key issues and topics.
14:30:00	15:00:00	Getting to grips with...Duty of Care		
15:00:00	15:30:00	networking and appointments		
15:30:00	16:00:00			
16:00:00	16:30:00	How to..get your rail spend under control	Workshop -the day after tomorrow	Your travel programme is maturing; what should you be looking at next? In this session buyers will share their experiences in identifying areas in which travel managers can make a real impact
16:30:00	17:00:00	Getting to grips with...traveller wellbeing and satisfaction		
17:00	19:00	TBTC drinks and canapé reception across exhibition zone		

Wednesday 20th September

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Day 2		How to... - an industry expert will give the inside track on a key issue or topic, culminating in 10 top tips for delegates. Each session will be silent (delegates being given headsets), and will generate a summary guide to be distributed to attending delegates post-event	Getting to grips with... - two speakers will provide contrasting perspectives on a particularly challenging topic. Each session will be silent (delegates being given headsets), and will generate a summary guide which will be distributed to attending delegates post-event	Workshops - These 60 minute sessions are all aimed at travel buyers and will take place in the TBTC world café. This area will comprise 13 tables of 6 delegates each.
09:00:00	09:30:00	Registration and networking		
09:30:00	10:00:00			
10:00:00	10:30:00	How to...get the best accommodation rates	Workshop - Show me the money	Personalisation is the digital mega trend, but are OTA and online retailing tactics applicable to business travel? How can travel managers make their programmes more personal, and is it worth it?
10:30:00	11:00:00	Getting to grips with...travel technology		
11:00:00	11:30:00	networking and appointments		
11:30:00	12:00:00	networking and appointments		
12:00:00	12:30:00	How to...keep travellers compliant	Worksop - Universally challenged	How can travel managers be prepared for sudden changes within their companies? We take three scenarios; a major acquisition/merger, supplier consolidation & crisis event and ask each group how they'd deal with each one by providing an action plan.
12:30:00	13:00:00	Getting to grips with...global travel programmes		
13:00:00	13:30:00	Lunch in exhibition zone		
13:30:00	14:00:00	Lunch in exhibition zone		
14:00:00	14:30:00	How to...WILDCARD SESSION	Travel gurus 2	12 gurus are allocated 3 different topics each to discuss with buyers who move from table to table every 10 minutes. The travel gurus will lead the table-top discussions and summarise at the end of each mini-session. This is an opportunity to hear leading buyers' views on key issues and topics.
14:30:00	15:00:00	Getting to grips with...benchmarking		
15:00:00	15:30:00	final networking		
15:30:00	16:30:00	Closing Keynote Megan Hine -author of 'Mind of a Survivor'		45 minutes with Q & A