**Customer Service Professionals Conference – Preliminary Program**

October 16 - 18, 2016

OMNI William Penn Hotel, Pittsburgh, PA

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| **Sunday** |
| **Conference registration** | 11:00 AM | 1:30 PM |
| **Labor history bus tour** ([register here](https://docs.google.com/forms/d/e/1FAIpQLSeHX34cqcenBJcaZBbTwsEu4d79rbZSgwxOUS2owHYkp4J5uw/viewform)) | 11:00AM | 1:00PM |
| **Plenary Session*** President Chris Shelton
* Honoring Filipino union BIEN for Verizon strike solidarity
* How inequality and corporate financialization impacts our jobs, with Professor Rose Batt, Cornell University
 | 2:00PM | 4:00PM |
| **Workshop Slot 1**\*Internal Organizing \*Key Issues for Customer Service Workers \*Reversing Rising Inequality [All workshops will be offered in each slot, so attendees should plan to attend all three] | 4:00 PM | 5:30 PM |
| **Reception for all conference participants** live music, food & drinks | 6:00 PM | 8:00PM |
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| **Monday** |
| **Plenary Sessions** * Panel: Fighting Back to Win in the Workplace – Local Leaders Share Case Studies from Across the Country
* Panel: Global Union Activism – How to Build International Partnerships to Fight Corporate Power
 | 9:00AM | 12:00PM |
| **Workshop Slot 2** | 1:30 PM | 3:00 PM |
| **Workshop Slot 3** | 3:15 PM | 4:45 PM |
| **Potential action, TBA** | 4:30 PM | 6:00 PM |
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| **Tuesday** |
| **Plenary Sessions*** Panel: Organizing Non-Union Workers – Stories from the Front Lines in Hostile vs. Neutral Employer Scenarios
* Speaker & Discussion: Racial Justice & the Labor Movement – Tamara Brummer, Community Engagement Coordinator, AFL-CIO
* CWA’s Political and Legislative Action Agenda
* Closing: What Will We Take Home?
 | 9:00AM | 3:00PM |