

PLENARY SESSIONS**15.45 – 16.30**

STAGE 1	Beating Your Insurance Premium Increase – Paul Cummins, SeaChange
STAGE 2	Retail Trends and the Opportunities for Bricks and Mortar Stores – Diane Wehrle, Springboard
STAGE 3	Retailcraft: Re-engaging the Shopper Experience – Karl McKeever, MD, Visual Thinking
STAGE 4	Leading With Confidence – Sinéad Kieran, Founder, Coaching By SMK
STAGE 5	Operational Excellence – Nick Seaton, Buying & Merchandising Director, Shaws Department Stores
STAGE 6	The Ecommerce Journey Case Studies of Irish Retailers Online facilitated by Gerard Keohane, Director, StudioForty9
STAGE 7	Content for Contracts and Handbooks – 2019 Update – Tommy Smyth, MD Tom Smyth & Associates

16.30 **MAIN** **The Stress Solution – Dr. Rangan Chatterjee, GP, Author & BBC TV Presenter**

17.15 – 18.00 **EXPO – Chat with our Exhibitors**

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



DAY2 | Wednesday 22nd May

08.30	EXPO OPENS NETWORKING WAKE UP @ THE FOOD VILLAGE	
09.00	STAGE 1	Gift Card Investors Meeting
09.00	STAGE 4	Special Forum: Loss Prevention Clinic with LP, HR & Security Experts
10.00	MAIN	Welcome Address MC Jonathan Healy
10.10 – 10.45	MAIN	What the Data Says – Spending Behaviour of Irish Consumers Jonathan Duggan, Chief Analytics Officer, AIB

PLENARY SESSIONS**11.00 – 11.45**

STAGE 1	Grow Your Business with Targeted TV Advertising Gareth Genockey, Regional Sales Controller Adsmart, Sky Media
STAGE 2	New Retail – Building Expert Experiences – Matthew Brown, Director, Echochamber
STAGE 3	Creating a Positive Culture in Your Business – Alf Dunbar, Creator, You Are The Difference
STAGE 4	Excellence in Ecommerce 2019 – Ted Robinson, Training Manager, StudioForty9
STAGE 5	Embracing Change – Paul Gallagher, Managing Director, Skechers
STAGE 6	Grow Fast, Grow Global – Sarah Carroll, Author Founder Grow Global
STAGE 7	Conducting Workplace Investigations – Tommy Smyth, MD Tom Smyth & Associates

11.45 **EXPO – Take a quick break and chat with our Exhibitors**

PLENARY SESSIONS**12.15 – 13.00**

- STAGE 1** How Convenient is Your Brand? – Feargal O'Neill, CEO, Gamma
- STAGE 2** The Willow Story – From Bricks to Clicks
Jean McCabe, MD, Willow – Retail Excellence National Store of the Year
- STAGE 3** Motivate Your Team to Motivate Your Business – Keith Rogers, Head of Operations, Ecco
- STAGE 4** Future of Retail: Using Tech to Create a Winning Customer Experience
Sunny Dhami, Senior Director of Product Marketing, RingCentral
- STAGE 5** Launching a New Brand into the Irish Market – Stuart Fitzgerald, MD, Leon Ireland
- STAGE 6** Small Steps with Big Results – How Retailers are Winning with Social Media
Conor Cochrane, MD, Social Media Elite
- STAGE 7** Lessons Learned – Digital Transformation Stories – A panel discussion with progressive Irish retailers facilitated by Kieran Bollard, CEO, Koomo

13.00**EXPO | NETWORKING | RECHARGE @ THE FOOD VILLAGE****PLENARY SESSIONS****14.00 – 14.45**

- STAGE 1** 5 Secrets to Increasing Your Sales & Profits (Proven Case Studies from Irish Retailers)
Paul Fagan, MD, ActionCOACH
- STAGE 2** New Frontiers – Growing an Irish Restaurant Brand Internationally
Adrian Crean, MD, Rockets Restaurant Group
- STAGE 3** New, Now, Next VM – An Elevated Store Presentation – Karl McKeever, MD, Visual Thinking
- STAGE 4** How to Outsmart your Competitors and 'Borrow' their Customers
Beth Quigley and Kenia Gonzalez, Senior Client Leads, Wolfgang Digital
- STAGE 5** Reduce Your Losses – Michael Neary, Chairperson Retail Excellence Loss Prevention Group | Loss Prevention Manager Harvey Norman Ireland & Northern Ireland
- STAGE 6** How Events and Demos Increase Sales – Jane Swarbrigg, MD Inglot Ireland & UK
- STAGE 7** How To Build The Financial Strength Of Your Business – Derek Butler, CEO, GRID Finance

14.45**EXPO – Take a quick break and chat with our Exhibitors****15.15**

MAIN Public Affairs Panel : Jim Power, economist, Senator Neale Richmond (FG),
Stephen Hughes, Enterprise Ireland, Shane Clarke, Tourism Ireland &
Becci Harrison, Fishers of Newtownmountkennedy – Facilitated by Jonathan Healy

PLENARY SESSIONS**15.50 – 16.35**

- STAGE 1** Enterprise Ireland Online Retail Scheme Clinic – Stephen Hughes, Enterprise Ireland
- STAGE 2** Trials, Tribulations and Euphoria Of Launching A New Brand – Niall Horgan, CEO, Gym+Coffee
- STAGE 3** How I Manage My Store – Mary Keane, Manager, The Kilkenny Store
Retail Excellence Manager of the Year 2019
- STAGE 4** 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
- STAGE 5** A Retail Journey – BTs, Selfridges et al – Lessons learned Along the Way – Dan Ryan, Consultant
- STAGE 6** How To Skyrocket Your eCommerce Conversion Rate
Nick Butler, Digital Marketing Strategist, Ireland Website Design

16.45**MAIN Big Vision, Big Goals! John Burke, Mount Everest Conqueror and Hotelier**