### Monday, April 29, 2019

<table>
<thead>
<tr>
<th>TIME</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 AM - 11:00 AM</td>
<td>Conference Registration</td>
</tr>
<tr>
<td>7:00 AM - 8:00 AM</td>
<td>Breakfast / Exhibits</td>
</tr>
</tbody>
</table>

### Sunday, April 28, 2019

<table>
<thead>
<tr>
<th>TIME</th>
<th>SESSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 AM - 2:00 PM</td>
<td>Conference Registration</td>
</tr>
<tr>
<td>10:00 AM - 1:00 PM</td>
<td>Exhibit Hall (coffee &amp; beverage service provided)</td>
</tr>
<tr>
<td>11:00 AM - 12:00 PM</td>
<td>Chapter Technology Workshop – Enhance your user experience</td>
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<tr>
<td></td>
<td>• EMT</td>
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<tr>
<td></td>
<td>• Chapter Leader Portal</td>
</tr>
<tr>
<td>11:00 AM - 12:00 PM</td>
<td>Business Plan Template Build-out and Review</td>
</tr>
<tr>
<td></td>
<td><em>Recommended for Presidents and Presidents-elect</em></td>
</tr>
<tr>
<td>1:00 PM - 2:40 PM</td>
<td>North America Membership Meeting</td>
</tr>
<tr>
<td>2:40 PM - 2:55 PM</td>
<td>Break / Exhibits</td>
</tr>
<tr>
<td>2:55 PM - 3:00 PM</td>
<td>Leader Welcome</td>
</tr>
<tr>
<td>3:00 PM - 3:10 PM</td>
<td>2019 Leadership Academy Overview &amp; North America Chapter Objectives</td>
</tr>
<tr>
<td>3:10 PM - 3:35 PM</td>
<td>Soft Skills</td>
</tr>
<tr>
<td>3:35 PM - 4:55 PM</td>
<td>Shared Success Round Table</td>
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<tr>
<td></td>
<td><em>(Leader Facilitated Round Table Session)</em></td>
</tr>
<tr>
<td>4:55 PM - 5:00 PM</td>
<td>Wrap Up Day One</td>
</tr>
<tr>
<td></td>
<td>Free Time</td>
</tr>
<tr>
<td>6:00 PM - 8:00 PM</td>
<td>Chapter Leader Networking Reception – Atlantic Dance Hall</td>
</tr>
<tr>
<td>Time</td>
<td>Event</td>
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</table>
| 7:00 AM - 8:00 AM | COFFEE TALK:  
  “Ask the Membership Expert”  
  “Ask the Certifications Expert”  
  “Ask the Programming Expert”  
  “Guidance and the Centers What's In it For Me as a Chapter Leader”  
  “Internal Auditor Magazine: Today and Tomorrow”  
  “Ask the Advocacy Expert” |
| 8:00 AM - 8:05 AM | Leader Welcome Day Two                                               |
| 8:05 AM - 8:15 AM | A Foundation For The Future: Resources To Advance The Profession     |
| 8:15 AM - 9:05 AM | Leadership at the Speed of Risk  
  Richard Chambers, CIA, QIAL, CGAP, CCSA, CRMA  
  President and CEO, The IIA |
| 9:05 AM - 9:40 AM | Chapter Technology Update:  
  • Chapter Leader Resources  
  • Chapter Leader Portal Beta  
  • New CAP Beta  
  • EMT |
| 9:40 AM - 10:00 AM | Certification Update  
  • NEW CIA video  
  • The Refreshed CIA Exam  
  • Launch of the Chapter Re-engagement Program |
| 10:00 AM - 10:30 AM | Break / Exhibits                                                      |
| 10:30 AM - 12:00 PM | Break Out Session 1 – Building a Pipeline  
  **Recommended for Presidents and Membership Chairs**  
  • The importance of succession planning and having a pool of candidates to select from  
  • Best practices for percentage of membership volunteering  
  • Utilizing small tasks to grow your volunteer base  
  • Keeping volunteers engaged and appreciated |
| 10:00 AM - 10:30 AM | Break Out Session 2 – Effective Financial Management  
  **Recommended for Treasurers**  
  • Review top benefits of the Treasury Manual  
  • Ten cash management best practices for chapters  
  • Effectively transitioning the Treasurer role annually  
  • The importance of having dual signatures’ |
**Break Out Session 3 – Developing and Enhancing Robust Chapter Programs**  
*Recommended for Programming Chairs*  
- Utilizing the speaker database  
- The importance of speaker agreements  
- HQ training deliverables and chapter partnerships  
- Review EMT surveys for topics of interest

**Break Out Session 4 – CIA – The Road to Success**  
*Recommended for Chapter Certification Chairs*  
- Chapter re-engagement program  
- Support available to Certification Chairs  
- Increasing Certification metrics

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<tr>
<td>12:00 PM - 1:00 PM</td>
<td>Lunch</td>
</tr>
<tr>
<td>1:00 PM - 1:50 PM</td>
<td>Can You Hear Me Now?</td>
</tr>
</tbody>
</table>
| 2:00 PM - 3:30 PM   | Break Out Session 1 – Recruiting and Engaging Nonmembers, Students and Young Professionals  
*Recommended for Membership*  
- Engage your membership  
- Increase your outreach and engagement of student members  
- Increase engagement of group members and CAEs

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<td>3:30 PM - 4:00 PM</td>
<td>Break / Exhibits</td>
</tr>
<tr>
<td>4:00 PM - 4:25 PM</td>
<td>Member Needs Survey</td>
</tr>
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<tr>
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<td>Start Your Chapter Year In Overdrive</td>
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<td>4:50 PM - 5:00 PM</td>
<td>Wrap Up Day Two</td>
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<tr>
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<td>5:00 PM - 5:30 PM</td>
<td>BOOK SIGNING: The Speed of Risk: Lessons Learned on the Audit Trail, 2nd Edition</td>
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<tr>
<td>5:00 PM - 6:30 PM</td>
<td>Chapter of Excellence Reception</td>
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<td>District Dinners</td>
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**TUESDAY, APRIL 30, 2019**

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<td>9:00 AM - 9:10 AM</td>
<td>Leader Welcome Day Three</td>
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<tr>
<td>9:10 AM - 10:15 AM</td>
<td>Solution Room</td>
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<tr>
<td>10:15 AM - 10:45 AM</td>
<td>Break / Exhibits</td>
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<tr>
<td>10:45 AM - 11:45 AM</td>
<td>CLOSING KEYNOTE - Actions Speak Louder Than Words</td>
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<td>Understanding Nonverbal Communication and its Role in Becoming an Effective Chapter Leader</td>
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<tr>
<td>11:45 AM - 12:00 PM</td>
<td>Closing Remarks &amp; Grand Prize Raffle</td>
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**Program subject to change**

4:25 PM - 4:50 PM Start Your Chapter Year In Overdrive

4:50 PM - 5:00 PM Wrap Up Day Two

5:00 PM Free Time

5:00 PM - 5:30 PM BOOK SIGNING: The Speed of Risk: Lessons Learned on the Audit Trail, 2nd Edition

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District Dinners

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