GLCCA 2026 Conference
Agenda

Wednesday, May 6, 2026

3:00 – 5:00pm	**Exhibitor Registration & Setup (for next day's opening)**
3:00 – 5:00pm	**Registration Open**
5:45 – 6:00pm	**Travel to Opening Networking Reception Venue**
6:00 – 8:00pm	**Opening Networking Reception: Mojo's Piano Bar** Included in your registration. Across the street from the hotel.

Thursday, May 7, 2026

7:30am	**Registration Open**
7:30 – 8:30am	**Breakfast and Exhibitor Networking**
8:30 – 8:40am	**Welcome – GLCCA President Tom Oldani**
8:40 – 9:00am	**Sponsor Innovation Stage**
9:00 – 10:00am	***Session: IT Governance: The #1 Thing Executives and IT Must Do*** ***Speaker:*** Damian Walters, Damian Walters & Associates, LLC, East Grand Rapids, MI As organizations look to craft a resilient and secure future, alignment between Boards, Executives, and IT has never been more critical. In this session, Damian Walters draws on more than 40 years of IT experience to highlight the single most impactful action each side can take to strengthen governance, security, and operational readiness. #1 Thing Executives Can Do for IT: Conduct and regularly review a Business Impact Analysis (BIA) to clearly identify critical functions, interdependencies, recovery objectives, and organizational resilience—ensuring preparedness for everything from local incidents to regional disruptions. #1 Thing IT Can Do for Executives: Deliver clear, meaningful Security Program Reporting to the Board (SPRTTB) that translates technical risk into strategic insight, enabling leaders to provide informed oversight, ask the right questions, and drive accountability.

	Grounded in regulatory expectations from the FFIEC and DIFS, this session provides practical guidance on using BIAs and board-level reporting to create transparency, strengthen decision-making, and build a stronger, more resilient organization. Attendees will gain: • A clearer understanding of regulatory expectations for BIAs and board reporting • Practical insights into effective board–IT communication • Actionable steps to strengthen governance and cyber resilience Join us to learn how focused leadership and strategic communication can help craft the future of IT governance in your organization.
10:00 – 11:15am	***Vendor Networking Session*** Enjoy a Mimosa or Bloody Mary and come hear what our vendors have to say about their products and services!
11:15 – 11:30am	**Sponsor Innovation Stage**
11:30am – 12:30pm	**Lunch and Exhibitor Networking**
12:30 – 1:30pm	***Navigating Legislative Change with Strategy and Purpose*** ***Speakers:*** Judy Cook, Cook | Strong | Sellwood, St. Paul, MN Michelle Kussow, MK Lobby & Consulting, Madison, WI Andy Madden, ACA International, Washington, DC Jim Morphew, Sorling Northrup Attorneys, Springfield, IL Jason Wadaga, Kindsvatter, Dalling & Associates, Lansing, MI ***Moderator:*** Jessica Klander, Bassford Remele, Minneapolis, MN The future of our industry isn't left to chance—it's carefully crafted. This session brings together legislative expertise and strategic insight to examine how thoughtful advocacy and operational alignment can influence meaningful policy outcomes. We'll look at where we've been, what's changing, and how today's decisions shape tomorrow's regulatory environment.
1:30 – 1:40pm	**Sponsor Innovation Stage**
1:40 – 2:00pm	**Afternoon Break and Exhibitor Networking**
2:00 – 3:00pm	***Session:*** **Awakening the Flame: Rediscovering Inspiration in Work and Life** ***Speaker:*** Kelli Van Cleave, ACA International, Savage, MN Do you remember a time when you felt fully energized—driven by a sense of possibility, purpose, and momentum? A moment when everything felt aligned and the future felt open and full of promise. For many, that spark may have been recent…or it may feel like a distant memory. Inspiration hasn't disappeared—it's still within reach. Yet amid daily pressures and constant change, it can be easy to lose sight of what motivates us most.

	This session invites you to pause, reflect, and **intentionally craft a more inspired future** for both your work and your life. Through simple, practical ideas and meaningful reflection, you'll learn how to reignite your inner spark, align your actions with what matters most, and carry that inspiration forward—one intentional step at a time. You'll discover that when inspiration is nurtured, the journey becomes just as powerful as the destination. **Learning Objectives:** • **Shape your future through language:** Explore how words influence mindset and motivation, and learn how intentional self-talk and communication can fuel confidence, clarity, and action. • **Align purpose and passion:** Identify your personal sources of fulfillment by connecting your values, strengths, and passions to your daily work and life, creating deeper meaning and satisfaction. • **Ignite inspiration by paying it forward:** Embrace the boomerang effect of generosity and kindness, and learn how lifting others strengthens your own motivation while fostering a more connected, collaborative future.
3:00 – 3:10pm	**Sponsor Innovation Stage**
3:10 – 3:30pm	**Afternoon Break and Exhibitor Networking**
3:30 – 5:00pm	**Crafting What's Next: Shaping the Future Together** (or better known as the Best Ideas Happy Hour) ***Moderators:*** Lindsey Carlston, Professional Service Bureau, Inc., Anoka, MN Luke Check, Americollect, Inc., Manitowoc, WI Some of the most transformative ideas spark from honest, real-world conversations with peers who get it. That's why the Best Ideas session remains a cornerstone of the GLCCA Conference—an open forum where professionals come together to shape what's next for our industry. Share your insights, pick up new strategies, and help us craft the future together—one idea at a time. Grab a seat (and maybe a sip), and come ready to talk about what's working, what's challenging, and what's possible. Share the ideas that are shaping your future in areas like: • Client relationship breakthroughs • Operational efficiencies and workflow innovations • Team leadership and communication strategies • Professional and personal growth practices • Company-wide processes that elevate performance • Any creative solution or new approach worth spreading! Let's explore the issues that are shaping tomorrow: • Industry challenges that feel bigger by the day • Evolving regulatory landscapes

	• Everyday operational roadblocks that need fresh thinking You'll walk away with the tools to: • Exchange practical ideas and proven solutions • Learn from peers' real-world experiences • Share your own wins—and help others succeed • Gain new perspectives on emerging challenges • Connect, collaborate, and co-create in a relaxed, energizing setting Join us and help craft the future—one great idea at a time.
5:00 – 5:15pm	**GLCCA State of the Union Address** Tom Oldani, Arbor Professional Solutions, Inc, Ann Arbor, MI
5:15 – 5:45pm	**GLCCA Annual Business Meeting**
6:30 – 9:00pm	**Dinner & Bottle/Charity Auction**

Friday, May 8, 2026

8:00am	**Registration Open**
8:00 – 8:30am **8:30-9:00am**	**Breakfast and Exhibitor Networking** ***ACA Update*** ***Speakers:*** Scott Purcell, ACA International, Savage, MN Jeff DiMatteo, American Profit Recovery, Inc., Franklin, MA
9:00 – 10:30am	***Preparing for What's Next: Legal Trends Shaping the ARM Industry*** ***Speakers:*** Jessica Klander, Bassford Remele, Minneapolis, MN Scott Renner, Velo Law Office, Grand Rapids, MI ***Moderator:*** Justin Penn, Hinshaw & Culbertson, Chicago, IL Just like any great craft, compliance requires the right materials, expert technique, and a vision for what's ahead. Our industry's esteemed legal minds will help you shape your compliance approach for the future—without the sawdust. This interactive session is less lecture, more conversation. Ask your burning questions, compare notes with peers, and gain insight into how legal trends are evolving and what they mean for your organization.
10:30 – 11:00am	**Morning Break and Exhibitor Networking**
11:00am-12:00pm	**Engagement is an Ecosystem: Creating Purpose-driven Engagement** ***Speaker:*** Dennis J. Barton, The Barton Law Group, LLC, Chesterfield, MO Business communities are focused on AI and the newest technologies to take their companies to the next level. Most of them, though, how to recognize the most significant economic factor the impacts their success as an extent to which their employee feels connected to one another and their purpose. Employee engagement is lower than most employers understand, it continues to fall, and the economic impact is substantial. This problem is a world-wide

	concern that drags down the global economy. Our session will identify a wholistic strategy companies can use to evaluate the engagement of their workers and craft a multi-step process to best connect with their employees.
12:00 – 12:15pm	**Door Prizes and Adjourn**
12:15pm	**Exhibitor Teardown**