

Retail Retreat & Expo 2019



THE AGENDA

RETAIL

in an age of

Profound
Transformation

Tuesday 21st & Wednesday 22nd
May 2019



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10.50 **Welcome Address** **MC Jonathan Healy**

11.00 **KEYNOTE** **There Aren't Any Stores In Space - YET!**
Anthony Hucker, President | CEO Southeastern Grocers, Florida

PLENARY SESSIONS **11.45 - 12.30**

- Winning the Battle for Talent - Barry Whelan, CEO, Excel Recruitment
- Digital Disruption in the Retail Landscape
Heike Zellerhoff, Manager Sales UK & Ireland, Shopware
- Building an Experience - James Keogh, MD Rathwood Ireland & UK
- Energizing the Fast Food Casual Dining Experience - Dave O'Donoghue, CEO, Freshii
- The Last Mile - The Customer Journey from Checkout to Doorstep - Des Travers, CEO, DPD
- Lessons Learned - Digital Transformation Stories, a panel discussion with progressive Irish retailers facilitated by Ciaran Bollard, CEO, Koomo



13.45 **KEYNOTE** **What Cities & Towns Will Look Like in the Future - Ronan Lyons, Economist**

PLENARY SESSIONS **14.45 - 15.30**

- Introducing the New Format McCauley Pharmacy Group
Jackie Kelly, Trading Director & Peter Maher, Chief Operations Manager
- Delivering a Culture-Led Strategy for Dunfermline
Lisa Edwards, BID Manager, Dunfermline Delivers
- How Your Most Powerful Customer Experience Tool can Increase Your Sales
Susannah Hewson, Owner, CX Change
- Spending Trends & Insights
Robert Doherty, Business Partner Relationship Manager, AIBMS
- Anything But Traditional! - Kate Rooney, Retail Director, Best Menswear



PLENARY SESSIONS

15.45 – 16.30

- Retailcraft: Re-engaging the Shopper Experience – Karl McKeever, MD, Visual Thinking
- Retail Trends and the Opportunities for Bricks and Mortar Stores – Diane Wehrle, Springboard
- Leading With Confidence – Sinéad Kieran, Founder, Coaching By SMK
- Operational Excellence – Nick Seaton, Buying & Merchandising Director, Shaws Department Stores
- The Ecommerce Journey – Case Studies of Irish Retailers Online facilitated by Gerard Keohane, Director, StudioForty9

16.45 KEYNOTE

The Stress Solution – Dr. Rangan Chatterjee



Conclusion Day1

17.30

Retail Retreat Dinner 2019 at Citywest Suite
Pre-Dinner Drinks 18.00 | Dinner 19.00 | After-Dinner Speaker Brent Pope



DAY2 | Wednesday 22nd May



10.00 Welcome address

MC Jonathan Healy

10.10 KEYNOTE

What the Data Says – Jonathan Duggan, Chief Analytics Officer, AIB

PLENARY SESSIONS

11.00 – 11.45

- New Retail – Building Expert Experiences – Matthew Brown, Director, Echochamber
- Creating a Positive Culture in Your Business – Alf Dunbar, Creator, You Are The Difference
- Embracing Change – Paul Gallagher, Managing Director, Skechers
- Grow Fast, Grow Global – Sarah Carroll, Author | Founder Grow Global
- Excellence in Ecommerce 2019 – Ted Robinson, Training Manager, StudioForty9

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PLENARY SESSIONS**12.00 – 12.45**

- The Willow Story – From Bricks to Clicks
Jean McCabe, MD, Willow – Retail Excellence National Store of the Year
- Motivate Your Team to Motivate Your Business – Keith Rogers, Head of Operations, Ecco
- Launching a New Brand into the Irish Market – Stuart Fitzgerald, MD, Leon Ireland
- Small Steps with Big Results – How Retailers are Winning with Social Media
Conor Cochrane, MD, Social Media Elite
- Grow Your Business with Targeted TV Advertising – Gareth Genockey, Sky Media

PLENARY SESSIONS**14.00 – 14.45**

- 5 Secrets to Increasing Your Sales & Profits (Proven Case Studies from Irish Retailers)
Paul Fagan, MD, ActionCOACH
- New Frontiers – Growing an Irish Restaurant Brand Internationally
Adrian Crean, MD, Rockets Restaurant Group
- New, Now, Next VM – An Elevated Store Presentation – Karl McKeever, MD, Visual Thinking
- How Events & Demos Increase Sales – Jane Swarbrigg, MD Inglot Ireland & UK
- Reduce Your Losses – Michael Neary, Chairperson Retail Excellence Loss Prevention Group |
Loss Prevention Manager Harvey Norman Ireland & Northern Ireland
- From Vanity to Sanity – Alan Coleman, CEO, Wolfgang Digital
- How to Build the Financial Strength of Your Business – Derek Butler, CEO, GRID Finance

15.00 KEYNOTE**Brexit Panel Discussion : Jim Power, Economist, Senator Neale Richmond (FG), Stephen Hughes, Enterprise Ireland - Facilitated by Jonathan Healy MC****PLENARY SESSIONS****16.00 – 16.45**

- How Convenient is Your Brand? – Feargal O'Neill, CEO, Gamma
- Trials, Tribulations & Euphoria of Launching a New Brand – Niall Horgan, CEO, Gym+Coffee
- How I Manage My Store – Mary Keane, Manager, The Kilkenny Store
Retail Excellence Manager of the Year 2019
- A Retail Journey – Lessons Learnt Along the Way – Dan Ryan, Retail Consultant
- How to Skyrocket Your eCommerce Conversion Rate
Nick Butler, Digital Marketing Strategist, Ireland Website Design
- Our eCommerce Journey – Barry Kerrigan MD, Kerrigan Meats | Colin Harmon, MD, 3Fe Coffee
in conversation with Maeve Dwyer, Head of Customer Service, Marketing & Quality, DPD

16.45 KEYNOTE**Big Vision, Big Goals! John Burke, Everest Conqueror and Hotelier****Conclusion Day2****17.15**



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