



October 12	ISA's 2021 Virtual Business Summit Kickoff	11:00 am ET
	<i>A Message from ISA's Executive Director/Pam Schmidt</i>	
	Ice Breaker	11:05 am–11:20 am ET
	Facilitator: Bill Treasurer	
	The Voice of the Customer /Tacy Byham, Stephanie Neal	11:20 am–12:05 pm ET
	Breakouts for Breakthroughs	12:05 pm–12:30 pm ET
	General Session Lucky 5 Findings Debrief	12:30 pm–12:45 pm ET
	Break	12:45 pm–1:20 pm ET
	Changes in Learning and Development—The Impact of Covid, Google, and AI	
	<i>ISA's 2021 Thought Leader/Neil Rackham</i>	1:20 pm–2:15 pm ET
	Breakouts for Breakthroughs	2:15 pm–2:30 pm ET
	General Session Lucky 5 Findings Debrief	2:30 pm–2:40 pm ET
	Break	2:40 pm–3:20 pm ET
	ISA's Pop-Up Panel—Anywhere, Anytime Hybrid	3:20 pm–4:30 pm ET

October 13	Like Size Company Breakouts	11:00 am–12:20 pm EDT
	Facilitators: Connie Bentley, Steve Cohen, Jeff Hayes, Galina Jeffrey	
	General Session Debrief	12:20 pm–1:00 pm EDT