

Room 10	Room 9
10:00 am - 10:15 am Opening Speech	
10:15 am - 11:00 am Opening Panel - Tom Putzki - Linda Breitlauch	
11:15 am - 12:15 pm Sean Kauppinen Keynote "Empowering Your Community to Evangelize For You"	
12:30 pm - 1:30 pm Donna Prior "Grooming Your Community for Greatness" <i>Open Forum/Panel Discussion</i>	12:30 pm - 1:30 pm Arvind Juneja "Community Management and Credibility: How to make users not only hear, but believe what you say." <i>Speech</i>
1:30 pm - 2 :00 pm Break	
2:00 pm - 3:00 pm Iain Compton "To Explore How Experience in Community Management can be Applied to Other Areas Within the Industry" <i>Speech</i>	2:00 pm - 2:45 pm Jörg Koonen "Guilds as the Bearing Part of the Community" <i>Guild Panel</i>
3:15 pm - 4:15 pm Martin Rabl "Media isn't Social - People are! How to Use Social Technologies to Build Stronger Relationships." <i>Open Forum/Panel Discussion</i>	3:00 pm - 4:15 pm Kai Bodensiek (Vortrag DE) "Legal Urban Legends - Working with the Community" <i>Workshop</i>
4:30 pm - 5:15 pm Teut Weidemann "Community Management vs. Support: Fight!" <i>Speech</i>	4:30 pm - 5:15 pm Fabien Alexandre "Filling the gap between customers' forums and ours" <i>Speech</i>
5:30 pm - 6:15 pm Wilfried Henseler "Psychology in Community Management" <i>Speech</i>	5:30 pm - 6:15 pm Marcel Menge "Community Driven Development" <i>Speech</i>