

## Jamie Champagne, Keynote Speaker

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## Bio:

[Jamie](#) is beyond her "passionate BA" title and truly embodies business analysis and adding value to those around her every day. An accomplished [speaker, author, and trainer](#), she enjoys sharing with others ways to improve their analysis skillsets, unique ways to look at the world, and how to be more productive with measurable results. You can find her speaking around the world, both in-person and online, on topics on business analysis, process improvement, project and change management, and productivity and leadership. She is an accomplished author with her book [Seven Steps to Mastering Business Analysis, 2nd edition](#), and published courses on [LinkedIn](#) and [Pluralsight](#). When she's not collaborating with her business partners, you can find her collaborating with her friends and family on the Hawaiian waters on a surfboard.

## Keynote Presentations:

### **AI Won't Replace You. But Here's What Will.**

You don't need to become an AI expert. You need to become the person your organization can't do AI without. That's a very different goal — and it's completely achievable, starting today. In this dynamic 90-minute keynote, Jamie Champagne cuts through the noise, the fear, and the hype surrounding AI and delivers something most sessions don't: clarity on exactly where you fit, exactly what you should do first, and exactly how to talk about AI with your leadership, your team, and your stakeholders with confidence. Through live AI demonstrations, the STAKE framework, and a hands-on AI Work Audit you'll complete alongside your peers, you won't just leave inspired — you'll leave with a completed tool in your hand and a conversation already started with the person sitting next to you. The AI era doesn't threaten business analysis professionals. It's been waiting for you. This is the session that proves it.

### **Analysis Everywhere: Paving the Way in the Age of Digital Transformation**

Get ready to unlock the future of your career! In this dynamic and engaging session, you'll discover how to harness the power of business analysis to thrive in a rapidly evolving digital world. This isn't just another talk—it's your roadmap to becoming a catalyst for change. As industries shift and technology reshapes the way we work, the demand for business analysis skills is skyrocketing. But it's not enough to just keep up; you need to lead. Regardless of the job title, your analysis work takes you, this session will show you how to evolve and succeed by focusing on the skills that matter most. You'll learn how to shift to a trusted advisor role, guiding your teams to success with confidence. And explore practical strategies to see the big picture, think holistically, and maximize value in a world where change is the only constant. By the end of this session, you'll leave not only inspired but equipped with actionable steps to elevate your role and make an immediate positive impact on this world. Don't miss out on the chance to transform your approach to business analysis and position yourself at the forefront of the digital evolution!

## **Business Analysis – Yesterday, Today and Tomorrow**

For a practice and profession of change agents, the landscape of business analysis work definitely has gone through some changes! As proponents of “enabling change” to deliver value, what do business analysis professionals need to think about not just in today’s “new normal” environments, but also for the dynamic future we’re facing? Join Jamie as she takes you through the metamorphosis of the business analysis professional and what you can look forward to tomorrow!

## **Life is Meant to Be Fun!!**

Work and fun are not separate ideas that never meet but rather are uniquely integrated by focusing on key aspects of personal, team and organizational interactions and perspectives. This keynote presentation brings a new perspective to having fun in organizations of all sizes that leaves attendees motivated, smiling and of course, having fun!

## **Productivity Hacks...and ways to clear the clutter**

Is there too much clutter preventing you from accomplishing your goals? Does the day come and go with you feeling like nothing was completed? Let’s clear the mess and work some productivity back into the routine! Let’s get out of the meeting overload and back to managing our projects! Let’s actually have time for quality analysis that provides valuable solutions! Let Jamie walk you through how simple productivity hacks can bring more time in your day for meaningful work. And of course, let’s have some fun as we shift from being busy to being productive and getting things done!

## **The AI Era Was Built for People Like You. Prove It.**

Every major technology shift in history created a new class of indispensable professionals. The ones who recognized the moment. Positioned themselves early. Led when others were still asking questions. This is that moment. And you are exactly the right person for it. Business analysis professionals — the people who ask the right questions, translate complexity, and make technology actually work for humans — are the most underestimated asset in any AI conversation. Jamie Champagne is here to change that, starting with you, starting now. In this electrifying 90-minute keynote you’ll get a practical lens for every AI conversation in your organization, live demonstrations of AI working in real business analysis scenarios, and the STOKÉ framework — your competitive advantage in an AI-driven world. Most importantly, you’ll complete a hands-on AI Work Audit alongside your peers that turns inspiration into a first step you can take this week. Come in curious. Leave dangerous. Why you can't watch the replay: What happens in this room — the peer audit, the live demonstrations, the conversations with the person next to you — doesn't exist in a recording. This is the session that starts something.

### **The Essential Skill Sets Business Analysts Need Today and Tomorrow**

Looking to keep your skills sharp no matter what changes your organization, community and environment faces? Are you needing to pivot in a matter's notice and lead the team with you? Let's not only learn, but then apply the top key skills and techniques that will help you navigate the changes our world is going through right now and focus on our leaders who need to organize and lead teams, deliver valuable solutions, and enable proactive change in their organizations. You will be introduced to the value of successful change management skills in dynamic and digital environments with an emphasis of practicing business agility. This will highlight the predictive value of your skills no matter what kind of pandemic or systemic challenges arise. All while giving you techniques on how to support the adaptability of your teams and organizations to continue to be successful.

### **The Leadership Skills the Project Managers of Tomorrow Need Today!**

In today's fast-changing world, project managers are being called to lead in new ways. Are you ready to guide your team through uncertainty, inspire collaboration, and deliver results that last?

This session explores and applies the top leadership skills and techniques every project manager needs to thrive—today and tomorrow. It dives into the practical side of leading diverse teams, navigating change, and building adaptability in a digital, dynamic environment. Participants will learn how to strengthen leadership presence, foster inclusion, and embrace agility to confidently steer projects and people through whatever comes next.

### **The Why of AI: Rewiring How BAs and PMs Think, Work, and Win**

AI is everywhere—but too often, the conversation is stuck in fear, confusion, or blind enthusiasm. This keynote flips that narrative. Jamie Champagne, known for her high-energy sessions and real-world insights, helps project managers and business analysts break free from "shiny object syndrome" and truly understand the why behind AI. You won't get buried in technical jargon or futuristic buzzwords. Instead, you'll explore the deeper shift AI is causing in how we analyze, manage, and deliver. You'll see how AI isn't a replacement for your expertise—it's an amplifier of your impact. With live examples and powerful reframes, Jamie will help you spot where AI delivers real value, how to communicate that value to others, and how to confidently lead your teams into the future of work.

## **Symposium Presentations:**

### **10 Productivity Hacks to Give You More of Your Day Back!**

We all want more time in the day – there just never seems to be enough time to get everything done! Simple time savers, “get more done” tips and creative insights to take back more of our day and actually accomplish more off our to-do list is what you’ll get in this session! Tips will highlight effective use of email, ideas to spark up your meetings, and some creative thoughts on working with people and technology! Easy, simple and most importantly, effective techniques to help you do more!

### **15 Agile Techniques in 60 minutes That Will Engage Your Teams**

Let’s go through 15 powerful agile techniques to add to your toolbox and help you to be successful in any adaptive environment!

### **Agile Analysis...the mythical unicorn and where you can find her...**

While teams are being successful to deliver greater value at faster rates to organizations, often there are still challenges in understanding what is needed compared to what is wanted. With a focus on delighting our customers, we want to ensure we don’t lose sight of those business goals. We want to ensure we’re building solutions that will last and not just the latest product feature. We want to be able to do successful analysis work without holding up the delivery team! This is where agile analysis comes into play. How to analyze not only those requirements during delivery sprints, but help owners make smart decisions about their initiatives and align them to organizational strategy. What does it look like to trace a requirement throughout an agile project lifecycle? What tools and considerations do I need to have to help the team problem-solve and work to get the valuable feedback to drive informed decision making?

### **Agile and Agility – Skills You Need TODAY for Tomorrow**

You might hear agile, you might see Agile, and then you might be told to be more agile let alone a conversation about agility...yet these are all concepts you need to know now to keep you successful in tomorrow’s dynamic and ever-changing world.

We’re talking more than just being nimble or flexible. We’re talking about you looking at daily work and flexing your mind and muscle. We’re going to show you ways to layout your work that actually welcomes changes (and expects it!). Jamie wants to help you understand these terms, even a little agile project management, but most importantly give you some tools, templates and techniques to integrate daily to make your life easier and more adaptable to change.

Come join Jamie with this fun and exciting dive into what it means to be agile. Learn how you demonstrate agility that not only gets noticed but gets things done! Leave with fresh ideas how to structure your daily work while planning for tomorrow all in our rapid-paced and dynamic environments!

### **Agile Project Management for HR Professionals: Adapt, Act, and Achieve!**

Agile project management is no longer just for tech teams—it's a game-changer for HR professionals navigating shifting priorities and high-demand environments. This workshop introduces practical agile principles and techniques designed to streamline your work, improve adaptability, and empower you to deliver results in dynamic workplace settings. Through hands-on activities, you'll experience agile practices like sprints, task prioritization, and rapid response drills tailored to HR challenges. Walk away with an agile toolkit that helps you tackle evolving demands with confidence, keeping projects and people on track while ensuring your organization thrives.

### **AI, Automation & the Future of Work: Preparing HR for the Next Decade**

The future of work isn't on the horizon; it's already unfolding. In this hands-on workshop, HR professionals will surface opportunities to harness automation, analytics, and AI to elevate, not eliminate, the human experience at work. Participants will transform their perspective by examining real-world examples of how technology can streamline operations, strengthen decision-making, and create more meaningful employee experiences. Together, we'll optimize organizational readiness, mapping where each team stands today and identifying the systems, skills, and mindsets needed for progress. Through guided activities, attendees will kindle innovation by designing ethical, people-first strategies that balance efficiency with empathy. By the end, participants will engage confidently with their organizations' digital future, equipped with a practical roadmap for integrating smart technologies that empower people, enhance performance, and redefine what it means to work well.

### **AI & HR: Smarter, Faster, More Inclusive Talent Strategies**

AI is here—and HR leaders who know how to use it strategically will shape the future of work. This session demystifies AI for HR professionals, focusing on practical, real-world applications that enhance hiring, talent retention, and decision-making. Learn how to build the business case for AI, ensure ethical and inclusive AI adoption, and implement AI tools that actually make your job easier. Walk away with an AI strategy roadmap tailored for HR game changers like you.

### **AI Essentials for Project Managers and Business Analysts: An Introductory Session**

This introductory session provides project managers and business analysts with a foundational understanding of AI, its applications, and hands-on experience with AI tools.

The session will cover the basics of AI and its use in various industries, how AI streamlines processes and enhances decision-making, articulating AI's business value and creating compelling cases and hands-on practice with interactive demos and practical exercises with AI tools.

## **An Agile Approach to Agile Analysis Techniques**

Let's get nimble, flex our brains and refocus our mindset to consider analysis work in everyday situations. We're going to define what agile analysis is, looks like, and talk about how we know we're doing it right when it feels good! Come have some fun with Jamie as she walks through defining agile analysis for you, the skills you need to have and more importantly, the mindset to success! She might even throw some information in there about certifications out there today.

## **Beyond the Screen: Designing Hybrid Collaboration That Works**

Hybrid facilitation is no longer an exception—it's the standard. As teams become increasingly dispersed and digital-first, the challenge is no longer just about connecting people across locations, but about making every voice count. The next era of facilitation calls for more than just juggling webcams and whiteboards—it requires thoughtful, inclusive design that sparks real participation and drives collective results.

In this session, we'll explore how to transform your facilitation approach into a dynamic, engaging experience—whether your participants are in the room, across the country, or catching up asynchronously.

You'll walk through practical techniques for setting up inclusive sessions that make it easy for everyone to contribute meaningfully. From rethinking how we frame questions to building shared context across digital and physical spaces, we'll explore how the best facilitators are shaping the future of collaboration.

Expect interactive demonstrations, real-world tools, and a fresh perspective on how to use technology intentionally—not just as a workaround, but as a bridge to deeper engagement. We'll showcase fun and effective platforms, hybrid-friendly collaboration structures, and facilitation techniques that balance flexibility, focus, and results. You'll leave with strategies to foster buy-in, encourage active participation, and create sessions that people want to be part of—no matter where they log in from.

This session is designed for project managers, business analysts, facilitators, and leaders looking to embrace hybrid work as an opportunity, not a compromise. If you're ready to move past the “can you hear me now?” phase of hybrid meetings and start designing for real connection, this session is for you.

## **Bridging the Gap: Hybrid Facilitation**

In a world where remote and in-person work often coexist, it's crucial to ensure that your change management practices are inclusive to all team members, regardless of their physical location. We will delve into the intricacies of modifying your approach to create a sense of inclusivity in hybrid environments. Learn how to bridge the gap between on-site and remote team members, fostering collaboration and engagement.

Successful change management in hybrid settings requires more than just a unique set of tools and techniques. Discover the key strategies and technologies that should be a part of your hybrid toolkit. From virtual collaboration platforms to communication best practices, you'll gain insights into how to optimize your workflow for hybrid success.

Theory alone is insufficient. This workshop provides you with the opportunity to experience the feelings of an effective hybrid and collaborative session firsthand. Through interactive exercises and real-world scenarios, you'll gain practical skills for facilitating productive meetings, managing remote teams, and fostering a culture of inclusivity in your projects.

Whether you are a seasoned professional looking to adapt to new work dynamics or just starting to navigate the challenges of hybrid work, this workshop will provide you with the knowledge and tools needed to excel in today's ever-evolving business landscape.

## **Bridging the Gap: Navigating Hybrid Environments**

In a world where remote and in-person work often coexist, it's crucial to ensure that your business analysis and project management practices are inclusive to all team members, regardless of their physical location. We will delve into the intricacies of modifying your approach to create a sense of inclusivity in hybrid environments. Learn how to bridge the gap between on-site and remote team members, fostering collaboration and engagement.

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Whether you are a seasoned professional looking to adapt to new work dynamics or just starting to navigate the challenges of hybrid work, this workshop will provide you with the knowledge and tools needed to excel in today's ever-evolving business landscape.

## **Bringing The Agile Mindset No Matter Where Your Projects Take You!**

Sure we all know agile! But what do you do with rigid constraints, demanding stakeholders, risk-adversity and unrelenting compliance requirements in an environment that itself is constantly changing? You bring your A game! And that's exactly it!

Bringing your agile mindset, your nimble negotiation skills, your flexible finesse to the table is a way you can BE agile in a waterfall world. This is how you actually can build some real-world wiggle room without succumbing to bad habits just to make due dates. We're going to explore how to have an agile perspective on our daily work for immediately successful outcomes from project management meeting activities to getting in control of your email inbox and calendar.

## **Build Your Project Management Toolkit: Smart Tools, Time-Savers & Everyday Efficiency**

The future of project management is here—and it's powered by AI. In this hands-on, practical session, you'll explore the best AI tools and automations to simplify your workflow, boost your productivity, and help you stay one step ahead in your role.

From managing meetings and tracking tasks, producing project deliverables and even helping deliver those products, today's AI tools can take hours off your plate—and you don't need to be super tech-savvy to use them.

Whether you're brand new to AI or looking to expand your skills, this session is your shortcut to building a customized AI-powered project management toolkit. You'll leave this session with easy-to-use AI tools for writing, planning, organizing and executing your project management work with prompt templates and more you can plug into any of your favorite AI applications. Leave with a "starter kit" of recommended free (and low-cost) AI apps tailored for project managers and those managing projects, real-world examples of how AI can take on repetitive tasks so you can focus on what matters most. Designed specifically for project management professionals, this session will give you the confidence to integrate AI into your day-to-day work—ethically, effectively, and without overwhelm.

## **Building Cybersecurity Requirements INTO Your Solutions...Not as an Afterthought!**

In today's fast-paced tech landscape, cybersecurity often becomes an afterthought, added only once solutions are already in production—a costly and time-consuming approach that can undermine the solution's integrity. This session empowers non-technical professionals to become advocates for cybersecurity by embedding essential security measures into solution design from day one.

Attendees will learn to identify critical cybersecurity components, such as data protection and access control, framed in familiar business language. They will also gain practical tools to elicit cybersecurity requirements from stakeholders confidently—no technical expertise required. Through interactive activities and real-world examples, participants will practice asking the right questions to ensure security is embedded throughout development.

This session not only provides attendees with a checklist for effective cybersecurity integration but also empowers them to champion security and advocate for best practices in their organizations. Whether you're in project planning, change management, or supporting solution development, join us to gain insights that make security a powerful and proactive part of your work. Together, let's drive change and support greater inclusion and leadership for women in cybersecurity.

### **Building It All with Canva**

Canva is THE marketing tool people are using today. From small, independent woman-owned businesses to the leaders of major corporations, if you are in business, you are using Canva! But what exactly is this "amazing" tool? And I'm NOT a marketing person, so why would I care about this latest industry buzz?

You care cause this is THE tool to make your life easier! Ever had to put out a program for an event? Come up with the menu for a meeting? How about sending postcard reminders? See – EVERYONE can benefit from seeing what this FREE and amazing tool can do to make you look like a creative genius!

From building presentations to even videos, Canva is all the rage because it actually not only does your work for you, but it is actually an easy to use and fun tool! Come see what this great tool can do for your daily work (and sanity) that makes you shine and really wow those you work with! Get some tips and tricks to shine no matter where you go in your career while seeing just how easy this great tool can be!

### **Building the Business Case for AI**

Are you distracted by the "shiny new objects" around you but unsure how they fit in to daily work while still aligning to your organization's security policy? Or have you been told "We need AI!" from different departments but lack the understand of what they actually are going to do with it? Why don't you join Jamie and step back a second and pause. Consider WHY you're having conversations about AI. What's the goal? What's the purpose?

An honest discussion that the business fears becoming irrelevant is a far better business need than simply "because everyone else is doing it...". So how do you build the business case for AI? How do you strategically align capabilities that you didn't even know you needed? Or how do you simply justify the time and resources to even know what's possible and out there now?

This session is all about exactly that – building AI business cases for our organizations that drive positive ROI. In fact, this session will give you not only the structure, but will build out not one but TWO different approaches to AI investments to help you no matter where you are at in your AI journey.

### **Building the Business Case for AI: Strategic Investments for HR Leaders**

Are you intrigued by the potential of AI but unsure how it fits into your HR strategy? This session helps HR leaders pause, step back, and rethink AI investments with a strategic mindset. Discover how to align AI capabilities with organizational goals, avoiding common pitfalls of adopting AI 'just because everyone else is.' Learn to build compelling business cases for AI that deliver tangible ROI, whether you're starting your AI journey or deepening your existing investments. Through two distinct approaches, you'll gain the tools to justify resources, prioritize initiatives, and confidently advocate for AI's value in enhancing HR operations and decision-making.

### **Building the Business Case for AI: Strategic Justification for Project Managers**

Project managers are increasingly being asked, "How are we using AI?"—often without a clear purpose or strategy. This session equips PMs with the tools to respond confidently, with a solid, ROI-focused business case. We'll move beyond the hype and explore how to align AI opportunities with organizational strategy, assess real business needs, and justify the time, cost, and resources required to explore or implement AI. Participants will walk away with two practical frameworks for developing AI business cases—one for initiating the conversation and one for scaling with confidence. No technical background required—just real-world, strategic clarity to lead with impact.

### **Building the Business Case for AI: Strategic Justification for Project and Product Leaders**

AI is rewriting the rules of project success—but only when used with strategy and purpose. This hands-on workshop gives project, program, and portfolio leaders a clear, repeatable approach to evaluate and justify AI initiatives. Participants will explore: Two proven frameworks for AI business-case development (pilot vs enterprise scale), how to link AI outcomes to ROI, organizational strategy, and ethical standards, and practical steps to assess readiness, manage risk, and earn executive buy-in. By the end, attendees can confidently speak the language of AI strategy, presenting projects that make both business and technical sense.

### **Building the Business Case for AI in HR**

AI isn't coming, it's already reshaping how we work, hire, and lead. This session helps HR professionals move beyond the buzzwords to uncover real opportunities where AI can elevate, not replace, the human side of HR. Participants will learn how to surface possibilities within their organizations by identifying where automation and intelligence can reduce friction and enhance impact. Through practical examples, we'll explore how to transform data into strategy, using clear frameworks to evaluate tools, quantify benefits, and communicate ROI to leadership. Attendees will discover ways to optimize decision-making and workflows, balancing innovation with responsibility. The session will kindle new thinking around ethical implementation, bias awareness, and the human oversight that keeps AI aligned with company values. Finally, participants will leave STOKED and ready to engage stakeholders confidently and lead their organizations toward AI adoption that's both strategic and human-centered.

## **Building the Requirements for Data**

Would you love it if data requirements were actually built INTO solutions, and not an afterthought? Or have you done the hard work to structure and organize the data so it's powerful but can't get the organization to use it? Let's talk about data requirements in terms your stakeholders actually buy into. Learn different methods for eliciting, presenting, communicating and using data requirements that drive valuable (i.e., quantifiable!) business results!

## **Business Analysis – Yesterday, Today and Tomorrow**

For a practice and profession of change agents, the landscape of business analysis work definitely has gone through some changes! As proponents of “enabling change” to deliver value, what do business analysis professionals need to think about not just in today’s “new normal” environments, but also for the dynamic future we’re facing? Come join Jamie as we talk through our dynamic worlds today. Jamie will highlight those foundational elements that continue to be key to performing business analysis work regardless of the industry or climate. But then, she’ll dive into those skills sets and capabilities you need today while highlighting the mindset and activities to prepare you to be successful tomorrow.

## **Business Analysis Certifications – What, How, Where and When**

Certifications are that essential key to growth in your profession and yet they can be one of the most challenging endeavors you ever take on! And now, IIBA® not only has core BA certifications with the ECBA, CCBA, and CBAP, but now they’ve introduced specialty certifications concentrating on targeted aspects business analysts are facing today and tomorrow. So which one(s) are right for you? How should you approach them? And what’s the difference and why would you consider any of them? Join Jamie as she walks you through each certification, their values, and how you can approach them to not only be successful, but then also use them to grow your skills and your professional success!

## **Busting Backlogs for Continuous Learning**

Backlogs are where you can capture great ideas and prioritize the delivery of value. Yet this same treasure trove of thoughts and ideas is littered with incredible feedback that not only drives the next iteration, but is actually your greatest source of learning! And when those knowledge nuggets can be captured, quantified, articulated, and built INTO the daily work and solutions, you can learn the steps to go from simply lessons identified to actual lessons learned.

## **Catalysts for Change: Shaping Your Career to Lead in a World of Digital Evolution**

Get ready to unlock the future of your career! In this dynamic and engaging session, you’ll discover how to harness the power of business analysis to thrive in a rapidly evolving digital world. This isn’t just another talk—it’s your roadmap to becoming a catalyst for change. As industries shift and technology reshapes the way we work, the demand for business analysis skills is skyrocketing. But it’s not enough to just keep up; you need to lead. Whether you’re a business analyst, project manager, change agent, or a specialized analyst, this session will show you how to evolve and succeed by focusing on the skills that matter most.

You'll learn how to shift from being an order taker to a trusted advisor, guiding your teams to success with confidence. We'll explore practical strategies to see the big picture, think holistically, and maximize value in a world where change is the only constant. By the end of this session, you'll leave not only inspired but equipped with actionable steps to elevate your role and make an immediate positive impact on this world. Don't miss out on the chance to transform your approach to business analysis and project management and position yourself at the forefront of the digital evolution!

### **Catching the Productivity Wave: Harnessing Technology to Keep Your Landscape Business Flowing**

Just like reading the ocean conditions helps surfers catch the best waves, understanding the right technologies can help landscape professionals ride the wave of efficiency and productivity. This session explores practical tools and strategies for streamlining workflow, improving communication, and optimizing project management—without getting wiped out by overwhelming tech options.

### **Cybersecurity Requirements – How to Mine Them in A Sea of Peril**

Cybersecurity is everyone's concern in today's fast-paced, and ever-changing digital environments. Come learn some of the key topics that you need in your digital toolbox without having to become a cybersecurity expert. Avoid common pitfalls that leave solutions vulnerable in the dark world of cybercrime. Let Jamie guide you through how to ask the right questions to ensure you're covering the valuable cybersecurity components necessary for successful technological projects. And even learn some great analysis approaches to any requirements that work so that your solutions are successful for years to come.

### **Cybersecurity Requirements—How to Build Them INTO Your Solutions**

Cybersecurity is everyone's concern in today's fast-paced, and ever-changing digital environments. Too many times we see products where security features are only discussed AFTER the solution, resulting in major rework or worse, being found by malicious actors. Come learn some of the key topics that you need in your digital toolbox without having to become a cybersecurity expert. Let Jamie guide you through how to ask the right questions to ensure you're covering the valuable cybersecurity components necessary for successful technological projects. And even learn some great analysis approaches to any requirements that work so that your solutions are successful for years to come.

### **Data Informed? Data Driven? Just Help Me Use My Data!**

Data can help us answer so many questions, but only if we know how to successfully leverage the power of data. You do not need to be a technical expert with years of data analysis or be called a data scientist! You simply need to know some basics on how both your business and the data is set up. Then with a few good questions, you can pull together some powerful insights that help teams make informed decisions!

## **Data-Driven Decision-Making for HR Leaders**

Numbers don't lie—but are you asking the right questions to get the most out of your HR data? This session is for HR leaders who don't need to be data scientists but want to use data effectively to drive better decisions. Learn how to spot trends, uncover bias, and use data to build a more equitable and strategic HR function.

## **Data-Driven Decision-Making for the Real World**

Okay I get it – data is ALL the rage right now! But I'm not a data scientist! I just want to be able to use my data to GET THINGS DONE! Where do I start?

Data can help us answer so many questions, but only if we know how to successfully leverage the power of data. You do not need to be a technical expert with years of data analysis or be called a data scientist! You simply need to know some basics on how both your business and the data is setup. Then with a few good questions, you can pull together some powerful insights that help teams make informed decisions!

In this session Jamie will walk you through how to approach using data to help you make informed decision making. We'll discuss how you can figure out what data you need to present viable recommendations to leadership. We'll also list out the steps for working with the “data people” to get information that helps your decision-making processes.

## **Essential BA Tools You Should Be Using (But Might Not Be)**

Business Analysts are expected to juggle stakeholder needs, gather and refine requirements, support delivery teams, and create clear documentation—often under tight timelines and with limited resources. The right tools can make all the difference, but many BAs are still relying on outdated methods or missing out on features and platforms designed to make their work faster, clearer, and more collaborative.

This session is designed to introduce Business Analysts to a curated set of modern, high-impact tools that support the full analysis lifecycle—from discovery to delivery. We'll explore platforms for capturing requirements, visualizing processes, collaborating with stakeholders, and organizing information in ways that enhance clarity and reduce rework. Whether you're working in agile, hybrid, or traditional environments, you'll learn how to adapt these tools to fit your team's workflow and scale your own productivity.

We'll walk through real-world use cases that show how simple integrations, automation, and modern platforms can reduce manual work, speed up documentation, and improve stakeholder engagement. The focus isn't on being flashy—it's about being effective. This session will help you evaluate your current toolkit, identify gaps, and walk away with practical, easy-to-implement ideas that can elevate your daily work.

Perfect for BAs at all levels, this session will leave you better equipped to work smarter, not harder, and to feel confident adopting tools that support your evolving role in a rapidly changing business environment.

### **Everyday Process Improvements: Quick Wins for Admin Efficiency**

Do you ever feel like the daily flow of tasks could be smoother but don't know where to begin? This hands-on workshop is designed for administrative professionals who want to make quick, practical improvements to their workload. Forget the idea of a complete overhaul; we're focusing on targeted, easy-to-implement steps that will streamline your most essential processes, reclaim time, and boost productivity.

In this session, you'll learn simple process improvement techniques to make routine tasks—like scheduling, organizing, and filing—more efficient. By bringing in your real-life examples, you'll gain direct practice analyzing workflows, identifying bottlenecks, and learning when to use technology (like AI) to make your work easier. This workshop will also provide you with a toolkit for tracking and measuring process changes, helping you demonstrate the lasting impact of these improvements to your team.

If you feel too busy to make changes, this session is designed just for you. You'll leave with clear action steps and confidence to make small but meaningful improvements that elevate your role and show off your efficiency expertise.

### **Everything You Need to Know About Cybersecurity for Today and Tomorrow**

Our world is more connected than ever! Look around you and can you count the number of 'devices' within arm's reach? What about in your household? And more scary – how many are connected somehow...to the internet, to the office, (to your body...)? We can't live without technology yet at the same time we constantly read news articles about another organization "getting hacked" or credit card numbers being lost and don't even get me started about cryptocurrency!

So what do you need to know right now? And why should you care? Jamie will answer these very questions without you having to "speak geek"! We're talking about the practical application of WHY cybersecurity is a topic in organizations today. What are the topics and trends leaders need to be aware of? You can always get the smart technical teams to build the HOW, but you need to be the person in the room to simply ask "have we considered...?"!!!

We're going to go over the basic items in digital security, so you start looking at your day-to-day life with fresh eyes. We're going to talk about how to bring cybersecurity INTO the discussion so it's not an afterthought. And we're going to make you look like the superhero that ensured the new vendor can access and do the job they need to do while preventing your boss's email from being hacked or credit cards being stolen (again...)! Let's take a practical and fun dive into what cybersecurity looks like today and tomorrow, and what you can (and need!) to ensure your day-to-day work continues to operate smoothly!

## **Facilitating Engagement in the Future of Work: Leading Collaboration from Anywhere or Beyond the Screen: Designing Hybrid Collaboration That Works**

Hybrid facilitation is no longer an exception—it's the standard. As teams become increasingly dispersed and digital-first, the challenge is no longer just about connecting people across locations, but about making every voice count. The next era of facilitation calls for more than just juggling webcams and whiteboards—it requires thoughtful, inclusive design that sparks real participation and drives collective results.

In this session, we'll explore how to transform your facilitation approach into a dynamic, engaging experience—whether your participants are in the room, across the country, or catching up asynchronously. You'll walk through practical techniques for setting up inclusive sessions that make it easy for everyone to contribute meaningfully. From rethinking how we frame questions to building shared context across digital and physical spaces, we'll explore how the best facilitators are shaping the future of collaboration.

Expect interactive demonstrations, real-world tools, and a fresh perspective on how to use technology intentionally—not just as a workaround, but as a bridge to deeper engagement. We'll showcase fun and effective platforms, hybrid-friendly collaboration structures, and facilitation techniques that balance flexibility, focus, and results. You'll leave with strategies to foster buy-in, encourage active participation, and create sessions that people want to be part of—no matter where they log in from.

This session is designed for project managers, business analysts, facilitators, and leaders looking to embrace hybrid work as an opportunity, not a compromise. If you're ready to move past the “can you hear me now?” phase of hybrid meetings and start designing for real connection, this session is for you.

## **Facilitating Engagement Wherever Your Teams Are At**

Getting participants to engage and interact with each other is often more difficult than the actual requirements work. Yet it is the collaborative input of diverse stakeholders that we need to deliver successful solutions. And today's changing work landscape makes the art of facilitating this collaboration more complex!

Walk through not only the approaches but then some fun and innovative uses of technology solutions today that actually enable exciting interaction and participation. Come prepared to experience how participation leads to buy-in and greater enthusiasm for successful outcomes. We will be walking through the considerations for setting up collaboration sessions, how to make it easy for your teams to be focused and engaged, and demonstrate how to leverage technology that enables your success. Come join Jamie in this interactive session to dive in to learn and explore approaches and even some fun technologies to help you be successful wherever your team's work!

## **Flow Like a Pro: Process Improvement Strategies to Keep Your Business Surfing Smoothly**

A good surf session depends on understanding the waves, timing your moves, and making small adjustments to stay balanced. The same is true for improving business processes! This session will break down simple techniques that help landscape professionals identify inefficiencies, reduce bottlenecks, and fine-tune operations—so they can spend more time riding the wave of success and less time paddling against the current.

## **Future-Ready Leadership: 7 Skills Every HR Professional Needs Now**

The world of work is shifting faster than ever, and HR sits at the center of it all. Guiding people through change, leading strategy, and shaping culture. In this energizing session, participants will explore the seven essential skills that define future-ready leaders: curiosity, adaptability, empathy, collaboration, influence, data literacy, and strategic thinking. Through real-world HR examples and self-reflection, attendees will learn practical ways to elevate their impact and build stronger connections across every level of their organization, STOKED to be part of positive and innovative change!

## **Getting What You Want – Building a Great Business Case for Today’s Modern Age!**

You know how good it feels when you ask for something and you actually get it! So how can you do this all the time? Business cases are where we present our needs and justify why others should support us. These are key business documents that drive decisions from daily operations to strategic planning efforts. Join Jamie as she walks you through a simple and easy structure that helps you approach asking for what you want and actually getting it!

## **Getting Your Time Back for You!**

This is not the time management basics of scheduling your time – this is for the over-resourced (and under budgeted) project and program managers who are so busy managing everyone else, they forgot about themselves. This is how you take your day back – this is how you get things actually done amongst a sea of project chaos! This is how we actually find time and put it back into your day.

Join Jamie for quick and actionable insights that you can immediately start inserting into your day while accomplishing more! We’re talking efficiency AND effectiveness from the individual level to managing complex teams! No matter how much your day is run by your Outlook calendar, come find ways to hack your day and move from doing to done!

## **Going Back to Preschool to Be Able to Handle Those “Difficult People”**

Our work would be easy, right? If it weren't for those darn people! And actually, everything you need to work well with those “difficult people”, we learned in preschool. Yet, somewhere along the way we lost sight of the simplicity of how we interact with every demanding person that walks in or calls us. And so we need to go back to basics to bring back those simple techniques of working with real people in a manner that gets things done (and keeps them out of our hair!).

Come have some fun as we go back to school to see how observing preschool for a day can give you all the tools for the toughest of customers. From presenting to your executives like entertaining a crowd of 2-year-olds to corralling a team like a room of rowdy three-year-olds, let's use our “old school” knowledge and perspective to see the simplistic, entertaining, and most importantly, successful skills we might need to retool and sharpen for those challenges of tomorrow!

## **Going Back to Preschool to Better Understand Your Stakeholders**

Everything you need to know to work well with your customers we learned in preschool, but somewhere along the way we lost sight of the simplicity of key engagement approaches and techniques that help us daily in our marketing work. Come have some fun as we go back to school to see how observing preschool for a day can give you all the tools for the largest of projects and most challenging solution designs. From presenting to your executives like entertaining a crowd of 2-year-olds to corralling a project team like a room of rowdy three-year-olds, let's use our analysis skills to see the simplistic, entertaining, and most importantly, successful skills we might need to retool and sharpen for those challenges of tomorrow!

## **How to Facilitate a Strategic Planning Session**

How do you set a strategic vision for your association when next week's plans may not hold up? And how do you ensure your team not only buys in but also executes the plan, especially if you are working in hybrid or virtual environments? This interactive workshop provides association executives with a simple, adaptable framework for strategic planning that ensures your team stays focused, collaborative, and results-driven. Walk away with practical tools to align your association's work with a resilient and measurable strategy. And join the fun that puts you in the driver seat...while setting your teams up for phenomenal success!

## **How To Influence Others Who SHOULD Be Using Their Data**

Data can help us answer so many questions, but only if we know how to successfully leverage the power of data. And our biggest challenge is when we finally understand and can even manage our data only to have it ignored during strategic decision-making. Let the days of management making decisions by “gut instinct” be gone and come learn tactics and techniques to influence your leaders to employ the power of the data!

In this session, Jamie will walk you through how to use your analysis superpowers to influence your teams and leadership to make informed decisions based on a foundation of data. We'll walk through real-world scenarios you will encounter in your work to help organizations leverage data from a team or project level to enterprise-wide applicability. Come learn some creative (and successful!) approaches to help those around you be more data-driven and data-informed decision makers!

### **Influencing Without Authority: How HR Drives Change Across the Organization**

In today's hybrid, fast-changing workplace, influence depends more on connection than control. HR professionals are often tasked with leading change across departments without direct authority, requiring credibility, empathy, and adaptability. This session explores how to surface new opportunities for collaboration, transform communication styles, and optimize digital tools to strengthen alignment in both virtual and in-person settings. Attendees will gain practical strategies to build trust, navigate resistance, and engage colleagues with clarity and confidence. By combining emotional intelligence with modern facilitation techniques, participants will leave equipped to lead through influence, inspiring action, fostering innovation, and driving results no matter where their teams are located, STOKED with the energy to accomplish great things no matter where the teams are working!

### **How To Think Like Your Customer When They're Not Even in the Room**

Your goal is to delight the customer. But who told you what the customer wants? If you actually get to interact with your customers, they often want the world on a silver platter with a giant EASY button! And that story is completely different from what marketing is promoting or what the technology team is saying is feasible. So how do you "think like the customer" in a way that drives viable solutions?

You get a toolbox full of creative (and fun!) techniques that help you think like your customer when they're not in the room. Approaches and checklists and things you can immediately apply are all the tricks that Jamie has up her sleeves for you to put your customer at the center of your discussions. Come learn and engage and even get some practice with techniques that will help you ask the hard questions, support your team with "What if" scenarios, and walk through the entire customer journey so that they become part of the solution and not simply the consumer of a product. Walk away with practical actions and methods to put your customer back into the discussion where they will help you drive to long lasting and wildly successful solutions!

### **How to Transition into a BA Consulting Career**

As business analysts we often get to work on project-based work. Unique efforts to deliver value are specific context, timeframes, and environments. Do you love this kind of work where every project is a new and exciting adventure? Do you enjoy working with new teams and changing environments with always evolving challenges and opportunities? Then you might consider your business analysis career from a consulting perspective.

Jamie will walk you through two variations on the consultative BA. You can be an organizational BA that consults across the organization. So how do you get those different projects and are not “pigeon-holed” to only one type of work or area of the business? How do you grow your own skills while learning more about your amazing organization, community and industry?

We'll then couple this internal perspective with how you move to be an external business analysis consultant. What considerations are there BEFORE you make this scary leap? What is so exciting that keeps people in these roles for years, smiling and having fun in their daily work? And how can you move your career to this exciting space?

### **HR Change Fails (and How to Avoid Them!): Lessons from Real-World Train Wrecks**

HR is full of great ideas that flop—but why? This session uncovers the most common (and hilarious) mistakes that derail workplace transformation efforts and shows you how to avoid them. Through real-world examples of HR initiatives gone wrong, we'll explore practical solutions for leading effective, lasting change. Expect lively discussion, humor, and hands-on takeaways to make sure your next HR transformation doesn't end up in the 'What NOT to Do' category.

### **HR Game Changers: The 7 Power Skills for Future-Ready Leaders**

HR leaders aren't just managers—they're game changers who drive workplace transformation. This session reveals the seven key skills every future HR leader needs to stay ahead of the curve. From strategic agility to talent optimization and decision-making under pressure, we'll explore how to future-proof your HR leadership. Expect interactive exercises, real-world examples, and practical takeaways you can implement immediately to lead with confidence and impact.

### **HR's Talent Pipeline: Surfing AI & IT for Smarter Workforce Decisions**

The tides of talent management are shifting, and HR leaders must learn to ride the waves of AI and technology to stay ahead. From hiring and retention to workforce development and employee engagement, HR professionals have more data, tools, and automation at their fingertips than ever before—but are you catching the right wave, or are you wiping out on tech overload?

In this high-energy session, we'll paddle out into the latest trends in AI-driven talent management and HR technology, showing you how to optimize your tech investments for smarter, more strategic workforce decisions. Whether you're looking to streamline hiring, reduce turnover, or enhance employee experience, you'll walk away with actionable insights to surf the technology revolutions with confidence.

## **Hybrid Facilitation Tips and Tricks for Maximum Engagement and Output**

First, we're in person. Then we're completely digital. And now we're somewhere in the in-between. Learn the lost art of facilitation in this new frontier where the same principles and results still apply, and even are expected, yet can easily be navigated with a tailoring of your approach.

Who (and where) do you look at? Can you do group activities when only one person is online? Or what about when only two people are in person? And the technology isn't cooperating and your boss expects results at two times the speed with greater results than you did in person just because you're using technology!

Let's walk through all of this by practicing how to be a successful facilitator in a safe environment collaborating WITH your teams for successful outcomes. Learn how to make others feel engaged by participating in this hands-on, immersive workshop to help you be successful wherever your analysis work takes you!

## **Hybrid Meeting Mastery for HR Professionals: Ensuring Seamless Participations for All**

Hybrid meetings are an essential tool for fostering collaboration and connection in modern workplaces. In this hands-on workshop, HR professionals will learn to set up and manage hybrid meetings that engage both in-person and virtual participants effectively. Gain practical experience using a proven checklist and master techniques to create virtual-friendly environments. This workshop includes scenario-based exercises, troubleshooting skills, and room layout tips to prepare for high-stakes environments, such as executive boardrooms or critical team discussions. Leave with a customized checklist, practiced skills, and the confidence to run hybrid meetings that strengthen organizational communication and inclusivity.

## **Hybrid Meeting Mastery: Empower Seamless Virtual Participation**

In today's dynamic workplace, hybrid meetings are the new norm, and HR professionals play a critical role in ensuring they run smoothly. This session provides a practical guide for creating seamless meeting experiences that engage both in-person and virtual participants. Learn how to optimize physical and virtual environments, troubleshoot common challenges, and manage hybrid setups with confidence. Whether planning team collaborations, executive meetings, or training sessions, you'll gain actionable strategies and a go-to checklist to ensure inclusivity and productivity for all participants. Empower your hybrid meetings to foster connection, maintain focus, and elevate organizational communication.

## **Hybrid Meeting Success: Setting Up for Seamless Virtual Participation**

As an administrative professional, setting up hybrid meetings is a core responsibility where in-person and virtual participants both need an engaging, smooth experience. This workshop offers hands-on practice with a step-by-step checklist and tools to create a hybrid-friendly environment that allows all attendees to engage fully, focusing on the discussion—not the tech. You'll practice setting up for a seamless experience, handling potential technical issues, and refining your layout for high-stakes meetings.

Designed to prepare you for any setting, from a CEO's board meeting to a complex team project, this workshop covers all the essentials, including real-world scenarios, troubleshooting techniques, and room layout considerations. Leave with a reliable checklist, practiced setup skills, and the confidence that you can handle hybrid meetings with ease and professionalism.

### **Hybrid Meetings that Don't Suck: Keeping Everyone Engaged & Involved**

Hybrid meetings don't have to be a headache—or worse, a disengaging disaster. This session will teach HR leaders how to turn hybrid meetings into interactive, inclusive, and productive discussions where everyone (yes, even the person calling in from their car) feels heard and valued. We'll cover tech hacks, facilitation tricks, and proven strategies that create engaging hybrid spaces. Attendees will leave with practical takeaways to fix their meetings immediately and ensure that hybrid workforces stay connected, collaborative, and high-performing.

### **Let's Avoid Stupid Questions! How to ask questions that make you look good (and get things done!)**

"Time is short" is an understatement! When you have a precious few seconds to understand what the other person needs (not just wants!) and must then even faster process the request and respond, any questions you ask must be on point and direct towards accomplishing the goal. This symposium session gives attendees insight into how to ask good questions that drive to give you everything you need to know to quickly be effective in almost any situation.

### **Leading Change with Confidence: The HR Playbook for Successful Transformation**

Change is constant, but resistance is too. In this interactive workshop, participants will learn how to lead teams through uncertainty with empathy, structure, and confidence. Using real-world case studies and group exercises, we'll explore how HR professionals can align change initiatives with organizational goals and foster resilience across both in-person and remote teams. Attendees will learn how to communicate effectively through digital and hybrid channels, ensuring clarity, connection, and trust no matter where their people work. Through collaboration and reflection, participants will uncover strategies to engage stakeholders, sustain momentum, and strengthen culture during times of transition. Everyone will leave with a practical, step-by-step change leadership toolkit, customized to their organization's unique needs and ready to use in any work environment.

### **Leveraging Artificial Intelligence for Enhanced Business Analysis**

AI has the potential to revolutionize the field of business analysis, enabling us to enhance our current capabilities, improve performance, and deliver greater value to our customers. Let's explore the key areas where AI can make a significant impact in your business analysis work.

We're going to keep this fun and engaging as we learn how to apply AI in our daily analysis activities. We'll explore together how your tried-and-true techniques can be supercharged when layered with AI. You'll see your stakeholders from a different perspective. And you can plan to add more value into all you do with a few minor tweaks and a knowledge of some of the most exciting tools out there! Come join us on this hands-on journey to define the business cases where adding AI into your business analysis work will have exponential returns.

### **Making Meetings Productive Again – No Matter Where Your Teams Collaborate!**

So you've gone virtual! Great! Zoom expert? Team's magician? Or have you simply become the person who helps everyone unmute themselves and spend more time trying to get people to participate than actually getting your work done?

How about we go back to our focus, getting our work done, delivering completed projects, deliverables and solutions and enabling teams to work together and collaborate, regardless of the environment, platform or technology??

Come join Jamie as she gives you a little "reset" and helps you get back to approaching productive meetings, engaging with teams, and delivering on project goals. Now that your teams know they can get together in a virtual world, let's get them engaged and focused. You'll get to experience tools that foster collaboration and engagement while leaving the session with easy checklists and best practices that you can immediately use. Come get some help to keep your own self focus throughout the daily virtual clutter. Even those meetings you attend to take notes, minutes, or simply support – you can help facilitate successful outcomes! Get some insights on how to conduct and leave virtual meetings with positive connections and energy so that your colleagues actually look forward to getting online together!

### **Mastering the Virtual Meeting: Tech Tricks to Make You Look Like a Pro**

Running virtual meetings can feel daunting, especially when technical glitches arise and all eyes are on you to keep things running smoothly. This session is designed to help you take control of the tech with confidence! Tailored for administrative professionals, we'll explore essential tips and tricks for Zoom, Microsoft Teams, and Webex (and maybe a few more!), so you can host and manage virtual meetings like a seasoned pro.

In this interactive presentation, you'll learn pre-meeting setup essentials, key troubleshooting tactics, and effective engagement tools. From screen sharing and breakout rooms to ensuring top-notch audio and video quality, we'll dive into everything you need to run seamless virtual meetings. Through live demonstrations, practical examples, and audience Q&A, you'll walk away equipped with a toolkit of strategies that make you the go-to virtual meeting expert—ready for anything from executive discussions to department check-ins.

## **Maximizing Daily Productivity: Mastering Generative AI Chat Prompts for Training and Development Success**

Unlock the power of AI to supercharge your training and development productivity. Learn to craft expert-level prompts for generative AI tools, tailored specifically for L&D professionals. Walk away with practical strategies to streamline content creation, enhance learning design, and revolutionize your daily workflow in the age of AI.

## **Maximizing the Business Impact of Technology: Adapting to Today's Rapid Changes**

Technology isn't just an operational tool—it's a driver of competitive advantage and transformation across every department. But with AI and machine learning reshaping strategies, cryptocurrency altering business processes, and Web 3.0 promising to redefine digital interactions, how can organizations stay ahead without losing focus on practical, measurable outcomes?

This session equips professionals across the organization with actionable insights to harness technology effectively, adapt to change, and thrive in a fast-evolving landscape.

## **Mindset Over Method: Being Agile When You Can't Do Agile**

Sure we all know agile! But what do you do with rigid constraints, demanding stakeholders, risk-adversity and unrelenting compliance requirements in an environment that itself is constantly changing? You bring your A game! And that's exactly it!

Bringing your agile mindset, your nimble negotiation skills, your flexible finesse to the table is a way you can BE agile in a waterfall world. This is how you actually can build some real-world wiggle room without succumbing to bad habits just to make due dates. We're going to explore how to have an agile perspective on our daily work for immediately successful outcomes from project management meeting activities to getting in control of your email inbox and calendar.

## **Navigating Hybrid Work: Fostering Inclusivity on Hybrid Teams**

In the current dynamic work landscape, characterized by a blend of remote and in-person collaboration, it is crucial to adapt project management practices to be inclusive for all team members, regardless of their physical presence. This session is tailored for agile practitioners navigating the complexities of hybrid teams, aiming to bridge the gap between on-site and remote members to enhance collaboration and engagement.

## **Navigating the Chaos: Unlocking the Power of Warp Speed Process Analysis**

In the ever-evolving world of business analysis and project management, we often find ourselves caught in a whirlwind of urgency and change. Imagine a scenario where the business insists, "there's no time for requirements," and you're left scrambling to make sense of it all. It's time to harness the power of Warp Speed Process Analysis!

Are you ready to embark on a transformative journey that will revolutionize the way you approach business analysis and project management? Join us where Jamie will not only demonstrate that process analysis can be exhilarating but will also unveil strategies to seamlessly integrate this vital technique into your workflow, even when faced with the notorious "no time to plan" scenario.

Or have you ever felt like your project left the station without you, leaving you clueless about your role? This session is tailor-made for those change agents who find themselves in this predicament. Learn how to jump in mid-project and help stakeholders understand their evolving business needs while keeping scope in check.

And then, with today's rapidly changing work landscape, adaptability is key. Jamie will show you how to apply these techniques in hybrid or virtual work environments, ensuring that you can immediately demonstrate a positive return on your business analysis investment. Jamie's real-world examples and practical advice will equip you to tackle project turbulence with confidence.

Discover how to bridge the gap between technical teams and non-technical stakeholders, ensuring everyone is on the same page and aligned with the project's goals. Dive deep into the concepts presented through hands-on exercises and real-world case studies, solidifying your understanding and preparing you for real-world application.

### **Operational Process Improvement – Measurable Returns Live on the Work floor**

How do you have the most costly department at your organization improve both quality while decreasing costs without ever having a brainstorming meeting or literally pulling people off the floor where they work to change their daily steps? How do you improve with measurable results while doing the actual work? And get those very stakeholders to be the ones doing, measuring, and even driving the continuous changes for long-term value?

The secret to this success is a simple approach with a tactical methodology that was done live at a major hospital with high quality, measurable successes. If you need to help others process improve when they tell you that they don't have the time to work with you, then you need this session. Learn to walk along WITH them to help THEM create measurable results without ever having a back-office meeting or leaving their work areas!

### **Operational Process Improvement: How to Change a Tire on the Car that's Already Speeding By**

Nope - this is not another artificial intelligence session where the car that flew by was actually flying, driverless, delivering gluten free avocado toast to your neighbor's house with keyless entry...this is about being creative with your approach to accomplishing organizational goals.

Imagine being in an organization and you are in the department who embodies daily the mission and vision of the organization. You provide care to the most underserved community. You provide a place for the homeless to come and warm up with quality health care. And yet, you are the department that is harassed every budget season because you are not generating revenue (in a not-for-profit organization, by the way). You have aligned to organizational goals and yet you still need to find ways to pinch pennies without sacrificing patient care or employee satisfaction.

Sounds like more science fiction than our robotic baristas making your double white smoked caramel whatcha-ma-call-it? Fear not! This is about real-world process improvement. This is about staff who know their business. The only black belts are the ones practicing aikido. This is about real-life learning! This is about trying, assessing, learning, improving and then trying some more. In the beginning the most agile members were the limbo contest winners. Yet this was a collocated team full of passion and a desire to not only do more but prove their value.

### **Process Improvement Techniques for the Real World**

Are you too busy to stop and improve your broken processes? Do you feel like there has got to be an easier way but just no time to do it? Then welcome to REAL WORLD process improvement. Come learn to look at your day-to-day activities to spot AND fix inefficiencies. See how easy it is to make small changes that add up to big results.

And then learn how to take this to your teams. How do you work on processes when more than one person has a role and has to do something? Jamie will demonstrate ways you can capture, communicate, analyze and use processes to drive improved behaviors and outcomes. She'll show you all the ways you can actually quantify your change efforts as we all know what gets measured gets paid. So come join Jamie and learn how to show off how awesome you and your teams are by learning how to quantify the value of changes. Come with ideas on where your work could be improved so you leave the session immediately ready to make some small (and quick!) changes that can lead to big results!

### **Project Management in the Age of AI: Automation (What's changing, what's not, and how PMs can stay relevant and valuable as technology evolves)**

Artificial Intelligence and automation are reshaping the workplace—and project management is at the center of that transformation. While tools continue to evolve, the role of the project manager remains vital. What's shifting is how PMs spend their time and where they can add the most value.

This forward-looking session explores the impact of AI and automation on the project management discipline. You'll learn how smart tools are streamlining everyday tasks like scheduling, documentation, risk tracking, and reporting, allowing PMs to focus more on strategy, leadership, and high-value decision-making. Whether you're just starting to explore AI or already integrating it into your processes, this session offers a clear and practical look at what's changing in project workflows—and what remains essential.

Through real-world examples and practical insights, we'll discuss how project managers can adapt to the new landscape, which emerging tools are worth watching, and how to evolve your mindset and skillset to stay ahead. You'll leave with a grounded understanding of AI's role in your work and the confidence to navigate this shift with clarity and purpose.

### **Prompt like a Pro: AI Prompts for BAs that Actually Get Work Done!**

AI is changing the way Business Analysts work—and those who know how to ask the right questions are the ones getting the most out of it. In this interactive and practical session, you'll learn how to write and refine AI prompts that actually work for your business analysis tasks. Whether you're documenting requirements, analyzing feedback, summarizing stakeholder input, or preparing project deliverables, the key to unlocking AI's full potential lies in how you communicate with it.

Designed for BAs of all experience levels, this session focuses on the art of prompting—how to phrase, adjust, and evolve your inputs so that generative AI tools like ChatGPT can help you move faster and think deeper. You'll see live demonstrations of how small changes in prompt wording can lead to dramatically different outputs, and you'll learn techniques to guide AI conversations that mirror the clarity and structure BAs bring to stakeholder interviews, process models, and user stories.

At the heart of business analysis is asking good questions—and this session celebrates that superpower. You'll have the chance to bring your own real-world questions and challenges, and together we'll explore how to turn those into effective prompts that generate useful, reliable results.

Come ready to learn, try, and ask better questions—because the better your prompt, the better your analysis.

### **Riding the Wave of Change: Navigating Technology in Hawaii's Green Industry**

The landscape industry, like the ocean, is constantly shifting—new technologies, changing customer expectations, and evolving sustainability practices. How do you keep from wiping out? Learn proven strategies for managing change, integrating new technologies without disrupting business, and ensuring your team paddles in sync toward success.

## **Seven Key Skillsets of Tomorrow's Change Leaders!**

Looking to keep your skills sharp no matter what changes your organization, community and environment faces? Are you needing to pivot in a matter's notice and lead the team with you? Let's not only learn, but then apply seven key skills and techniques that will help you navigate the changes our world is going through right now and focus on our leaders who need to organize and lead teams, deliver valuable solutions, and enable proactive change in their organizations. You will be introduced to the value of successful change management skills in dynamic and digital environments with an emphasis of practicing business agility. This will highlight the predictive value of your skills even after the pandemic subsides and you need to support the adaptability of your teams and organizations to continue to be successful.

## **Strategic Planning Simplified: Lead Impactful Sessions Without the Complexity**

Our dynamic environments keep us on our toes, yet at the same time we need to plan and structure how we will continue to thrive in a sea of constant change. Strategic planning is a key skillset of our natural leaders and portfolio and project managers. Yet how do you set a strategic direction and vision when your plans for next week won't even hold up in our ever-changing environments? And how do you get teams to not only buy-in, but actually execute these plans and ideas when they are separated both physically and mentally from each other and the work?

Join Jamie as she walks you through the value of strategic planning in this session designed to make strategic planning accessible, effective, and enjoyable for everyone. You'll receive a step-by-step guide that simplifies the process, making strategic thinking approachable and fun, even for teams in hybrid settings. Jamie will walk you through the essentials of creating a strategic plan that is engaging, collaborative, and easy to follow, keeping everyone focused on productive, achievable outcomes using collaboration tools. This straightforward approach will empower you to facilitate sessions that everyone finds valuable and rewarding.

## **Tame Your Inbox & Calendar: Simple Systems to Take Back Your Day**

If your Outlook or Gmail inbox gives you anxiety or your calendar feels more like a battlefield than a project plan, this session is for you. Business analysts and project managers juggle shifting priorities, constant communication, and back-to-back meetings—often leaving little time to focus or move work forward.

Come join this session to learn how to take control of your inbox and calendar with practical strategies that help you protect your time, reduce noise, and manage your day with clarity.

You'll discover a simple, repeatable system to organize your inbox—and keep it that way—along with strategies for building a more realistic, focused schedule regardless if you're using Outlook or Gmail. We'll explore ways to reduce email clutter, batch your work, and set better boundaries around your availability. You'll also learn how to use time-blocking and calendar workflows that flex with real-world project demands and how to stay focused—even when your day doesn't go as planned.

Whether you're buried in updates, chasing approvals, or stuck in endless meetings, this session will give you the tips for you to reset your relationship with your calendar and build sustainable systems in Outlook or Gmail that support your role—not drain your energy.

### **The Art and Science of Eliciting, Capturing and Collaborating on Cybersecurity Requirements**

In an age where cybersecurity threats are increasingly complex, defining and managing cybersecurity requirements is crucial. This presentation, “The Art and Science of Eliciting, Capturing, and Collaborating on Cybersecurity Requirements,” provides individuals with the techniques to effectively gather, document, and collaborate on these requirements. Attendees will learn to engage stakeholders using collaborative techniques, ensuring clear communication across technical and non-technical teams. The session will cover best practices for accurately capturing requirements, utilizing industry standards, and employing tools to manage them. Emphasis will be placed on aligning cybersecurity requirements with business goals, integrating them into existing IT systems, and implementing continuous monitoring for ongoing assessment. Practical case studies will illustrate successful implementations, providing real-world insights and lessons learned. Attendees will leave equipped with actionable strategies to enhance their organization’s cybersecurity posture, ensuring robust defense against threats and compliance with regulatory standards by building cybersecurity requirements into their solutions and not an afterthought. This presentation underscores the critical role of structured approaches in managing cybersecurity requirements to protect organizational assets and advance professional skills.

### **The Art of “Speaking Geek”**

How many of you have a smart device within arm’s reach? Do you use wireless headphones and keyboards? Is there a ‘dot’ you can yell at to reorder toilet paper or a security camera telling you your neighbor’s dog is checking out your flowers again? Most of us can hardly go anywhere without our digital leashes attached (and yes counting every heart rate, step and minute of actual sleep we get), yet the moment we have to talk to the technology team in the organization we feel like we’re speaking in another language. They don’t get us. We don’t get them. Yet we need them, so what do you do?

You learn to speak geek! No this is not a cram session on learning all the latest and greatest technologies. This is a session back to business and learning HOW to speak with people in other areas of the business. This is about reframing our questions to identify our challenges so that creative geniuses (pocket protectors not included!) can figure out the how. Come learn how to recenter on the WHAT and WHY of daily work and activities so that you can elicit real solutions (that come with native speaking user guides!) that you can actually use. And explore how to get the help for the RIGHT issues the first time in this fun and comical, yet true-to-life, session where we explore how to dive into the mysterious world of speaking geek!

### **The Asinine Project: Real Life BA Disasters (& how to fix them)**

Projects are exciting changes and opportunities. But what happens when EVERYTHING goes wrong? The project isn't only off track, but you see the train wreck coming...and it's headed straight for you! How do you navigate these shark infested waters to help positive changes be successful in the sea of chaos? Come get excited about the lifesaving techniques that you can use in any role you're assigned by exposing those superhero powers that are within you to steer the ship to success! We'll all join Benny the BA and (from a safe distance!) explore the adventures she has on both technical and non-technical projects that gives us the insight on how to avoid the scary pits and traps laid out before you if you're not careful! Learn to identify these situations in your own work and how to pack the right tools, techniques, and even a few tricks up your sleeves to be successful in whatever dangerous cavern your change work takes you!

### **The Asinine Project: When Everything Goes Completely Wrong (and How to Fix it!)**

Projects are exciting changes and opportunities. But what happens when EVERYTHING goes wrong? The project isn't only off track, but you see the train wreck coming...and it's headed straight for you! That "simple request" really is NOT simple at all...and don't even ask what "hostile" means when referring to those clients you have to work with! How do you navigate these shark infested waters to help positive changes be successful in the sea of chaos?

Come get excited about the lifesaving techniques that you can use in any role or task you're assigned to by exposing those superhero powers that are within you to steer the ship to success! Gain some insights on how to right the ship in the right direction even if you're not the captain and help ensure projects' success! Learn to identify these sticky situations and how to pack the right tools, techniques, and even a few tricks up your sleeves to be successful in whatever dangerous cavern your change work takes you!

### **The Awesome, Amazing and Adventurous World of Agile Analysis!**

Let's get nimble, flex our brains and refocus our mindset to consider analysis work in everyday situations. We're going to define what Agile analysis is, looks like and talk about how we know we're doing it right when it feels good! Come have some fun with Jamie as she walks through defining Agile Analysis for you, the skills you need to have and more importantly, the mindset to success! She might even throw some information in there about certifications out there today.

### **The Brainstorming Tools You Need Today**

Do you experience that awkward silence at the start of a meeting where you ask a question, and no one responds? Or are you online and wondering if anyone else is actually in your virtual meeting and wondering if you're just talking to yourself?

If so, come join Jamie and learn what it takes to plan, prepare and execute exciting, interactive, fun and, most importantly, successful brainstorming sessions by leveraging some of the latest online collaboration tools to elicit feedback, generate ideas and get answers to move efforts forward.

Jamie will cover the basics of good brainstorming sessions for how to structure your approach to getting great insights and ideas. Then she'll walk you through popular technology that is as easy for you to learn as it is to get your teams to participate so that you'll even get to experience yourself! And you'll then leave the session with a great cheat sheet of the technology available to you and your teams and how you can best take advantage of the online tools to support your in-person, hybrid, and remote collaborative sessions that people enjoy coming to.

### **The How of AI: Prompting Techniques for Project Professionals**

You've got questions—AI tools have answers. In this live, hands-on session, we'll explore how to use your favorite chat prompt tool—whether it's ChatGPT, Gemini, Copilot, or another go-to AI platform—to boost productivity, uncover insights, and accelerate project delivery. The focus? Not the tool, but the approach. You'll learn how to ask better questions, structure your thinking, and engineer prompts that deliver meaningful results. Through real-time examples, we'll demonstrate how to enhance stakeholder communication, generate reports, draft risk responses, and more. You'll leave with reusable techniques and prompt templates to immediately apply to your project work—no matter which AI tool you use.

### **The Intersection of BA and PM**

Business analysis and project management are complimentary skill sets and practices that sometimes are unsure of themselves when they look and compare the professions. There are skill sets and tasks and techniques for both of these. There are multiple professional organizations and certifications for both of these. Yet there are key areas that make these each distinct and focused so that they can provide value. Let's go beyond the basics of what these are and dive into the exponential power of the combination. Come join Jamie where she'll walk through the intersection, where they each find their strengths to an organization and give you some ideas on where you can build your own skill sets in these valuable areas wherever your career takes you!

### **The Intersection of BA and PM: Beyond Basics (Going next level!)**

Business analysis and project management are complementary skill sets and practices that sometimes are unsure of themselves when they look and compare the professions. There are skill sets and tasks and techniques for both of these. There are multiple professional organizations and certifications for both of these. Yet there are key areas that make these each distinct and focused areas of concentration so that they can provide value. And most of us all know this! So let's go beyond the basics of what these are and dive into the exponential power of the combination.

Come join Jamie where she'll walk through the intersection, bring in the application of tomorrow's technologies and trends, discuss where they each find their strengths to an organization, and give you some ideas on where you can build your own skill sets in these valuable areas wherever your career takes you!

### **The Power of Business Agility – How to Recognize (and become) it!**

Business agility is more than a buzzword – it is quickly becoming the definition of survival for organizations today. But what exactly does that mean? And how do I get it? How can I help my team and my organization? In this session, Jamie will introduce you to this term and the reason why it can be difficult to explain. Yet with a consideration to your mindset, we'll help you recognize not only what agility looks like but how to do it in your organization. We'll discuss the value business agility is bringing, especially in our dynamic environments today. And we'll walk through some ways you can lead your teams and help your organizations (and even do yourself!) have more agility in their approach to delivering business value.

### **The ROI of Networking – Your Professional Development Event Roadmap**

Are you tired of missing out on exciting conferences and professional events because of cost or time constraints? Or perhaps you've successfully secured approval to attend, but now you're determined to prove it's not just a fun getaway? Maybe you're even wondering how to turn that seemingly casual "networking reception" into a career-boosting opportunity?

Well, fret not, because we have the perfect solution to supercharge your conference experience! Join Jamie on an exhilarating journey as she unveils a roadmap that will transform your conference adventure into a high-return investment and turbocharge your networking skills in a value-driven world.

Worried about being an introvert? No problem! Even if the event is entirely online, Jamie's strategic roadmap will empower you to harness the full potential of professional gatherings. You'll learn how to propel your work, make the most of your time away from the office, and catapult your career to unprecedented heights.

Don't miss out on this chance to revolutionize the way you approach conferences and events. Let Jamie show you the way to unlock a 300% (or more) return on your investment and set you on the path to unparalleled success. Join us for a presentation that's not just informative but also incredibly exciting and accessible!

### **The Seven Key Skills Every Future Leader Needs**

Leadership is no longer defined by titles but by adaptability, action, and relevance. As the workplace evolves with rapid digital advancements and organizational changes, tomorrow's leaders must master versatile skills that empower them to navigate these shifts confidently. This session explores the seven essential skillsets every future leader needs, offering practical techniques to stay ahead of the curve. From enhancing digital proficiency to fostering teamwork and driving results amid change, you'll gain tools and strategies to remain indispensable and impactful in any role.

## **The Top Ways Artificial Intelligence Should Be Leveraged to Enhance Your Business Analysis Career**

Artificial intelligence (AI) is no longer just a buzzword, but a reality that is transforming the way we work. As a business analyst, it is essential to understand how AI can enhance your career and the value you bring to your organization. Without feeling like a technical overload, we'll introduce you to key AI concepts that you are and will be hearing about in your business analysis work. We'll then shift and specifically show you ways you can immediately start applying these technologies into your daily work and future career moves. We'll cover great ways to increase your daily productivity and efficiencies that allow you to start maximizing output. You'll get insights on how to engage stakeholders in new and creative ways. And we'll show you how you can leverage these tools for greater learning and exploration of your talents and career goals so that your drive to the future you envision.

## **The Who, What, When, Where, Why (and HOW!) of Requirements**

We all know what our customers want – and they're good about telling us! Yet what do they need? And no, they do not want or need a 376-page paperweight with 75 pages of spreadsheet attachments (let's think about what "technical user requirements document" acronym could be...). Yet over and over again we're challenged to elicit information from our stakeholders like getting juice from a coconut (trust me...it's a LOT of hard work!). So what are the best ways to do it? How do we get there? Let alone, how do we know our requirements will actually bring about a desirable, feasible, and viable product?

Let's dive into requirements from a view you've probably never seen. Come explore all the shapes, forms, and evolutions that captured requirements can take. And let's get some hands-on practice diving into HOW to pull out this information so that your facilitation session is never compared to a painful dental procedure! Join Jamie as she walks you through the very techniques you can immediately apply even with remote and hybrid teams. Dive into a world of requirements that is fun and exciting so that you're successful in not only helping innovative solutions come to life, but that you also delight and excite your customers for long-term business partners.

## **The Why of AI: Smarter Decisions for Better Results**

AI is more than a buzzword—it's a strategic tool that can amplify the value of IT investments. But implementing AI effectively requires more than technology. This webinar will equip business analysts with the skills to evaluate AI's potential by analyzing the three pillars of change: people, processes, and technology.

## **Thriving Through Change**

This webinar helps staff understand and adapt to changes within the organization. The content covers common reactions to transition and highlights simple ways to stay productive and focused. Participants will gain an understanding of how to move forward during uncertain times.

### **Time Management Mastery: Get More Done in Less Time**

Are you overwhelmed by endless tasks and back-to-back meetings, only to feel unaccomplished by the end of the week? This session offers practical strategies to regain control of your schedule and prioritize effectively, ensuring maximum productivity in minimal time. Learn how to tackle daily demands, lead teams with focus, and deliver meaningful results—even in fast-paced, ever-changing environments. With actionable techniques for managing your time and calendar, you'll walk away ready to turn chaos into clarity and achieve more without burnout.

### **Tracking Made Simple: Tips and Tricks for Using Project Management Software to Keep Your Work on Track**

Does it feel like tracking your tasks has become a project in itself? This session is here to help you simplify task management with practical, approachable tips for using project tracking tools. Designed for administrative professionals, this session focuses on real-life, time-saving ways to track your work, even if you're not a tech expert. We'll look at tools that seamlessly fit into your workflow, from built-in Microsoft Office options to free, user-friendly platforms like Trello.

Learn how to set up project boards, assign tasks, and create reminders that work for you, helping you keep track of deadlines, priorities, and progress without feeling overwhelmed. With visual organization tips, you'll gain a clear view of your work, making it easier to handle project changes and communicate updates to your team. Plus, we'll explore features in Microsoft Planner and other Office tools you likely already have, so you can start optimizing your task tracking right away.

This session is about finding small, effective changes that will support your workflow—so tracking becomes an aid, not an obstacle. Walk away with practical strategies for managing to-do lists and projects that keep you organized, on track, and in control of your workday.

### **Unlocking Google Workspace: Going Beyond Email and Docs to Maximize Productivity**

Discover how to make the most of Google Workspace beyond email and Docs. This session introduces powerful tools like Sheets, Forms, and Calendar, plus integrations that save time and streamline tasks. Ideal for administrative pros, you'll learn actionable skills to boost productivity and collaboration across Google's suite of apps.

### **Using Agility to Build Daily Continuous Improvements**

Agility is the tool, the technique, the secret sauce to be able to succeed in a sea of uncertainty. And as much as agility can help build the solutions of tomorrow, it is what is required for organizations to stay relevant and continuously improve. Learn what agility means to your daily work. And then walk away with simple techniques and mindsets that you can immediately apply in your daily work so that you not only stay relevant in a sea of change, but that you succeed and lead the charge no matter what life throws at you or how your work changes!

### **Using Lucidchart for Great Analysis and Project Work**

Lucidchart is not only a great alternative to MS Visio to model business processes, but it is also a fantastic tool to help you facilitate creative, engaging, and collaborative working sessions that deliver business analysis products live (and in one session!!). Come join Jamie as she shares unique, fun, and highly engaging ways you can use a tool to do much of your analysis work. While we'll start with some great process modeling tips and tricks, we'll then explore the ways you can brainstorm, capture operational models, and even explore data modeling and user stories that help you deliver technical requirements without needing to know fancy technology! Whether you've used a modeling software before or are a MS Visio pro, you'll see new and innovative ways to approach your elicitation sessions – in-person, virtual, and hybrid! – such that you leave with successful business analysis products AND outcomes!

### **Using Mural for Great Analysis and Project Success**

Mural is one of the most fun and collaborative tools available to analysts, project managers, and change agents today. Yet, like any tool, it is only as good as the artist who uses it. Come join Jamie for a hands-on experience and learning adventure on how to get more out of Mural than simply sticky notes. We're going to go well beyond brainstorming and build engagement and excitement with our teams and stakeholders DURING our analysis session. Learn how to facilitate interaction that actually produces your work live with your participants (yes participants – virtual, hybrid, and even in-person!). And of course, have some fun exploring how a powerful tool can turn your most challenging change work into dynamic success!

### **Virtual Elicitation – Let's Get Things Done!**

You're all set to facilitate your next requirements session or just get a quick decision – but then realize everyone's spread out across the world! Now you gotta get things done while working virtually with all your team and stakeholders! Join Jamie as she walks you through key elicitation techniques from a fun and unique perspective as more and more people find themselves working in virtual environments and with remote teams. We'll take some tried-and-true foundational techniques as well as introduce some lively new ones and talk about how we approach our sessions to get some serious analysis work done! We'll even throw in a few tips and tricks as well as share some interactive technologies and activities!

### **Warp Speed Process Analysis**

When you hear from the business that “there's no time for requirements” yet you are desperately trying to figure out what's going on? Then you need warp speed process analysis!

As we all know, process analysis is a crucial part of any business or organization. It helps us to identify areas of improvement, streamline our operations, and ultimately achieve our goals more efficiently. However, process analysis can often be seen as a dry and tedious task.

In this session, Jamie will show you that process analysis can be fun, engaging, and collaborative! More importantly, she'll show you how to integrate this valuable technique in your work even when "there's no time to plan" your change work. This is the session to learn how to do the work as it is already happening in ways that leave your stakeholders literally asking when the next session you will be having so they can get even more!

If you are an analyst whose project has left the station a long time ago...without you even knowing you were supposed to be on that train, then this is the session for you to dive into. These are for those mid-projects worried about keeping the train on the tracks by helping stakeholders understand their own business needs and direction while help you keep scope in check. And we'll highlight that no matter what kind of hybrid or virtual environment you need to take into account, these approaches and techniques will have you immediately turning a positive return in your business analysis investment!

### **What ChatGPT Can Do for Your Project**

Artificial intelligence has slowly been creeping into daily life and now do you worry that things like ChatGPT might even take over your job? This is one of the hottest AI tools out there and yet is simple enough for almost anyone to use. But what does it mean to me? How could I incorporate AI into my daily work without losing my job to robots?

Join Jamie as she demonstrates this creative tool in the context of successful project management. Come explore ways you can get a virtual assistant when doing testing and validation work. Learn how you can get support and a friendly ear when you have to pitch ideas or present to executives. And see how your research time can be cut in half without devaluing the intellectual capabilities of you and your unique skill sets!

### **What NOT to do in Change Work**

Too often change work is unsuccessful not because of lack of effort or vision, but rather in the lack of understanding of the effects of changes and how you address them in your solution. This session will highlight those "road-blocking" elements and give you the tips and tricks to fill your toolbox with so you can be wildly successful. From small process changes to enterprise-wide digital transformations, real-world insights from actual change work will highlight those scenarios you might find yourself in and then Jamie will give you the tools, techniques, and approaches to enable you to climb to success. From the processes, to the communication, and the people themselves, join Jamie and turn those very "set in my ways" and "how it's always been done" challengers who sit in your way into great opportunities to show off your technical, strategic, and business skill set for wildly successful change work!

### **What NOT to do When Doing Change Work**

Too often change work is unsuccessful not because of lack of effort or vision, but rather in the lack of understanding of the effects of changes and building into your change efforts how you are addressing these items. This session will highlight those “road-blocking” elements and give you the tips and tricks to fill your toolbox with so you can be wildly successful. From small process changes to enterprise-wide digital transformations, real-world insights from actual change work will highlight those scenarios you might find yourself in and then Jamie will give you the tools, techniques, and approaches to enable you to climb to success. From the processes, to the communication and the people themselves you’ll be working with, join Jamie and turn those very “set in my ways” and “how it’s always been done” challengers who sit in your way into great opportunities to show off your technical, strategic, and business skill set for wildly successful change work!

### **What You Should Know About AI (and Were Too Afraid to Ask): Essential Tools and Tips to Make AI Work for You**

Curious about AI but unsure where to start? This dynamic session is your safe space to explore AI tools and learn how they can enhance your daily work—no technical expertise required! Specifically crafted for administrative professionals, this session moves beyond the basics to give you real, actionable tips on using AI to streamline tasks, boost productivity, and add value to your team.

We’ll dive into time-saving tools and clever techniques to help you automate routine tasks, organize information, and impress others with your AI-savvy skills. With plenty of audience participation and live demonstrations, you’ll have the opportunity to ask questions and see these tools in action. By the end, you’ll walk away with a practical AI toolkit, ready to apply your new skills immediately.

### **Women in Leadership – Own Your Seat!**

The number of women in leadership roles is growing in all industries and areas of business. As we seek to decrease the gender divide, skilled women leaders are essential for the success of any organization. But what does it mean actually to be a woman in a leadership position? What challenges exist and how do we overcome gender-bias obstacles and be seen as an asset to any team and organization?

Whether you are currently in a leadership position or seen as a leader in your community, learn and practice skills that focus on driving actions, empowering others, and continually building yourself up as you remain a role model for your colleagues and build up the next generation of female leaders! Come share in a lively discussion that challenges masculine or feminine ways of thinking and working!

Topics include defining success criteria, asking smart questions (and not being afraid to speak up!), presentation skills, managing conflict, and creating action plans beyond the self-assessment. Come, own your seat, and embody the strong leadership skills every organization needs today and tomorrow!

### **Writing Effective AI Chat Prompts for Business Analysis**

Being well-versed in AI provides a competitive advantage for business analysis professionals. Those who leverage these capabilities in their daily work position themselves to not only succeed, but also surpass competitors in their field. This session will show business analysis professionals of all experience levels how to craft effective prompts to achieve desired results in their analysis work. Jamie will demonstrate how to adjust and evolve both the content and phrasing of generative AI prompts to enhance efficiency and effectiveness in all your business analysis work.

This is a natural session for our business analysis professionals as it is all about the good questions. Good questions (not the answers) are what makes business analysis professionals the super heroes they are. Jamie will demonstrate live how to take these great questions and put them in context so that generative AI works for you (and not the other way around!). And the fun part of course is for you to bring your own questions as we explore live! Jamie will help you tailor the prompt and together we'll all explore the results and how to approach a conversation WITH generative AI tools for better, faster, and easier results!

## **Workshops:**

### **Agile and Agility – Skills You Need TODAY for Tomorrow Workshop**

You might hear agile, you might see Agile, and then you might be told to be more agile let alone a conversation about agility...yet these are all concepts you need to know now to keep you successful in tomorrow's dynamic and ever-changing world.

We're talking more than just being nimble or flexible. We're talking about you looking at daily work and flexing your mind and muscle. We're going to show you ways to layout your work that actually welcomes changes (and expects it!). Jamie wants to help you understand these terms, even a little agile project management, but most importantly give you some tools, templates and techniques to integrate daily to make your life easier and more adaptable to change.

Come join Jamie with this fun and exciting dive into what it means to be agile. Learn how you demonstrate agility that not only gets noticed but gets things done! Leave with fresh ideas how to structure your daily work while planning for tomorrow all in our rapid-paced and dynamic environments!

## **AI, Automation & the Future of Work: Preparing HR for the Next Decade**

The future of work isn't on the horizon; it's already unfolding. In this hands-on workshop, HR professionals will surface opportunities to harness automation, analytics, and AI to elevate, not eliminate, the human experience at work. Participants will transform their perspective by examining real-world examples of how technology can streamline operations, strengthen decision-making, and create more meaningful employee experiences. Together, we'll optimize organizational readiness, mapping where each team stands today and identifying the systems, skills, and mindsets needed for progress. Through guided activities, attendees will kindle innovation by designing ethical, people-first strategies that balance efficiency with empathy. By the end, participants will engage confidently with their organizations' digital future, equipped with a practical roadmap for integrating smart technologies that empower people, enhance performance, and redefine what it means to work well.

## **AI Essentials for Project Managers and Business Analysts: An Introductory Workshop**

This introductory workshop is designed to give project managers and business analysts a practical, confidence-building start with AI—no overwhelm, just real-world application.

We'll explore what AI really means for your role, how it's being used across industries, and—most importantly—how you can start using it right away to streamline work and make smarter, faster decisions.

Together, we'll break down how to articulate AI's business value, build compelling cases for its use, and get hands-on with interactive demos and exercises that you can immediately apply back on the job. This isn't just about learning AI—it's about using it to elevate your impact.

## **Applying Agile Project Management to the Organizational Level**

Equip participants with the knowledge to apply and drive agile project management at the enterprise organization level.

## **Brainstorming and Ideation Techniques to Keep You Relevant and Ahead of Your Game!**

Markets, customers, technology, and more are constantly changing. And coming up with new and innovative ideas can seem harder and more challenging in a world flooded with social media, machine learning, and artificial intelligence. Yet the skill sets on how to generate ideas and to facilitate teams to explore and grow opportunities are not fading and are becoming even more in demand as we move our services and organizations into the future and incorporate technology more into daily life. And even our organizational teams and groups are learning how to bring people together in-person, virtually, and wonderfully challenging hybrid environments!

This session will give you the opportunity to experience the methods, techniques, and approaches to not only successfully facilitate brainstorming and ideation sessions but will also define the process steps to leverage outcomes of effective sessions to deliver more value to organizations. Get hands-on practice with different technology to identify the experiences they can set up to learn the art of facilitating engagement (and productive!) brainstorming and ideation sessions to immediately apply in your own work regardless of if you're working with teams on-site or remotely. And feel the comfort level of great outcomes while defining the steps you need to take to leverage brainstorming and ideation outputs that drive successful solutions to critical business challenges!

### **Bridging the Gap: Hybrid Facilitation**

In a world where remote and in-person work often coexist, it's crucial to ensure that your change management practices are inclusive to all team members, regardless of their physical location. We will delve into the intricacies of modifying your approach to create a sense of inclusivity in hybrid environments. Learn how to bridge the gap between on-site and remote team members, fostering collaboration and engagement.

Successful change management in hybrid settings requires more than just a unique set of tools and techniques. Discover the key strategies and technologies that should be a part of your hybrid toolkit. From virtual collaboration platforms to communication best practices, you'll gain insights into how to optimize your workflow for hybrid success.

Theory alone is insufficient. This workshop provides you with the opportunity to experience the feelings of an effective hybrid and collaborative session firsthand. Through interactive exercises and real-world scenarios, you'll gain practical skills for facilitating productive meetings, managing remote teams, and fostering a culture of inclusivity in your projects.

Whether you are a seasoned professional looking to adapt to new work dynamics or just starting to navigate the challenges of hybrid work, this workshop will provide you with the knowledge and tools needed to excel in today's ever-evolving business landscape.

### **Bridging the Gap: Navigating Hybrid Environments**

In a world where remote and in-person work often coexist, it's crucial to ensure that your business analysis and project management practices are inclusive to all team members, regardless of their physical location. We will delve into the intricacies of modifying your approach to create a sense of inclusivity in hybrid environments. Learn how to bridge the gap between on-site and remote team members, fostering collaboration and engagement.

Successful project management and business analysis in hybrid settings require a unique set of tools and techniques. Discover the key strategies and technologies that should be a part of your hybrid toolkit. From virtual collaboration platforms to communication best practices, you'll gain insights into how to optimize your workflow for hybrid success. Through real-world scenarios, you'll understand the practical skills for facilitating productive meetings, managing remote teams, and fostering a culture of inclusivity in your projects.

Whether you are a seasoned professional looking to adapt to new work dynamics or just starting to navigate the challenges of hybrid work, this session will provide you with the knowledge and tools needed to excel in today's ever-evolving business landscape.

### **Build Your Project Management Toolkit: Smart Tools, Time-Savers & Everyday Efficiency**

The future of project management is here—and it's powered by AI. In this hands-on, practical session, you'll explore the best AI tools and automations to simplify your workflow, boost your productivity, and help you stay one step ahead in your role.

From managing meetings and tracking tasks, producing project deliverables and even helping deliver those products, today's AI tools can take hours off your plate—and you don't need to be super tech-savvy to use them.

Whether you're brand new to AI or looking to expand your skills, this session is your shortcut to building a customized AI-powered project management toolkit. You'll leave this session with easy-to-use AI tools for writing, planning, organizing and executing your project management work with prompt templates and more you can plug into any of your favorite AI applications. Leave with a "starter kit" of recommended free (and low-cost) AI apps tailored for project managers and those managing projects, real-world examples of how AI can take on repetitive tasks so you can focus on what matters most. Designed specifically for project management professionals, this session will give you the confidence to integrate AI into your day-to-day work—ethically, effectively, and without overwhelm.

### **Building Cybersecurity Requirements INTO Your Solutions – Not as an Afterthought!**

In today's fast-paced tech landscape, cybersecurity is often considered only after solutions are in production, leading to costly redesigns and undermined security. This interactive workshop empowers non-technical professionals to become advocates for cybersecurity by embedding essential security measures into solution design from day one.

In this hands-on session, attendees will work with a practical, easy-to-use checklist to help integrate cybersecurity requirements into their projects. Participants will gain confidence in identifying essential cybersecurity components, such as data protection and access control, using familiar business language. Through small group scenarios, role-playing exercises, and real-world examples, they will practice asking the right questions to ensure security is built into each step of development.

Designed to foster confidence and skill, this workshop provides a supportive space for attendees to engage directly with cybersecurity concepts. Whether involved in project planning, change management, or solution development, participants will leave ready to champion security in their organizations.

### **Building The Requirements for Data – How to Help You Elicit, Communicate, Measure and Get the Buy-In for Data Requirements in Your Organizations**

Would you love if data requirements were actually built INTO solutions, and not an afterthought? Or have you done the hard work to structure and organize the data so it's powerful but can't get the organization to use it?

Let's talk about data requirements in terms your stakeholders actually buy into. Learn different methods for eliciting, presenting, communicating, and using data requirements that drive valuable (i.e., quantifiable!) business results applicable to both traditional and agile environments.

Let's have some fun (yes, come prepared to have fun!!) with hands-on practice of defining, demonstrating, and proving the value of data programs and structures in our ever-changing organizations today!

### **Business Analysis Skills for Today**

This course takes you through the metamorphosis of the business analysis professional and what you can look forward to tomorrow!

### **Business Data Analytics Introduction**

Business data analytics is a key skill set and now a job function for many organizations seeking to leverage the power of their technology that is putting data at their fingertips. But what exactly is this mythical beast? And where and how does it emerge? And, more importantly, how can I start using this 'toolkit' immediately?

This session is for those of you who love having data at your fingertips to feel confident in your business decision! This is where you come to get challenged on your data assumptions and build strategic direction by leveraging your data from unique perspectives to aligned and focused outcomes. How do you "do" business data analytics and what can it look like at every level of an organization? Explore exactly this and more as you dive into the powerful world of business data analytics!

### **Business Process Improvement**

Introduce participants definitions of process improvement that are immediately actionable.

## **CBAP® and CCBA® Applications Workshops**

What is probably the hardest part of the CBAP® certification process other than the examination? For many it's the application because 7 years ago we weren't thinking about becoming a CBAP®. And now that we are, how do you actually go get all that data that is needed to just apply? Let alone use the process to help you study and be even more prepared for the examination? Jamie will guide you through this process with tips, tricks, and worksheets to help make this arduous task seem much easier. As well as she'll give you a plan to approach the entire CBAP® process including the examination so you can feel more confident walking into this great achievement! \*\*Applies to CCBA® applicants as well – and Jamie will cover the difference and help you consider which approach is best for you!

## **Cloud Fundamentals**

Prepare participants working with solutions that utilize cloud technologies.

## **Collaboration & Engagement Wherever Your Teams are at!**

So you've gone virtual and you're having WAY too much fun just getting people together, let alone being productive in each meeting after meeting (after meeting ...after meeting...)?! Let's look at some of our best and most effective collaboration and engagement techniques and learn how we make sure our teams stay effective no matter how our worlds change.

Even more importantly – let's focus on how we get our stakeholders to work with EACH OTHER and do some serious collaboration! Join Jamie and come ready to dive in with hands-on practice on tools and approaches to facilitate digital collaboration in this workshop while Jamie fills the session with tips, tricks, and examples. Learn some different tools in ACTION so that you can immediately apply them and build some excitement and even work on your work DURING the session! And leave knowing key approaches you need to consider so that you enable collaboration as much as possible and get to really focus on your change work that delivers successful solutions (without committing another zoom fatigue instance!).

## **Collaboration Skills**

Collaboration skills are critical to not only working with teams today but to facilitating engagement in a digital world. Collaboration skills that encourage participation focused on outcomes are how teams can harness their entrepreneurial spirits while meeting strict deadlines under tight constraints. This hands-on workshop style sessions put you in the seat to experience what collaboration feels like and how to integrate into your own work.

## **Collaborative Brainstorming**

The course will cover how the results of brainstorming sessions can be dramatically increased in effectiveness and efficiency when the right tool is applied in the right manner for the situation and knowing what tools are available to you is what makes you successful in your career.

## **Collaborative Strategic Planning**

Strategic planning is an art form. It used to be executives would spend 3 days off site to come back with a grand “vision” that, like everyone else, we’re going to be innovative this year! Lots of cheering and excitement but without the results.

How would you like to learn a way you can facilitate a strategic planning session where you not only leave with specific, measurable targets with clear action items, but that you also get the participants actually participating WITH each other? And how would you like to learn that you can do this approach no matter your experience level or position in your organization or team? That my focusing on the art of facilitation, elicitation, and collaboration, you can help build a strategic plan that will be executed AND measured in any company, organization, non-profit, and team venture you are part of?

That’s exactly what Jamie would love to walk you through in this hands-on, experiential session. A simple framework that keeps teams engaged and focused on outcomes from a positive perspective of what’s possible is what you’ll get to experience. And with the workshop style approach, you’ll be learning and practicing the facilitation skills required not only for a great strategic planning session, but then those same skill sets you can use wherever your analysis work takes you!

Come have some fun, even bring in your own current challenge to explore, and leave with a step-by-step guide and personal understanding of what it feels like to collaborate towards strategic goals!

## **Conflict with Confidence: The Art of Successful Outcomes**

How did you emerge from the last time you had some workplace conflict? Is it something that’s the last thing you want on your team? Do you run and hide or simply give in just to avoid confrontations and any negative feelings? Would you like to learn how to get value out of differencing opinions without escalation to heated arguments?

How about a safe and welcoming environment for you to practice how to handle these very situations? Real-world scenarios we often face that can feel impossible, yet with some strategic focus, we explore and feel what it’s like to actually encourage different outlooks and opinions. This is a session to come PRACTICE how to emerge successful in both your position and your career relationships by putting healthy conflicts and uncomfortable communications into your tool kits for success. Join us as we build our skills to get more confident with conflict!

### **Creative and Innovative Approaches to Engage Your Stakeholders**

Presented as both an engaging symposium session as well as full day hands-on workshops, these sessions take industry best practices and techniques and gives audiences a different way to use them, having fun, overcoming challenges, and producing amazing results. This is about working AND collaborating virtually, across time zones and with all different kinds of team makeups in agile and traditional environments that *leverage* technology as you build consensus, ownership, and engagement.

### **Cybersecurity Requirements – How to Build Them INTO Your Solutions**

Cybersecurity is everyone's concern in today's fast-paced, and ever-changing digital environments. Too many times we see products where security features are only discussed AFTER the solution, resulting in major rework or worse, being found by malicious actors. Come learn some of the key topics that you need in your digital toolbox without having to become a cybersecurity expert. Let Jamie guide you through how to ask the right questions to ensure you're covering the valuable cybersecurity components necessary for successful technological projects. And even learn some great analysis approaches to any requirements that work so that your solutions are successful for years to come.

### **Cybersecurity Requirements – How to Mine Them in A Sea of Peril**

Cybersecurity is everyone's concern in today's fast-paced, and ever-changing digital environments. Come learn some of the key topics that you need in your digital toolbox without having to become a cybersecurity expert. Avoid common pitfalls that leave solutions vulnerable in the dark world of cybercrime. Let Jamie guide you through how to ask the right questions to ensure you're covering the valuable cybersecurity components necessary for successful technological projects. And even learn some great analysis approaches to any requirements that work so that your solutions are successful for years to come.

### **Data-Driven Decision-Making**

Have you ever wished a decision-maker would show you they ACTUALLY used your data? Or have you had to watch others make decisions that are contrary to your presented information? Do you wish business users actually USED your data? Jamie will guide you through a structured format so that you can leverage data to make informed decisions. Join Jamie for this hand-on, interactive session where you can learn and apply the key aspects of business data analytics to not only assist you with your own decision-making, but to also leave you empowered to educate your business owners on how to make smart, data-driven decisions!

### **Data-Driven Decision-Making for the Real World**

Okay I get it – data is ALL the rage right now! But I'm not a data scientist! I just want to be able to use my data to GET THINGS DONE! Where do I start?

Data can help us answer so many questions, but only if we know how to successfully leverage the power of data. You do not need to be a technical expert with years of data analysis or be called a data scientist! You simply need to know some basics on how both your business and the data is set up. Then with a few good questions, you can pull together some powerful insights that help teams make informed decisions!

In this session Jamie will walk you through how to approach using data to help you make informed decision making. We'll discuss how you can figure out what data you need to present viable recommendations to leadership. We'll also list out the steps for working with the "data people" to get information that helps your decision-making processes.

### **Eliciting Requirements**

Utilize key business analysis techniques to define requirements.

### **Embracing Hybrid Work: A Holistic Approach to Inclusive Human Resource Practices**

Calling all HR professionals navigating the complexities of hybrid work! Explore a session tailored for you, demystifying the technical side and focusing on the human element. Learn to modify HR practices for inclusivity, build a holistic toolkit with essential tools, and acquire practical skills for managing remote teams and fostering inclusivity. Whether adapting to new dynamics or tackling hybrid work challenges, this session promises valuable insights to excel in the ever-evolving business landscape. Don't miss this opportunity to enhance your HR approach!

### **Essential Techniques to Gain More Time**

The Essentials course is designed to provide hands-on practice with key skill sets that employees of all levels will utilize in their daily work both today and tomorrow to be more effective and efficient with their work management.

### **Executive Understanding of Business Analysis**

This course is an introduction to business analysis but at the executive and management level to articulate and highlight the strategic imperative of business analysis work.

### **Facilitating Engagement Wherever Your Teams Are At**

Getting participants to engage and interact with each other is often more difficult than the actual requirements work. Yet it is the collaborative input of diverse stakeholders that we need to deliver successful solutions. And today's changing work landscape makes the art of facilitating this collaboration more complex!

Walk through not only the approaches but then some fun and innovative uses of technology solutions today that actually enable exciting interaction and participation. Come prepared to experience how participation leads to buy-in and greater enthusiasm for successful outcomes. We will be walking through the considerations for setting up collaboration sessions, how to make it easy for your teams to be focused and engaged, and demonstrate how to leverage technology that enables your success. Come join Jamie in this interactive session to dive in to learn and explore approaches and even some fun technologies to help you be successful wherever your team's work!

### **Facilitating Engaging Sessions**

Business analysis is about eliciting needs and recommending solutions. That means the key tools in any BA toolbox includes elicitation skills, collaborative cooperation and facilitation finesse. So how do you do these and still be successful when not only is technology constantly changing but our stakeholders' working environments are shifting from in-person, virtual, and back again through a mix of hybrid and adaptive environments?

Come see why a collaborative approach WITH your stakeholders is key to defining valuable solutions. We'll experience ways to interact and engage to feel the power of a well facilitated session. We'll highlight the subtle nuances to incorporate for working in virtual and hybrid spaces that breed inclusion as well as productivity. And we'll see how we can still plan and be action-oriented amongst of sea of change and adaptability! So bring your laptops and mobile devices ready to connect, engage, and collaborate in this hands-on workshop!

### **Facilitating Fun – Live Practice with those Crazy Characters!**

You saw Jamie live (or watched the recording) of her attempt to handle the humorously engaging and often quite challenging stakeholders of the IIBA community in her Facilitation Made Easy presentation. Now it's YOUR TURN!

Jamie is bringing this session live for hands-on practice of how to facilitate stakeholders in successfully achieving their goals. They'll be a cast of characters again, yet now you get to take turns in the driver's seat. See what it feels like, be coached by expert advice (including what NOT to do!), and build your skillsets and your comfort level to work WITH stakeholders no matter where your analysis skills will take you.

This session is for introverts and extroverts alike to join a session where we can safely try different approaches with a coach along every step of the way while seeing what happens when we try new things. Come ready to engage, learn, and of course, have some fun, and leave empowered with more than just checklists and cheat sheets, but an inner strength of joy to handle whatever challenges and opportunities come in your facilitation work!

## **Facilitation Skills**

The course will cover the techniques, tools, and approaches to apply facilitation skills to create engagement and collaboration in all your business work.

## **From Burnout to Brilliance: Re-Energizing Your Workforce**

Today's workplace is fast, digital, demanding and too often, technology that should empower us ends up exhausting us. This energizing session helps leaders rethink how they work, lead, and connect in a world of constant change. Through interactive discussion and practical tools, participants will uncover the hidden opportunities within burnout, learning how to transform everyday pressure into purposeful productivity. They'll explore modern ways to use technology to support focus and flow, not distraction, while optimizing resources to make work simpler and more sustainable. The session sparks fresh thinking and innovation, empowering leaders to create environments where people feel inspired, supported, and engaged. Attendees will leave with actionable strategies to reignite their teams, turning stress into strength and busywork into brilliance.

## **From Data to Decisions: Practical Analysis With and Without AI**

Data alone does not create insight. Insight comes from asking better questions.

Business Analysts are increasingly expected to interpret data, validate assumptions, and support evidence-based decisions. Yet many professionals struggle with how to move from dashboards and reports to meaningful, actionable insight — especially in environments where AI tools are rapidly emerging.

This interactive workshop focuses on strengthening analytical thinking in a modern data environment. Participants will explore how to frame sharper business questions, identify meaningful patterns, challenge misleading outputs, and translate findings into decisions stakeholders can trust. The session examines how AI tools can accelerate exploration and pattern recognition, while reinforcing that critical thinking and business context remain the analyst's responsibility.

Through practical exercises and guided application, participants will work through real scenarios that demonstrate how to validate insights, avoid common interpretation errors, and communicate findings with clarity and confidence. The emphasis is not on becoming a data scientist, but on becoming a more disciplined, thoughtful analysis professional.

Participants will leave with practical approaches to integrating structured thinking, data literacy, and responsible AI use into everyday business analysis work.

## **Hybrid Facilitation**

First, we're in person. Then we're completely digital. And now we're somewhere in the in-between. Learn the lost art of facilitation in this new frontier where the same principles and results still apply, and even are expected, yet can easily be navigated with a tailoring of your approach.

So, what exactly do you do for a successful hybrid event? Do you look at the people in the room, the camera for the remote audience, the individual participants on the collaborative meeting space? Can you do group activities when only one person is online? Or what about when only two people are in person? And the technology isn't cooperating, and your boss expects results at two times the speed with greater results than you did in person just because you're using technology!

Let's walk through all of this by practicing how to be a successful facilitator in a safe environment. Experience how you can still collaborate WITH your teams for successful outcome. And learn how to make others feel engaged by participating in the very activities and scenarios in this hands-on, immersive workshop to help you be successful wherever your analysis work takes you!

### **Hybrid Facilitation Tips and Tricks for Maximum Engagement and Output**

First, we're in person. Then we're completely digital. And now we're somewhere in the in-between. Learn the lost art of facilitation in this new frontier where the same principles and results still apply, and even are expected, yet can easily be navigated with a tailoring of your approach.

Who (and where) do you look at? Can you do group activities when only one person is online? Or what about when only two people are in person? And the technology isn't cooperating and your boss expects results at two times the speed with greater results than you did in person just because you're using technology!

Let's walk through all of this by practicing how to be a successful facilitator in a safe environment collaborating WITH your teams for successful outcomes. Learn how to make others feel engaged by participating in this hands-on, immersive workshop to help you be successful wherever your analysis work takes you!

### **Hybrid Meeting Success: Setting Up for Seamless Virtual Participation Workshop**

As an administrative professional, you're often responsible for setting up and managing hybrid meetings, where both in-person and virtual participants need a seamless experience. This session equips you with a step-by-step checklist and insider tips to create an environment that allows virtual attendees to fully engage—keeping the focus on the discussion, not on tech troubles. Whether setting up for a CEO's board meeting or a high-stakes client call, you'll learn how to prepare with confidence and finesse.

This session covers the essentials of hybrid meeting setup, from optimizing room layout to ensuring the right technology is in place for smooth communication. We'll walk through real-world scenarios and share practical troubleshooting techniques, preparing you for the unexpected. Leave with a go-to checklist, practical setup tips, and the confidence to manage hybrid meetings seamlessly—and look like a pro while doing it.

### **IIBA® Agile Analysis Certification (AAC) Exam Prep**

Prepare participants for the IIBA® Agile Analysis Certification (AAC) exam.

### **IIBA® CBAP®: Business Analysis Techniques**

The course will cover business analysis techniques and where and how they are used in analysis work today.

### **IIBA® CBAP®: CBAP® Exam Prep**

Prepare for obtaining the International Institute of Business Analysis (IIBA®) Certification in Business Analysis Professional (CBAP®) certification.

### **IIBA® CBAP®: Introduction to Business Analysis Today**

Introduce working analysis professionals to the international standards and best practices of what and how business analysis is done today as students prepare for their IIBA® CBAP® certification.

### **IIBA® CBAP®: Requirements Elicitation, Analysis, and Successful management**

The course will cover the process of eliciting requirements, analyzing requirements, and successfully managing requirements for delivering valuable solutions.

### **IIBA® CBAP®: Strategic Planning and Solution Evaluations**

The course will cover what tasks and techniques are involved when doing business analysis work both in strategic planning and pre-project-based work as well as analyzing existing solutions and evaluating their business value.

### **IIBA® Certificate in Cybersecurity Analysis (CCA) Exam Prep**

Prepare participants for the IIBA® Certificate in Cybersecurity Analysis (CCA) exam.

### **IIBA® Certificate in Product Ownership Analysis (CPOA) Exam Prep**

Prepare participants for the IIBA® Certificate in Product Ownership Analysis (CPOA) exam.

### **IIBA® Certification in Business Data Analytics (CBDA) Exam Prep**

Prepare participants for the IIBA® Certification in Business Data Analytics (CBDA) exam.

### **IIBA® ECBA™: Business Analysis Tasks and Techniques**

Introduce entry-level analysis professionals to the tasks and techniques performed by business analysis professionals.

### **IIBA® ECBA™: ECBA™ Exam Prep**

Introduce entry-level analysis professionals to the International Institute of Business Analysis (IIBA®) Entry Certificate in Business Analysis (ECBA™) certification and provide students with an understanding and study approach to successfully earn the valuable certification.

### **IIBA® ECBA™: Introduction to Business Analysis Today**

Introduce entry-level analysis professionals to the international standards and best practices of what and how business analysis is done today.

### **Implementing Agile: Creating and Delivering in an Agile Environment**

Participants will learn how to deliver solutions in an agile environment by considering roles, agile team compositions and common agile practices.

### **Introduction to Agile Analysis**

Introduce working professionals to agile analysis and the perspective of where agile analysis occurs.

### **Introduction to Agile Project Management**

Introduce participants to agile project management and considerations for methodology selection.

### **Introduction to Business Data Analytics**

Introduce working professionals to Business Data Analytics and the value of data-driven decision-making.

### **Introduction to Change Management**

Participants will learn to build a comprehensive change management plan that not only encompasses the necessary tasks for implementing change but also focuses on engaging stakeholders effectively, understanding change from diverse perspectives, and employing communication strategies, ensuring success in navigating and leading change initiatives.

### **Introduction to Cybersecurity Analysis**

Introduce working professionals to cybersecurity analysis and the value of building security into technical solutions.

### **Introduction to Product Ownership Analysis**

Introduce working professionals to product ownership analysis and the value of the product owner role and activities that help deliver successful solutions.

### **Introduction to Project Management**

Prepare participants to undertake the management of project-based work.

## **Introduction to Requirements**

The course will introduce change agents to what requirements are and the value they can provide when elicited, captured, verified, validated, and delivered.

## **Leading Change with Confidence: The HR Playbook for Successful Transformation**

Change is constant, but resistance is too. In this interactive workshop, participants will learn how to lead teams through uncertainty with empathy, structure, and confidence. Using real-world case studies and group exercises, we'll explore how HR professionals can align change initiatives with organizational goals and foster resilience across both in-person and remote teams. Attendees will learn how to communicate effectively through digital and hybrid channels, ensuring clarity, connection, and trust no matter where their people work. Through collaboration and reflection, participants will uncover strategies to engage stakeholders, sustain momentum, and strengthen culture during times of transition. Everyone will leave with a practical, step-by-step change leadership toolkit, customized to their organization's unique needs and ready to use in any work environment.

## **Making Meetings Productive Again – No Matter Where Your Teams Collaborate!**

So you've gone virtual! Great! Zoom expert? Team magician? Or have you simply become the person who helps everyone unmute themselves and spend more time trying to get people to participate than actually getting your work done?

How about we go back to our focus, getting our work done, delivering completed projects, deliverables and solutions, and enabling teams to work together and collaborate, regardless of the environment, platform or technology??

Come join Jamie as she gives you a little "reset" and helps you refocus your virtual sessions back to being productive meetings, engaging with teams, and delivering on project goals. Now that your teams know they can get together in a virtual world, let's get them engaged and focused. You'll experience tools that foster collaboration and engagement through hands-on participation to feel what it's really like to be a participant and not just an attendee. You'll leave the session with easy checklists and best practices that you can immediately use for your virtual sessions that work great with hybrid and even in-person meetings using basic technology – nothing fancy here, just productive and fun! Come get some help to keep your own self focus throughout the daily virtual clutter. And even those meetings you attend to take notes, minutes, or simply support – you can come learn how to help facilitate successful outcomes! Get some insights on how to conduct and leave virtual (and in-person!) meetings with positive connections and energy so that your colleagues actually look forward to getting online together!

## **Mastering Google Workspace: Hands-on Workshop to Create a Workspace That Works for You**

Get hands-on with Google Workspace in this interactive workshop. Go beyond email and Docs to set up Sheets, Calendar, Drive, and more to fit your workflow and maximize productivity. You'll customize your workspace, discover time-saving integrations, and leave with a streamlined, personalized setup that makes your Google tools work for you. Ideal for administrative professionals ready to master Google's suite for better organization and collaboration.

## **Mastering Hybrid Work: A Hands-On Workshop for Inclusive Human Resource Practices**

In today's dynamic work environment, where remote and in-person collaboration is the norm, mastering the intricacies of hybrid work is crucial for HR professionals. This hands-on workshop aims to go beyond theory, offering participants the opportunity to actively engage with strategies and tools that enhance inclusivity across diverse HR functions.

## **Navigating Hybrid Work: Fostering Inclusivity in Project Management**

In today's dynamic work landscape, collaborative project management is key for thriving in hybrid workplaces. Explore strategies connecting on-site and remote teams seamlessly, ensuring inclusive collaboration. Uncover vital tools and communication practices, gaining practical facilitation skills. Whether adapting to new dynamics or navigating hybrid challenges, this session equips you to elevate collaboration in tomorrow's dynamic environments.

## **Navigating Hybrid Work: Fostering Inclusivity on Hybrid Teams**

In the current dynamic work landscape, characterized by a blend of remote and in-person collaboration, it is crucial to adapt project management practices to be inclusive for all team members, regardless of their physical presence. This session is tailored for agile practitioners navigating the complexities of hybrid teams, aiming to bridge the gap between on-site and remote members to enhance collaboration and engagement.

## **Navigating the Chaos: Unlocking the Power of Warp Speed Process Analysis**

In the ever-evolving world of business analysis and project management, we often find ourselves caught in a whirlwind of urgency and change. Imagine a scenario where the business insists, "there's no time for requirements," and you're left scrambling to make sense of it all. It's time to harness the power of Warp Speed Process Analysis!

Are you ready to embark on a transformative journey that will revolutionize the way you approach business analysis and project management? Join us where Jamie will not only demonstrate that process analysis can be exhilarating but will also unveil strategies to seamlessly integrate this vital technique into your workflow, even when faced with the notorious "no time to plan" scenario.

Or have you ever felt like your project left the station without you, leaving you clueless about your role? This session is tailor-made for those change agents who find themselves in this predicament. Learn how to jump in mid-project and help stakeholders understand their evolving business needs while keeping scope in check.

And then, with today's rapidly changing work landscape, adaptability is key. Jamie will show you how to apply these techniques in hybrid or virtual work environments, ensuring that you can immediately demonstrate a positive return on your business analysis investment. Jamie's real-world examples and practical advice will equip you to tackle project turbulence with confidence.

Discover how to bridge the gap between technical teams and non-technical stakeholders, ensuring everyone is on the same page and aligned with the project's goals. Dive deep into the concepts presented through hands-on exercises and real-world case studies, solidifying your understanding and preparing you for real-world application.

### **Office Productivity**

Are you struggling to stay on top of your workload or looking for ways to better organize your day? This hands-on, three-hour session is designed to help City and County of Honolulu employees streamline their tasks and reclaim their time. Combining essential Microsoft Outlook features with proven productivity strategies, this course provides practical tools to manage your inbox, calendar, and workload effectively.

In this in-person session, you'll gain guided, hands-on experience with Outlook tools to tame your inbox and master calendar management, along with general techniques to prioritize tasks and maintain focus. Whether you're coordinating schedules, managing deadlines, or organizing your daily tasks, this course will equip you with actionable skills to work smarter and more efficiently.

### **Online Collaboration**

The course will cover the key activities, approaches, mindset, and tools that enable successful online collaboration.

### **Operational Efficiency**

Define methods to build operational efficiencies into daily working.

## **Operational Process Improvement: How to Change a Tire on the Car that's Already Speeding by**

This is the REAL-WORLD process improvement. This is where we get hands-on practice to dive into how to improve our existing, on-going work processes while we're trying to still run the business. Bring your real-world challenges into this workshop where we begin to apply the techniques of process improvement for measurable, demonstrable results.

This session will not only give you insight into how this organization was successful with *measurable* results but will walk you through how YOU can incorporate process improvement in any situation (WARNING: going to the supermarket will never be the same for you!).

## **PMI Professional in Business Analysis (PMI-PBA)<sup>®</sup> Exam Prep**

Prepare participants for the PMI<sup>®</sup> Professional in Business Analysis (PBA) exam.

## **PMI Professional in Business Analysis (PMI-PBA)<sup>®</sup>: Beginning a Project**

Prepare participants to perform needs assessments for project-based work and understand how to engage project stakeholders for success.

## **PMI Professional in Business Analysis (PMI-PBA)<sup>®</sup>: Elicitation and Analysis**

Prepare participants to perform elicitation and analysis activities on project-based work for successful outcomes.

## **PMI Professional in Business Analysis (PMI-PBA)<sup>®</sup>: Introduction to Project-based Business Analysis**

Introduce participants to project-based business analysis and the value on project-based work.

## **PMI Professional in Business Analysis (PMI-PBA)<sup>®</sup>: Traceability, Monitoring, and Solution Evaluation**

Prepare participants to perform requirements traceability and monitoring activities on project-based work and learn how to successfully analyze delivered solutions.

## **PMI<sup>®</sup> Agile Certified Practitioner (ACP)<sup>®</sup>: Exam Prep**

Prepare participants for the PMI<sup>®</sup> Agile Certified Practitioner<sup>®</sup> exam.

## **PMI<sup>®</sup> Certified Associate in Project Management (CAPM)<sup>®</sup>: Exam Prep**

Prepare participants for the PMI<sup>®</sup> Certified Associate in Project Management (CAPM)<sup>®</sup> exam

## **PMI<sup>®</sup> Certified Associate in Project Management (CAPM)<sup>®</sup>: Introduction to Project Management**

Introduce participants to project management and the standards for successful project management and project-based work today.

## **PMI® Certified Associate in Project Management (CAPM)®: Running a Project**

Introduce participants to the tools, techniques, approaches, and deliverables for successfully completing a project and project-based work.

### **Process Analysis**

The course will cover techniques and approaches for analyzing process models to understand requirements and define solutions.

### **Process Improvement Techniques for the Real World**

Are you too busy to stop and improve your broken processes? Do you feel like there has got to be an easier way but just no time to do it? Then welcome to REAL WORLD process improvement. Come learn to look at your day-to-day activities to spot AND fix inefficiencies. See how easy it is to make small changes that add up to big results.

And then learn how to take this to your teams. How do you work on processes when more than one person has a role and has to do something? Jamie will guide you through the ways you can capture, communicate, analyze, and use processes to drive improved behaviors and outcomes. Then, as if that wasn't enough value, Jamie will teach you how to measure the value of your changes. We all know what gets measured gets paid, so show off how awesome you and your teams are by learning how to quantify the value of changes. Bring your real-world challenges into this workshop where we begin to apply the techniques of process improvement for measurable, demonstrable results.

### **Process Modeling**

The course will cover the steps and elements to correctly define and deliver quality process models that accurately reflect how work is carried out.

### **Productivity Hacks to Give You More of Your Day Back!**

We all want more time in the day – there just never seems to be enough time to get everything done! Simple time savers, “get more done” tips and creative insights to take back more of our day and actually accomplish more off our to-do list is what you'll get in this session! This hands-on workshop will help you structure your work, your day, even your computer and smart devices to be more effective with both your technology and those you work with! Easy, simple, and most importantly, effective techniques to help you do more!

### **Project Management for the Busy HR Professional**

A project is just a temporary effort to introduce a change. And today's HR professionals are all about bringing the right changes to the right people at the right time. But how to do that when management changes directions? Budgets disappear? And you're trying just to keep people employed, let alone on board to help your project?!

This session focuses on practical, daily tips and tricks to build sound project management practices INTO your work. Whether you manage your own work or have to coordinate multi-national teams, this is the session to focus on delivering quantitative results with a focus on value delivery and constant process improvement. And it's not just the boring task tracking and schedule management, but let's make it fun and exciting by building agile practices into the session and accounting for when (not IF!) those changes come and how to still be successful no matter how priorities shift or resources disappear – this is all about delivering value and getting IT done!

### **Prompt like a Pro: AI Prompts for BAs that Actually Get Work Done!**

AI is changing the way Business Analysts work—and those who know how to ask the right questions are the ones getting the most out of it. In this interactive and practical session, you'll learn how to write and refine AI prompts that actually work for your business analysis tasks. Whether you're documenting requirements, analyzing feedback, summarizing stakeholder input, or preparing project deliverables, the key to unlocking AI's full potential lies in how you communicate with it.

Designed for BAs of all experience levels, this session focuses on the art of prompting—how to phrase, adjust, and evolve your inputs so that generative AI tools like ChatGPT can help you move faster and think deeper. You'll see live demonstrations of how small changes in prompt wording can lead to dramatically different outputs, and you'll learn techniques to guide AI conversations that mirror the clarity and structure BAs bring to stakeholder interviews, process models, and user stories.

At the heart of business analysis is asking good questions—and this session celebrates that superpower. You'll have the chance to bring your own real-world questions and challenges, and together we'll explore how to turn those into effective prompts that generate useful, reliable results.

Come ready to learn, try, and ask better questions—because the better your prompt, the better your analysis.

### **Requirements Traceability**

Quality, accurate, usable requirements are key to successful products and initiatives. But this great power needs to be wielded such that you ensure all your hard work delivers the intended solution. The way to achieve this is through traceability. Traceability is ensuring you have everything needed to achieve your goals and ONLY what you need.

You'll walk through the different types of requirements and their relationships together and the value of the different levels of detail this can bring your solutions. You'll see how through traceability techniques how to ensure the deliverables are features, functions, and even detailed specifications that are not only verified but how to validate them through traceability. And you'll see how putting the effort into clear and reusable structures enables testing and user acceptance to be high quality and time efficient.

## **Seven Key Skillsets of Tomorrow's Change Leaders!**

Looking to keep your skills sharp no matter what changes your organization, community, and environment faces? Are you needing to pivot in a matter's notice and lead the team with you? Let's not only learn, but then apply seven key skills and techniques that will help you navigate the changes our world is going through right now and focus on our leaders who need to organize and lead teams, deliver valuable solutions, and enable proactive change in their organizations. You will be introduced to the value of successful change management skills in dynamic and digital environments with an emphasis of practicing business agility. And this will highlight the predictive value of your skills even after the pandemic subsides and you need to support the adaptability of your teams and organizations to continue to be successful.

The seven skills you'll get to experience, and use are being digitally comfortable and working virtually, how to be agile (and what that actually means), and vision planning, product roadmaps, backlogs, minimal viable products, and prioritization skills.

## **Strategic Planning Simplified: Lead Impactful Sessions Without the Complexity**

Our dynamic environments keep us on our toes, yet at the same time we need to plan and structure how we will continue to thrive in a sea of constant change. Strategic planning is a key skillset of our natural leaders and portfolio and project managers. Yet how do you set a strategic direction and vision when your plans for next week won't even hold up in our ever-changing environments? And how do you get teams to not only buy-in, but actually execute these plans and ideas when they are separated both physically and mentally from each other and the work?

Join Jamie as she walks you through the value of strategic planning in this session designed to make strategic planning accessible, effective, and enjoyable for everyone. You'll receive a step-by-step guide that simplifies the process, making strategic thinking approachable and fun, even for teams in hybrid settings. Jamie will walk you through the essentials of creating a strategic plan that is engaging, collaborative, and easy to follow, keeping everyone focused on productive, achievable outcomes using collaboration tools. This straightforward approach will empower you to facilitate sessions that everyone finds valuable and rewarding.

## **Tame Your Inbox & Calendar: Simple Systems to Take Back Your Day**

If your Outlook or Gmail inbox gives you anxiety or your calendar feels more like a battlefield than a project plan, this session is for you. Business analysts and project managers juggle shifting priorities, constant communication, and back-to-back meetings—often leaving little time to focus or move work forward.

Come join this session to learn how to take control of your inbox and calendar with practical strategies that help you protect your time, reduce noise, and manage your day with clarity. You'll discover a simple, repeatable system to organize your inbox—and keep it that way—along with strategies for building a more realistic, focused schedule regardless of if you're using Outlook or Gmail.

We'll explore ways to reduce email clutter, batch your work, and set better boundaries around your availability. You'll also learn how to use time-blocking and calendar workflows that flex with real-world project demands and how to stay focused—even when your day doesn't go as planned. Whether you're buried in updates, chasing approvals, or stuck in endless meetings, this session will give you the tips for you to reset your relationship with your calendar and build sustainable systems in Outlook or Gmail that support your role—not drain your energy.

### **Technology Explosion: A Fast-Paced Rundown of Some of the Best Apps for Collaboration and Analysis Work Today!**

Come join Jamie as she shows you some of the hottest (and easiest) online tools that enable you to facilitate and encourage engagement and collaboration regardless of your role! This is about hands-on practice to dive into technology with the focus on WHY we use it and HOW to get others to actually participate all while delivering on your goals. Come join this “safe place” to practice some new approaches, tinker with the technology, explore some new approaches and of course, have some fun!

### **Technology Explosion: Some of the Best Apps for Collaborative Virtual Work Today!**

So you've not only gone virtual, you are now the Queen of Zoom, the Master of Microsoft (Teams) and the technical support that can get people to unmute themselves faster than the internet can lag in your own household! But what about managing the actual work? Come see some of the hottest (and easiest) online tools that enable you to facilitate and encourage engagement and collaboration regardless of your role!

### **The Art of Collaboration and Engagement in Hybrid Facilitation**

First, we're in person. Then we're completely digital. And now we're somewhere in the in-between. Learn the lost art of facilitation in this new frontier where the same principles and results still apply, and even are expected, yet can easily be navigated with a tailoring of your approach.

Who (and where) do you look at? Can you do group activities when only one person is online? Or what about when only two people are in person? And the technology isn't cooperating, and your boss expects results at two times the speed with greater results than you did in person just because you're using technology!

Let's walk through all of the changes to your toolbox to be a successful facilitator collaborating WITH your hybrid teams for successful outcomes. Learn how to make others feel engaged in any hybrid environment to help you be successful wherever your analysis work takes you! And take these skills and experiences immediately back to your own work so that every session is more successful!

## **The Asinine Project: When Everything Goes Completely Wrong (and How to Fix it!) Workshop**

Projects are exciting changes and opportunities. But what happens when EVERYTHING goes wrong? The project isn't only off track, but you see the train wreck coming...and it's headed straight for you! That "simple request" really is NOT simple at all...and don't even ask what "hostile" means when referring to those clients you have to work with! How do you navigate these shark infested waters to help positive changes be successful in the sea of chaos?

Come get excited about the lifesaving techniques that you can use in any role or task you're assigned to by exposing those superhero powers that are within you to steer the ship to success! Gain some insights on how to right the ship in the right direction even if you're not the captain and help ensure projects' success! Learn to identify these sticky situations and how to pack the right tools, techniques, and even a few tricks up your sleeves to be successful in whatever dangerous cavern your change work takes you!

## **The Brainstorming Tools You Need Today**

Do you experience that awkward silence at the start of a meeting where you ask a question, and no one responds? Or are you online and wondering if anyone else is actually in your virtual meeting and wondering if you're just talking to yourself?

If so, come join Jamie and learn how to flip the switch and make these sessions interactive, engaging, fun and most importantly, successful by leveraging some of the latest online collaboration tools to elicit feedback, generate ideas and get answers to move efforts forward.

Jamie will cover the basics of good brainstorming sessions for how to structure your approach to getting great insights and ideas. Then she'll walk you through popular technology that is as easy for you to learn as it is to get your teams to participate. With some hands-on practice and tips and tricks from Jamie, you'll leave this workshop ready to immediately apply (and better yet – demonstrate) these tools in action that make your work easier, effective, and fun!

## **The Business Analysis Professional: Business Analysis Tasks and Techniques**

Introduce working analysis professionals to the tasks and techniques performed by business analysis professionals. This course will cover all six knowledge area tasks (30 in total) for working business and analysis professionals to understand when and where these tasks occur and what they look like and 50 Techniques business analysis professionals perform, with hands-on practice how to perform and discussion on when and where these techniques are best utilized.

## **The Business Analysis Professional: CBAP® Exam Prep**

Introduce working analysis professionals to the International Institute of Business Analysis (IIBA®) Certification in Business Analysis Professional (CBAP®) certification and provide students with an understanding and study approach to successfully earn the valuable certification.

## **The Business Analysis Professional: Introduction to Business Analysis Today**

Introduce working analysis professionals to the international standards and best practices of what and how business analysis is done today. Learn the: definition of business analysis & business analyst, the core concept model for thinking about business analysis, how and where business analysis is done today.

## **The Business Analyst as Change Agent: Engaging Stakeholders Before, During, and After Change**

Business Analysts operate at the intersection of strategy, solution design, and stakeholder reality. Yet in many initiatives, significant effort is placed on defining scope, documenting requirements, and managing deliverables, while far less attention is given to deliberately planning how stakeholders will be engaged, influenced, and supported throughout the change journey. Treating stakeholder engagement as a secondary activity often undermines even the most technically sound solutions.

This interactive workshop reframes business analysis as a structured change leadership discipline. Participants will explore how to intentionally design stakeholder engagement strategies before change begins, surface competing priorities and hidden resistance during elicitation and design, and navigate emotional responses and conflict with professionalism and confidence. The session also examines how Business Analysts can reinforce alignment and value realization after implementation, ensuring that solutions are not only delivered but truly adopted.

Rather than positioning change management as a parallel workstream, this session integrates advanced stakeholder engagement directly into core business analysis practice. Through guided exercises, practical scenarios, and application to real-world challenges, participants will strengthen their ability to influence without authority, facilitate collaborative solution design, and create environments where positive change can take root.

Participants will leave with a practical and repeatable framework for embedding structured stakeholder engagement into their daily analysis work. Because successful change is not only about defining the right solution. It is about guiding people to embrace it.

## **The Business of Cybersecurity**

This course will address the key issues, concerns, and requirements of cybersecurity so you can focus on the success of your business and feel more secure in your endeavors.

## **The Collaboration and Engagement Techniques You Need for Every Project Team**

Whether your teams are virtual, hybrid, or in-person, you need the most effective collaboration and engagement techniques in your hand to ensure our teams stay effective no matter how our worlds change. Even more importantly – let's focus on how we get our stakeholders to work with EACH OTHER and do some serious collaboration! Learn different tools in ACTION to immediately apply them and build some excitement on all your project and team-based work!

## **The Crucial Analysis Skill: Unlearning**

Analysts are constantly striving to learn new methodologies, techniques, approaches, skill sets, and even mindsets to deliver greater value.

Now what if one of the most critical skills for tomorrow is actually UNlearning? Yes, trying to unpack the weight of prior structures and guidance so that you can be open to new possibilities? Yes, finding new ways to look at the world and challenges we face by removing barriers to all that amazing stuff you've already learned!

In the exciting and dynamic world of tomorrow, unlearning is a key skill set analysts will need in their tool box to not only innovate, but to also allow those creative solutions to come into play by leveraging what the world is evolving too. Remember the world is changing faster as a whole than any of us individuals can change and so rethinking our thinking might just be the insights we all need!

## **The Essential Skill Sets Business Analysts Need Today and Tomorrow**

Looking to keep your skills sharp no matter what changes your organization, community and environment faces? Are you needing to pivot in a matter's notice and lead the team with you? Let's not only learn, but then apply the top key skills and techniques that will help you navigate the changes our world is going through right now and focus on our leaders who need to organize and lead teams, deliver valuable solutions, and enable proactive change in their organizations. You will be introduced to the value of successful change management skills in dynamic and digital environments with an emphasis of practicing business agility. This will highlight the predictive value of your skills no matter what kind of pandemic or systemic challenges arise. All while giving you techniques on how to support the adaptability of your teams and organizations to continue to be successful.

## **The Intersection of BA and PM**

Business analysis and project management are complimentary skill sets and practices that sometimes are unsure of themselves when they look and compare the professions.

There are skill sets and tasks and techniques for both of these. There are multiple professional organizations and certifications for both of these. Yet there are key areas that make these each distinct and focused so that they can provide value. Let's go beyond the basics of what these are and dive into the exponential power of the combination.

Come join Jamie where she'll walk through the intersection, where they each find their strengths to an organization and give you some ideas on where you can build your own skill sets in these valuable areas wherever your career takes you!

## **The Intersection of Business Analysis and Project Management**

Business analysis and project management are complementary skill sets and practices that sometimes are unsure of themselves when they look and compare the professions. There are skill sets and tasks and techniques for both of these. There are multiple professional organizations and certifications for both of these. Yet there are key areas that make these each distinct and focused areas of concentration so that they can provide value. And most of us all know this! So let's go beyond the basics of what these are and dive into the exponential power of the combination.

Come join Jamie where she'll walk through the intersection, bring in the application of tomorrow's technologies and trends, discuss where they each find their strengths to an organization, and give you some ideas on where you can build your own skill sets in these valuable areas wherever your career takes you! The Top Agility Techniques You Need to Be Incorporating into Your Daily Business Analysis Work In today's fast-paced business environment, agility is essential for success.

As a business analyst and change agent, you play a critical role in enabling agility within your organization. Yet what does this look like? We know what it feels like when teams can be flexible and respond, but how do we do that? Let alone, how do we get our teams and organizations to do this? The answer is: simple. Simple steps and daily activities you can do immediately! You start modeling the behavior you expect of others – this is having an agile mindset. You then layer it on with HOW to act and behave no matter the project, challenge, or opportunity – these are the techniques.

And many of these you might have seen, but are unsure how to do them daily. These are the real agility hacks that every analyst needs in their daily SOPs. These are the micro-efficiencies that lead to great changes! And these are the funnest (yes, that's real!) ways to enjoy productive business analysis work every single day! Join Jamie as she gives you this fun and creative perspective to be wildly successful in our ever-changing, unpredictable, and exciting world!

## **The Seven Essential Skills Required Today of Tomorrow's Leaders**

Join us for a transformative session centered on equipping leaders with the essential skills to thrive in an ever-evolving landscape. In an era of uncertainty, fostering diversity, equity, and inclusion is paramount. Our session is tailored to empower leaders with seven key skills and techniques, emphasizing the importance of navigating change with an inclusive mindset. Whether it's leading diverse teams, delivering impactful solutions, or championing proactive change, this session provides practical advice and actionable strategies.

## **The Top Agility Techniques You Need to Be Incorporating into Your Daily Business Analysis Work**

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## **The Who, What, When, Where, Why (and HOW!) of Requirements**

We all know what our customers want – and they're good about telling us! Yet what do they need? And no, they do not want or need a 376-page paperweight with 75 pages of spreadsheet attachments (let's think about what "technical user requirements document" acronym could be...). Yet over and over again we're challenged to elicit information from our stakeholders like getting juice from a coconut (trust me...it's a LOT of hard work!). So, what are the best ways to do it? How do we get there? Let alone, how do we know our requirements will actually bring about a desirable, feasible, and viable product?

Let's dive into requirements from a view you've probably never seen. Come explore all the shapes, forms, and evolutions that captured requirements can take. And let's get some hands-on practice diving into HOW to pull out this information so that your facilitation session is never compared to a painful dental procedure! Join Jamie as she walks you through the very techniques you can immediately apply even with remote and hybrid teams. Dive into a world of requirements that is fun and exciting so that you're successful in not only helping innovative solutions come to life, but that you also delight and excite your customers for long-term business partners.

## **Time Management for Teams**

The Teams focused course provides the same hands-on practice applied to team and group levels where competing priorities, resources, and deliverables of a group effort are often the central focus.

## **Unleashing Business Potential: Navigating AI Landscape with Strategic Precision**

In a world teeming with technological possibilities, the integration of Artificial Intelligence (AI) has emerged as a key player in shaping the future of businesses. Businesses are buying into the latest shiny object in the AI market simply out of fear of being left behind. While this technology has the potential to be an industry differentiator for many organizations, it is imperative to recognize that the success of AI implementation lies not just in the selection of cutting-edge technologies but, more importantly, in aligning these innovations with the unique goals and needs of the business. The focus shifts back to the business to define their goals clearly and THEN seek out the best solutions to achieve these goals.

## **User Stories**

The course will introduce user stories as a development technique and how to properly elicit, capture, document, utilize, and manage user stories throughout the development lifecycle.

## **Using Agility to Build Daily Continuous Improvements**

Agility is the tool, the technique, the secret sauce to be able to succeed in a sea of uncertainty. And as much as agility can help build the solutions of tomorrow, it is what is required for organizations to stay relevant and continuously improve. Learn what agility means to your daily work. And then walk away with simple techniques and mindsets that you can immediately apply in your daily work so that you not only stay relevant in a sea of change, but that you succeed and lead the charge no matter what life throws at you or how your work changes!

## **Using Generative AI to Build Your BA Deliverables**

AI has moved from a 'shiny new object' to a competitive advantage that is only going to grow with each day. And those business analysis professionals who harness this power into their daily analysis work are the ones who will outpace their competition and ensure their solutions add value for years to come. Using chat prompts effectively is a skill set you need to master today to be successful in tomorrow's environment.

Join Jamie in this live hands-on workshop where she'll not only show you the power of using generative AI work in your business analysis work, but will guide you through the steps so that you can use chat prompts effectively to produce faster, more valuable analysis outputs to help you drive those successful solutions! We're going to explore the various applications that will literally save you thousands of hours building business cases, managing meetings and stakeholder communications, and of course, eliciting requirements, building test plans and even some great models! Bring your laptop as we're going to dive right into many free applications and literally build amazing artifacts as we explore how to approach generative AI tools for years of success!

## **Using Generative AI to Streamline Course Creation**

Creating high-quality courses can be time-consuming—but generative AI is changing that. From structuring content and drafting materials to refining learning outcomes and accelerating development, AI empowers you to build courses faster while maintaining quality and impact.

But what does this look like in practice? How can you use generative AI tools to turn ideas into structured, engaging learning experiences—without getting stuck in the details?

In this interactive workshop, join Jamie Champagne to explore how generative AI can streamline course creation from start to finish. Designed for professionals looking to create or enhance training, this session delivers practical, hands-on techniques and real-world examples you can apply immediately—including how to generate outlines, learning objectives, and course content with confidence and speed.

## **Using Lucidchart for Great Analysis and Project Work**

Lucidchart is not only a great alternative to MS Visio to model business processes, but it is also a fantastic tool to help you facilitate creative, engaging, and collaborative working sessions that deliver business analysis products live (and in one session!!). Come join Jamie as she shares unique, fun, and highly engaging ways you can use a tool to do much of your analysis work. While we'll start with some great process modeling tips and tricks, we'll then explore the ways you can brainstorm, capture operational models, and even explore data modeling and user stories that help you deliver technical requirements without needing to know fancy technology!

Whether you've used a modeling software before or are a MS Visio pro, you'll see new and innovative ways to approach your elicitation sessions – in-person, virtual, and hybrid! – such that you leave with successful business analysis products AND outcomes!

Bring your laptops and your energy to learn the features, functions, settings, and tips and tricks to put this powerful tool in your toolbox for great outcomes!

## **Using Mural for Great Analysis and Project Success**

Mural is one of the most fun and collaborative tools available to analysts, project managers, and change agents today. Yet, like any tool, it is only as good as the artist who uses it. Come join Jamie for a hands-on experience and learning adventure on how to get more out of Mural than simply sticky notes. We're going to go well beyond brainstorming and build engagement and excitement with our teams and stakeholders DURING our analysis session. Learn how to facilitate interaction that actually produces your work live with your participants (yes participants – virtual, hybrid, and even in-person!). And of course, have some fun exploring how a powerful tool can turn your most challenging change work into dynamic success!

Bring your laptops and your energy to learn the features, functions, settings, and tips and tricks to put this powerful tool in your toolbox for great outcomes!

## **Virtual Engagement Technology and Tips**

Enable participants to engage their teams in virtual environments utilizing.

## **Virtual Strategic Planning for Today and Tomorrow's Crazy World**

Our dynamic environments keep us on our toes, yet at the same time we need to plan and structure how we will continue to thrive in a sea of constant change. Strategic planning is a key skillset of our natural leaders and portfolio and project managers. Yet how do you set a strategic direction and vision when your plans for next week won't even hold up in our ever-changing environments? And how do you get teams to not only buy-in, but actually execute these plans and ideas when they are separated both physically and mentally from each other and the work?

Since the start of the COVID-19 pandemic, many businesses and organizations have been forced to rapidly adapt their strategies to address the challenges and opportunities created by the crisis. These strategies have included reimagining their operations, shifting their business model, transitioning to remote work, accelerating their digital capability, and reassessing community needs and the changes to consumer behavior. As businesses begin to recover and adapt to the "new normal," it is essential for businesses and teams to move past the reactionary stage and begin developing a strategic plan for both their immediate future and long-term success in a post-COVID world. Strategic planning involves establishing a strategy your organizations will follow over a set period of time. It can be specific to one area or generalized for the business as a whole and will ideally provide long-term clarity and focus by establishing clear goals for your business.

We'll begin with an overview of the strategic planning process and cover the key components of an effective strategic plan. Jamie will also discuss the value of strategic planning as a tool for resilience, the importance of business agility and innovation, and how to master skills that will help you pivot, respond, and deliver proactive solutions when faced with new challenges. The workshop will provide the opportunity to begin working on a strategic plan for your business and/or social enterprise that is focused on resilience and recovery and will take into consideration the topics and concepts covered and how to apply them. Framework and tools will be offered to help you in this process. Come prepared to work on your strategic plan in whatever role you are in and leave with the tools to empower others to build successful plans that lead to successful businesses and teams!

## **Warp Speed Process Analysis**

When you hear from the business that "there's no time for requirements" yet you are desperately trying to figure out what's going on? Then you need warp speed process analysis!

As we all know, process analysis is a crucial part of any business or organization. It helps us to identify areas of improvement, streamline our operations, and ultimately achieve our goals more efficiently. However, process analysis can often be seen as a dry and tedious task. In this session, Jamie will show you that process analysis can be fun, engaging, and collaborative!

More importantly, she'll show you how to integrate this valuable technique in your work even when "there's no time to plan" your change work. This is the session to learn how to do the work as it is already happening in ways that leave your stakeholders literally asking when the next session you will be having so they can get even more!

If you are an analyst whose project has left the station a long time ago...without you even knowing you were supposed to be on that train, then this is the session for you to dive into. These are for those mid-projects worried about keeping the train on the tracks by helping stakeholders understand their own business needs and direction while helping you keep scope in check. And we'll highlight that no matter what kind of hybrid or virtual environment you need to consider, these approaches and techniques will have you immediately turning a positive return in your business analysis investment!

### **What AI Can Do for Your Project**

The course will cover what artificial intelligence (AI) means in terms of increasing productivity, reducing risks, resource management and other daily activities of successful project management.

### **Women in Leadership – Own Your Seat!**

The number of women in leadership roles is growing in all industries and areas of business. As we seek to decrease the gender divide, skilled women leaders are essential for the success of any organization. But what does it mean actually to be a woman in a leadership position? What challenges exist and how do we overcome gender-bias obstacles and be seen as an asset to any team and organization?

Whether you are currently in a leadership position or seen as a leader in your community, learn and practice skills that focus on driving actions, empowering others, and continually building yourself up as you remain a role model for your colleagues and build up the next generation of female leaders! Come share in a lively discussion that challenges masculine or feminine ways of thinking and working!

Topics include: defining success criteria, asking smart questions (and not being afraid to speak up!), presentation skills, managing conflict, and creating action plans beyond the self-assessment. Come, own your seat, and embody the strong leadership skills every organization needs today and tomorrow!

### **Zoom Skills Workshop: Hosting Virtual Meetings Like a Pro**

Running a virtual meeting can feel daunting, but with the right skills and tools, you can make every Zoom meeting smooth and engaging. This hands-on workshop is built for administrative professionals who want to confidently host any type of Zoom meeting—from high-stakes executive sessions to collaborative team check-ins. You'll learn to use Zoom's essential features to create a professional and interactive experience, including optimizing audio and video settings, managing screen sharing, and making the most of breakout rooms, polls, and chat.

In this interactive workshop, you'll have a safe space to test these features directly in Zoom, with real-time support and feedback along the way. We'll also cover a comprehensive host-preparation checklist to ensure you're prepared before, during, and after each meeting. Plus, you'll get hands-on practice with troubleshooting common tech issues, so you're ready for anything that comes your way. Whether you're new to Zoom or looking to sharpen your skills, this workshop will provide you with the tools, practice, and confidence to lead successful virtual meetings.