

Tessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

TAKING THE CONFERENCE HOME CARRYING A TORCH FOR TEC15

🎯 PRESENTERS

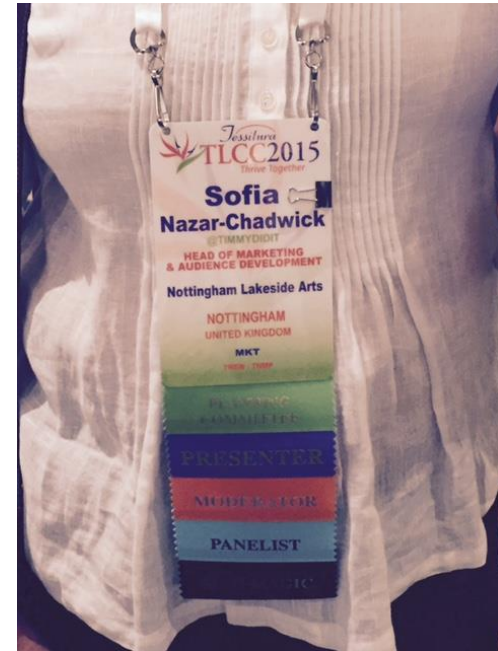
Emma Larcombe : Tessitura Network

Sofia Nazar-Chadwick : Nottingham Lakeside Arts

Who are we and why are we here?

Sofia Nazar-Chadwick

- TLCC/TEC attendee since 2011
- Attended as a TNEM Consortium rep & sole representative from Nottingham Lakeside Arts
- Established strategy for attending and taking home TLCC for 30+ attendees at NLA



“How can we ensure people are getting the most out of their TEC15 experiences?”

Who are we and why are we here?

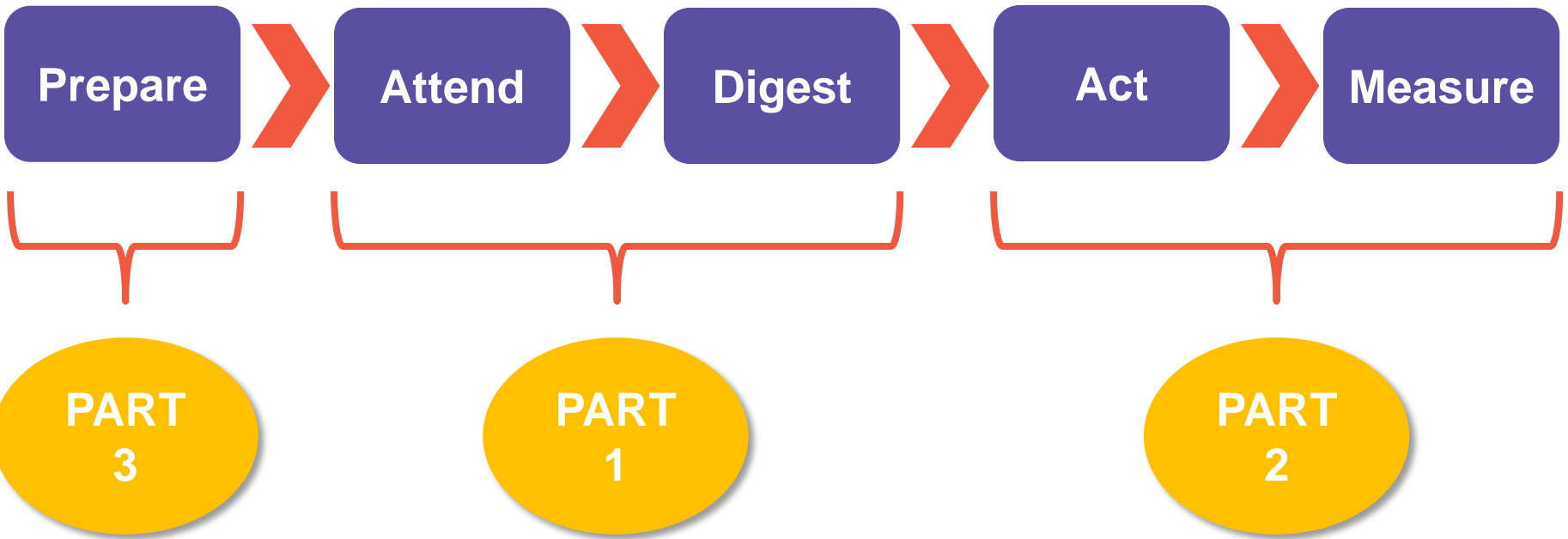
Emma Larcombe

- TLCC attendee since 2012
- Attended on behalf of super user group
- Responsibility to attend sessions on behalf of other departments with key organizational goals and objectives



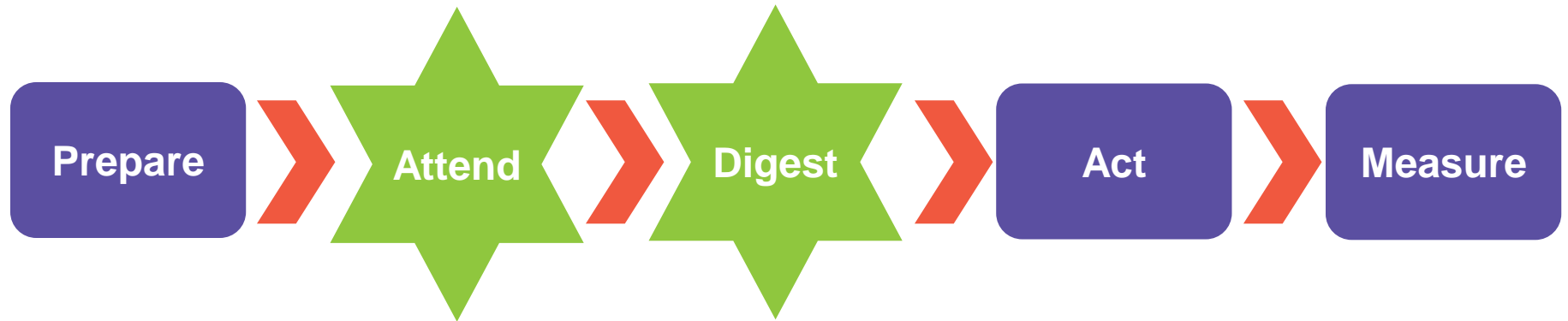
“How can we help users feel confident with collating and presenting information in order to move forward with new ideas?”

Phases of TEC



Repeat!

Phases of TEC



Brain Overload!



TEC15...

- Potential to attend 10 sessions!
- This excludes additional activities.

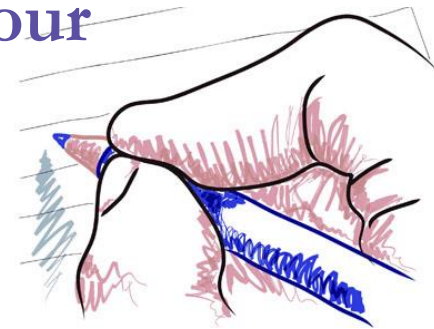




Digestion of information

Why are good notes important?

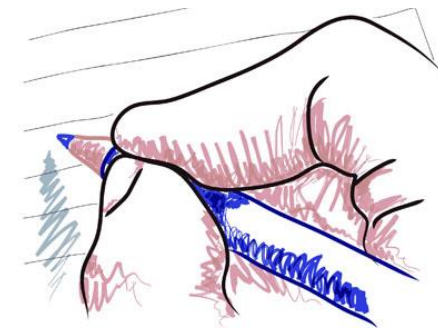
- Enables you to record important points shared at the time
- Helps you understand the main points of the session
- Helps to sum up ideas
- Helps your own ideas to flow after the session has finished
- Helps you report key points back to your organisation



Note taking tips



1. Sit as comfortably as you can (do not slouch!)
2. Don't try to take note of everything, you will miss key points
3. Group notes. Are there more of you attending any one session?
4. Re-write/type up your notes as soon after the session as you can

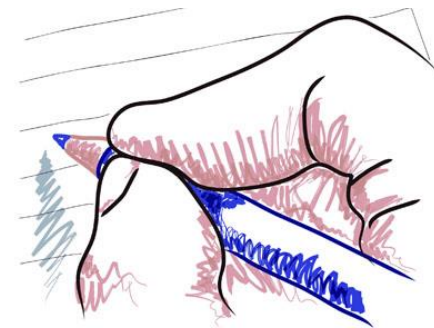


Note taking tips



5. Separate sections of the page

- Intro of session/Your own objectives
- Presenter 1, Presenter 2 etc.
- Key points/takeaways



Microsoft OneNote



Tessitura - training and learning

Discussion sessions

P2P and Panel sessions

+

Search (Ctrl+E)

Leveraging v12 Pricing Setup

Wednesday 29 July 2015 12:46

Gregg Stickney & Emma Larcombe (Tessitura network)

Session Description: This session will help you get started with the new Pricing Setup to take advantage of its simplicity and advanced capabilities. See examples of conversions from v11 pricing to layers in v12, and explore new approaches to setup using pricing events. We'll touch on the excitement of v12.5 pricing rules. Learn tricks to simplify your pricing setup including offers, template best practices, and how best to use multiple pricing layers.

Objectives/questions: Understand what a price layer is. How different is this to v11? Migration from v11 - how does this look? Supposed to be quicker - need to find out specifics for Gemma in ticketing.

1. Templates and bulk edit, pricing grid, all feature, price events, pricing rules

TIME SAVING and proofing

2. Pricing Grid now has price layers as well as zones and price types

3. No price maps*

4. Performance screen - general tab as one screen with performance info in.

5. Pricing grid instructions

Add a price layer (easy, plus symbol)

Select price type (same as v11 moving of things from left pane to right pane)

Type and Go

Copy and Paste

Calculate - brilliant. Can increase/decrease by % or amount.

Paste Special - calculates and pastes simultaneously....so good!*

BULK EDIT - allows you to setup GL's, ticket designs, price types, start and end times and edit all at once*

No Price Maps - refer to v12 documentation

Key for Gemma -time saving price grid - paste special and bulk edit.

+ Add Page

Taking the conference home

Leveraging v12 Pricing Setup

What makes a great presentation?

Your Brain **LOVES** colour!



Red draws attention

Use to draw attention to something important by drawing a red box around your text

Yellow stimulates mental activity

Use to highlight important points that should be remembered



Your Brain LOVES colour!

Blue is calming

Use as an alternative to writing/typing in black ink.

Green represents
balance

Use when you are note taking for a long time in one colour as green is a balsam for eyes.

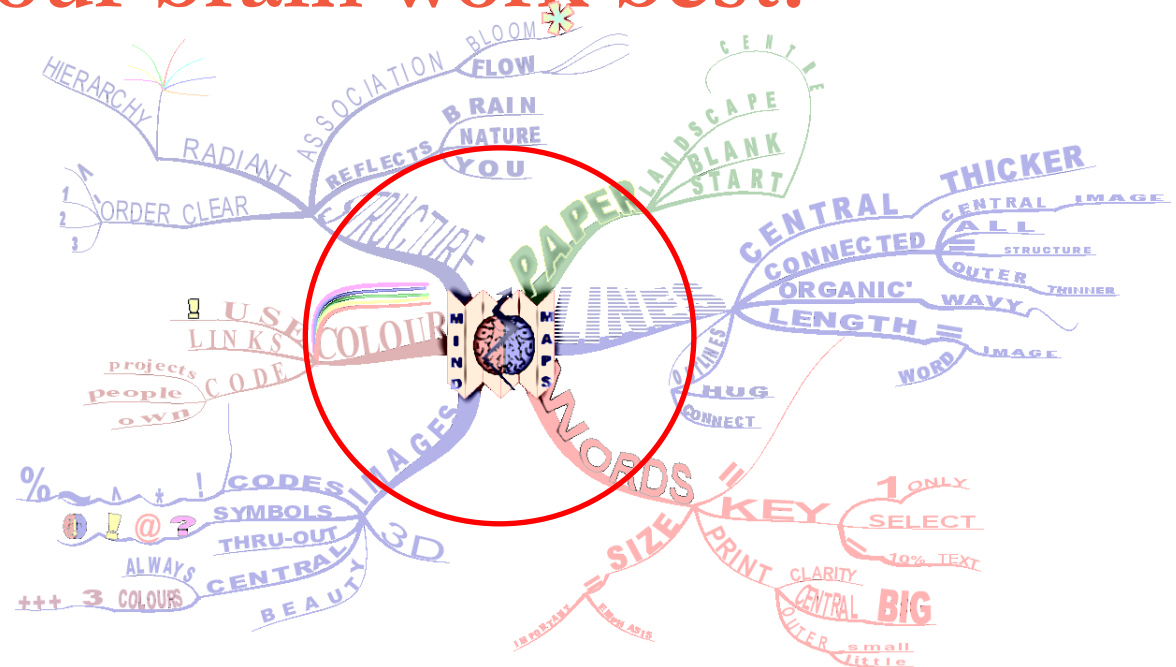
Purple is expressive

Use when you are adding your own points of view to something you have learnt.

Specific Techniques

How does your brain work best?

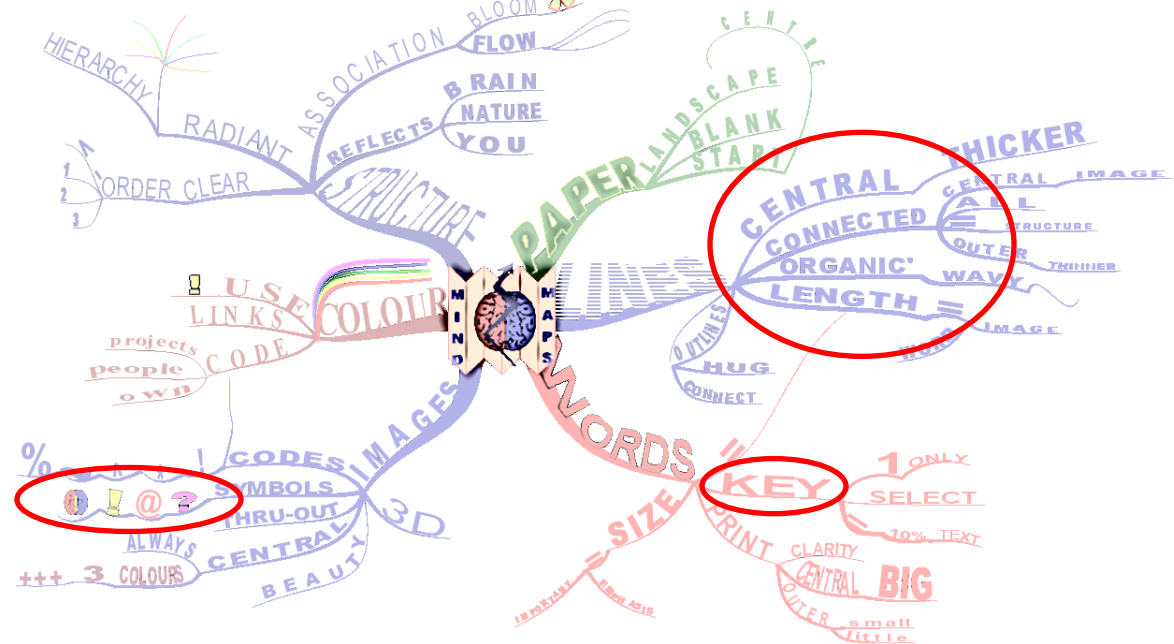
Mapping



- Start at the centre of the page
- Use a colourful image to represent the topic

How does your brain work best?

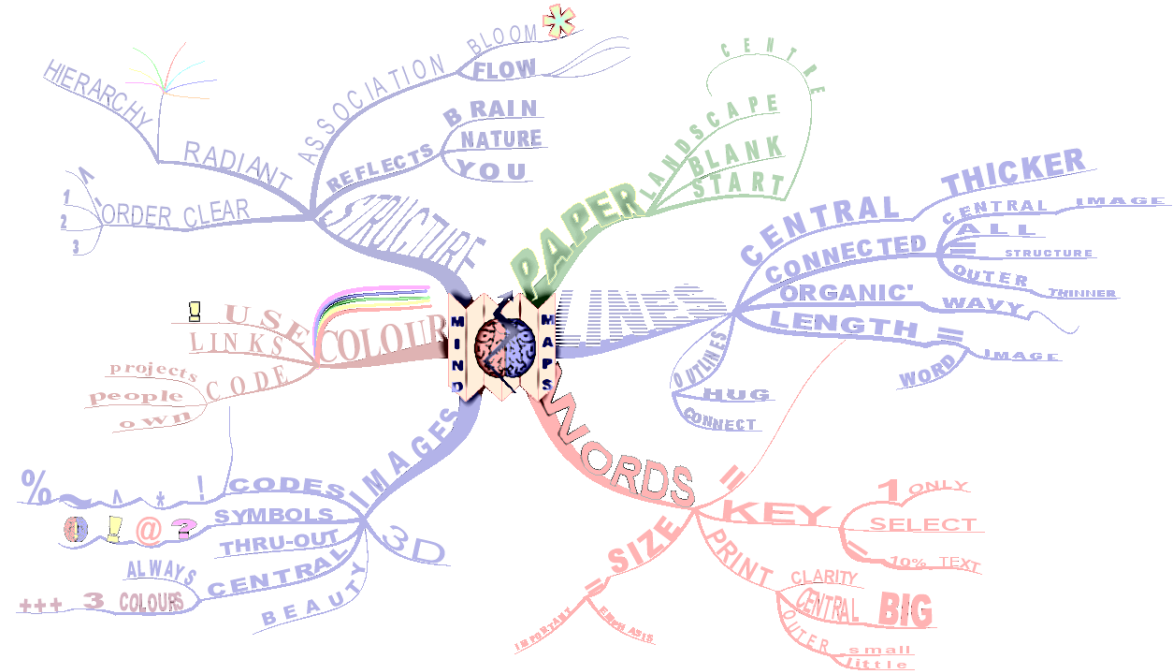
Mapping



- Use words and pictures throughout
- Where possible, use single **KEY** words
- Each word or picture is to sit on its own line

How does your brain work best?

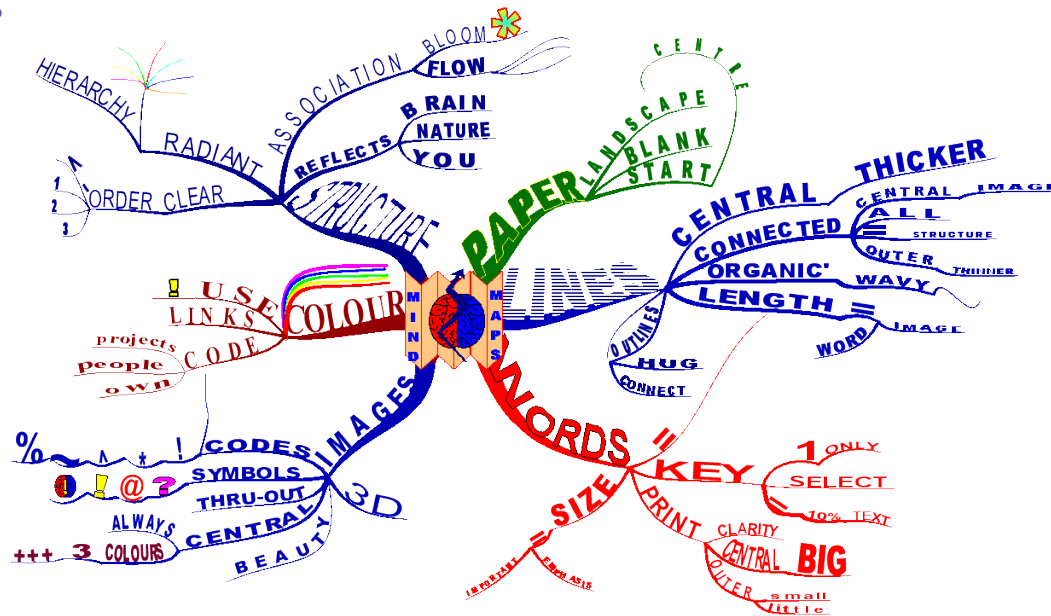
Mapping



- Use lines for associations between ideas as clear as possible.
- Flow is important. Keep everything organic.
- Use different ways of linking and highlighting using colour wherever possible. Highlighters, codes, arrows are all great.

How does your brain work best?

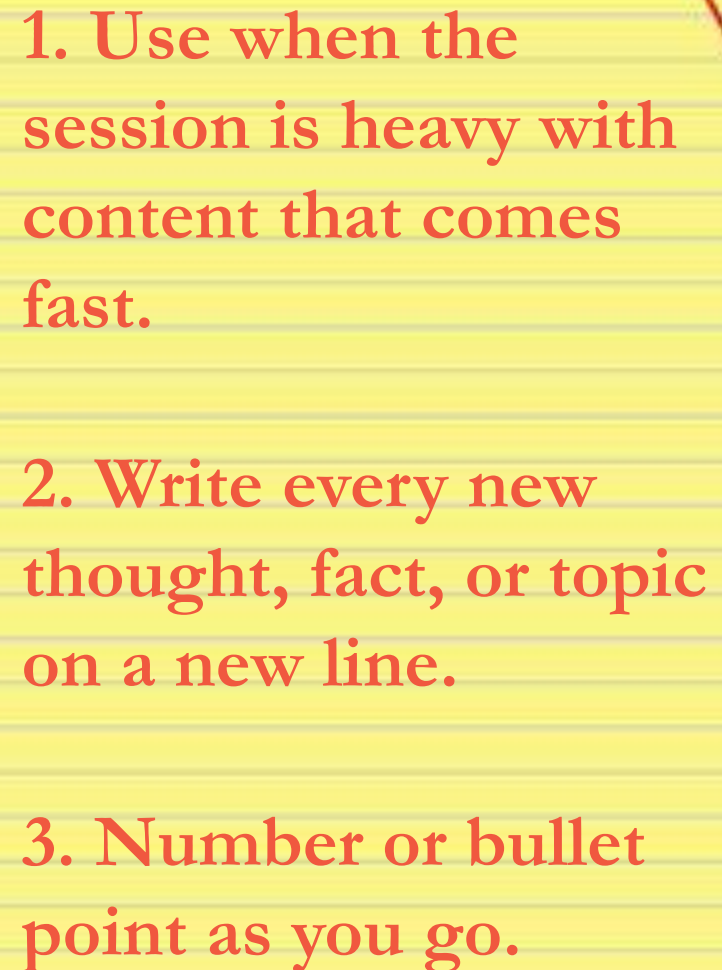
Mapping



Ideas should radiate from central themes and main branches = radiant hierarchy

How does your brain work best?

Sentence Method

- 
1. Use when the session is heavy with content that comes fast.
 2. Write every new thought, fact, or topic on a new line.
 3. Number or bullet point as you go.



Digital vs Pen and Paper

- Personal preference – no right or wrong
- Ask yourself....

“Can I read my handwriting a few days later?”

“Can I type quickly and accurately?”

“How do I work best with note taking in my day-to-day life”





Are you attending certain sessions on behalf of another department?

- Note any departmental questions at the top of your notes page
- Identify people in the room that would be good for your team member to follow up with
- Don't be afraid to ask a question even though you have limited knowledge.... "I am asking on behalf of a colleague....."



What will you be expected to communicate once you arrive home?

- Know your goals/objectives/specific questions ahead of TEC15
- Read the summary description of the session you are going to ~ don't assume a ticketing session will cover Pricing Rules for example.
- Use colour in your notes to help with key points and to help you stay on track.



Organisation/Departmental Goals – Are you on a major quest?

- Write your goals at the top of your page
- Use these to highlight your notes as you go for anything you feel is relevant
- Take these notes and flesh them out with your own ideas on how you believe something could be changed/achieved



Organisation Goals

Example 1

Goal 1 - Improve technical skills:

- As an **interdepartmental** user group with varying skillsets, **improving our technical skills** is fundamental for **collaboration** and **streamlining business processes** both across and within departments in order to achieve **higher levels of efficiency and accuracy.**



Organisation Goals

Example 1

Goal 2 - Expand knowledge:

- Achieve an advanced level of understanding with regards to V12 functionality and migration in order to:
 - Assist other members of the team with regards to learning
 - Make informed decisions about business processes and the migration in general



Organisation Goals

Example 1

Goal 3 - Networking:

- Establish and maintain relationships with members of the Tessitura community, particularly those from our local area. This will increase our local collaboration and support network.



Departmental Goals

Example 2

Box Office:

- Improve technical skills and expand system knowledge with regards to the following:
 - List Building/Extractions, T-Stats, special offers & promotions and the customer profile
- Observe and learn from industry colleagues with regards to Tessitura dashboards and accessibility on the web.



Departmental Goals

IT:

- Improve technical skills and expand system knowledge with regards to the following:
 - SSRS, SQL, Infomaker and TIM
- Observe and learn from industry colleagues with regards to:
 - Tessitura Dashboards and customization, V11 custom reporting/migrating, data hygiene and web integration
- Network with peers and specifically see how others are managing their infrastructure, analytics and their partnership with Marketing and Development.

Example 2



Overarching Goals

Example 3

- Continue to improve upon efficient use of Tessitura to support Development and our Partners Programming
- Promote precise and valid capturing of data throughout Development Department processes.
- Become proficient in T-Stats and Dashboarding
- Ensure expert knowledge of Version 12 to continue to educate and seamlessly transition Development team upon return



Post-it Question Time



TLCC2015 PowerPoint presentations

Conference Materials Archive
 PAST CONFERENCE SESSION MATERIALS
 Each year the Tessitura Conference provides numerous presentations on topics of interest to Tessitura members.
 This Conference Archive holds PowerPoint presentations created by the Network Team and members for their presentations. Use these files for reference and to learn what other users have been doing with TLCC2014 and want a taste of what TLCC is all about? Check out the highlights video from 2014!

PAST CONFERENCES

Year	City	Agenda	Presentations
2014	Dallas-Fort Worth	View Agenda (PDF)	View Presentations
2013	San Francisco	View Agenda (PDF)	View Presentations
2012	San Diego	View Agenda (PDF)	View Presentations
2011	Orlando	View Agenda (PDF)	View Presentations
2010	Washington DC	View Agenda (PDF)	View Presentations
2009	San Antonio	View Agenda (PDF)	View Presentations

Conference Home: Carrying a Torch for TLCC
 10:45 AM - 12:00 PM, August 20, 2015
 Palazzo D, JVV-lobby

SPEAKERS

- Emma Larcombe, Application & Support Consultant, Tessitura Network
- Natasha Purkiss, Implementation & Training Consultant, Tessitura Network
- Piper Davis, Sales and Events Manager, Cincinnati Playhouse in the Park
- Brian Parker, Development Manager, Tulsa Ballet
- Aaron Thuringer, Digital Marketing Manager, Scottsdale Cultural Council
- Diana Werdmuller, Marketing Manager, University of California Davis
- Hannah Schneider, Schools Program Coordinator, Arts Centre Melbourne
- Patricia Dwyer, Assistant Director of Development, Stanford Live, Stanford Ticket Office
- Laura Scholl, Marketing Operations Manager, Brooklyn Academy of Music
- Leslie Gehring, Development Services Coordinator, Folger Shakespeare Library
- Colleen Robinson
- Jeff Gallo

Tessituranetwork.com

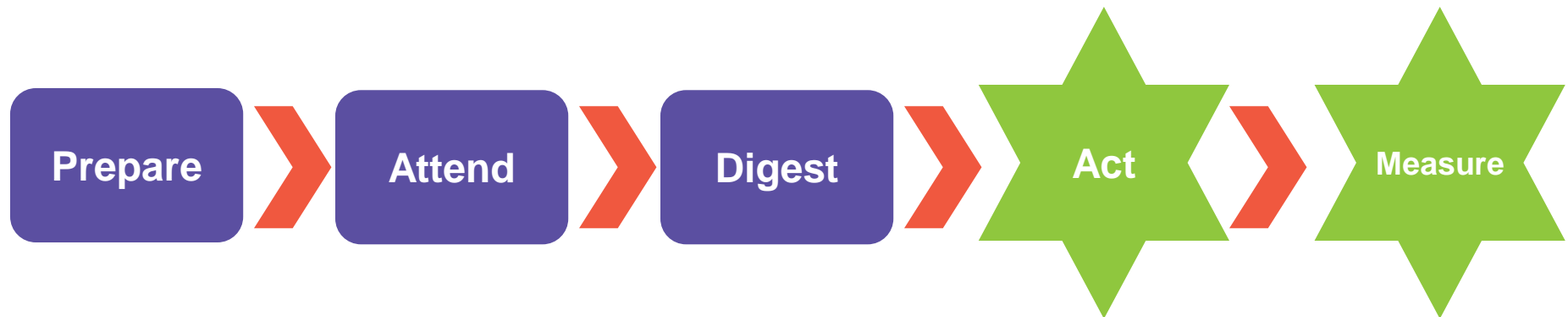
TLCC portal



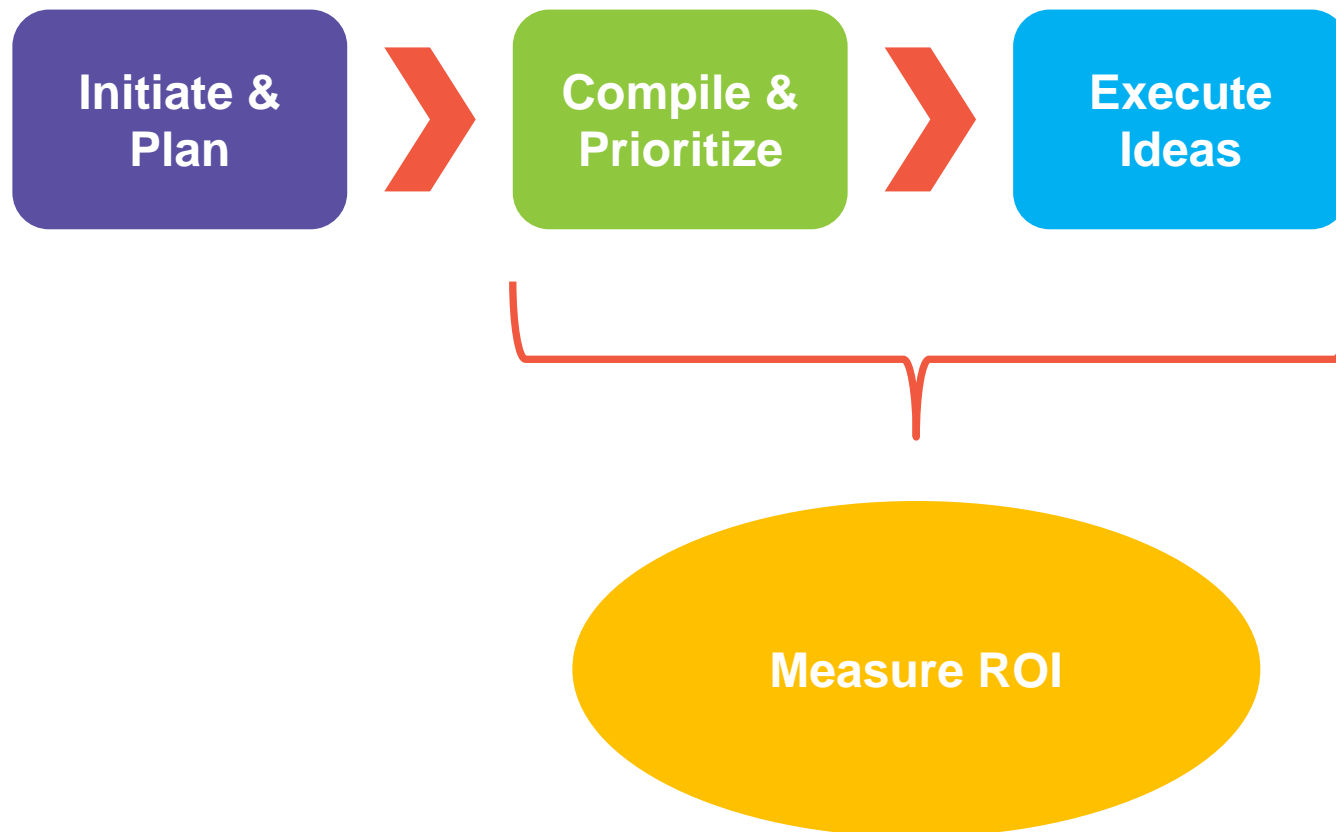
Taking Action & Maintaining Momentum



Phases of TEC15



Taking Action



Step 1: Identify Project Leader

Initiate
& Plan

- YES, taking home TEC15 is a project in itself!
- No obvious choice? Discuss it!





Step 2: Identify Project Team

Initiate &
Plan

- TEC15 attendees
- Power Users in your organisation
- Anyone who took part in your organisations TEC attendance and session planning (e.g. did you attend a session on behalf of someone else?)



Step 3: Set 3 x debrief meetings

1. The Brain Dump
 - 1-2 weeks after TEC
2. Prioritisation
 - 3-5 weeks after TEC
3. Progress Check-in*
 - 8-10 weeks after TEC

Initiate &
Plan

**After the progress check in, projects should become part of your regular Tessitura meetings*

Meeting 1: The Brain Dump

Compile &
Prioritize

What this meeting
IS for:

- Hearing & compiling everyone's takeaways
- Doing so before they disappear!

What this meeting
is NOT for:

- Making things pretty
- Discussing how an idea will be achieved
- Pointing out constraints

Meeting 1: The Brain Dump

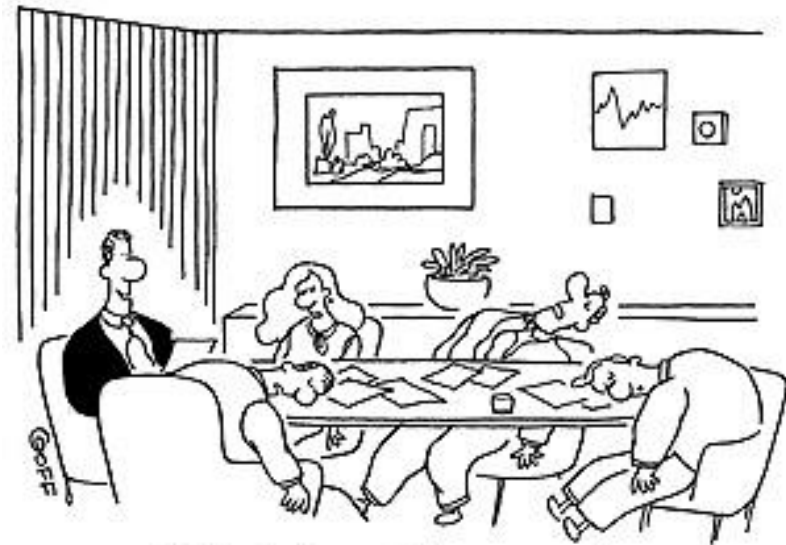
Q: How long should it be?

Meeting objective:

- Maintain focus
- Be productive

In other words, avoid this...

Compile &
Prioritize



"At last we've reached a consensus!
This meeting is boring!"

Meeting 1: The Brain Dump

...and achieve this...

Compile &
Prioritize



A: Suggest 90 mins per every 4-5 attendees



Meeting 1: The Brain Dump

Q: What should the agenda be?

**Compile &
Prioritize**

A: Simple and made well known in advance to attendees

- Set expectations of what they will need to contribute
- No surprises



Meeting 1: The Brain Dump

Example Agenda:

Compile &
Prioritize

TEC15 Takeaway Meeting Agenda

- Revisit TEC15 objectives/goals
- Roundtable idea sharing (e.g. 15 mins each). At minimum:
 - Biggest takeaway
 - Smallest takeaway
 - 1-2 most achievable takeaway(s)
- Next steps and action items



Meeting 1: The Brain Dump

Q: How do I lead a meeting like this?

Compile &
Prioritize

A: Set meeting tone (state purpose as well as what it's **NOT** for)

- Ensure everyone gets their allotted air time
- Record the ideas (e.g. Excel or Word)



Meeting 1: The Brain Dump

Compile & Prioritize

1	TLCC2015 Takeaways			8/26/2016
2	Staff Member	Idea	Idea Description	TLCC goal/objective
3	Natasha Purkiss	CSI's for School Group bookings	Currently doing this via emails. Using CSI's would save a lot of time and also allow more transparency around these bookings, also improving customer service to schools.	To improve efficiency around school bookings
4				
5				

8/26/2015

TLCC2015 Takeaways

Staff Member: Natasha Purkiss

Idea: CSI's for tracking school group booking information

Description and special notes: Currently doing this via emails. Using CSI's would save time and also allow more transparency around these bookings, also improving customer service to schools.

Related to TLCC goal/objective: To improve efficiency around school bookings



Meeting 1: The Brain Dump

Generally keep an eye out for:

- Similar or contradictory ideas (make mental notes)
- Someone monopolising the conversation
- Rabbit hole discussions (comments that try to solve problems or disregard ideas)

Compile &
Prioritize



Meeting 2: Prioritisation

Compile &
Prioritize

What this meeting
IS for:

- Categorising and prioritising identified ideas
- Assigning ownership

What this meeting
is NOT for:

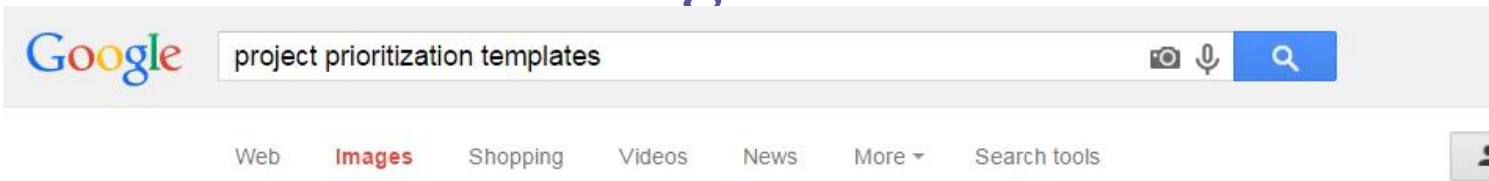
- Making things pretty
- Discussing *how* an idea will be achieved



Meeting 2: Prioritisation

Compile & Prioritize

Prioritisation Strategies



ITESC Project Prioritization Results - FY10-Q3-Q4

Project	Strategic Alignment	Cost	Revenue	Risk	Impact	Priority	Owner
ITESC Strategic Plan	High	Low	High	Low	High	1	ITESC
ITESC Business Plan	High	Low	High	Low	High	2	ITESC
ITESC Marketing Plan	High	Low	High	Low	High	3	ITESC
ITESC Financial Plan	High	Low	High	Low	High	4	ITESC
ITESC HR Plan	High	Low	High	Low	High	5	ITESC
ITESC Legal Plan	High	Low	High	Low	High	6	ITESC
ITESC IT Plan	High	Low	High	Low	High	7	ITESC
ITESC Security Plan	High	Low	High	Low	High	8	ITESC
ITESC Compliance Plan	High	Low	High	Low	High	9	ITESC
ITESC Sustainability Plan	High	Low	High	Low	High	10	ITESC

Importance of Each Criteria

Criteria	Importance
Financial Benefits	5
Customer Satisfaction	4
Revenue	3
Flexibility	2
Scalability	1

Project Portfolio Summary

Project ID	Location / Process	Process Owner	Estimated Benefits (\$M)	Project Name	Weighted Value by Project	Phase of Completion	Value % ROI
1200	Warehouse/Shipping	Ralph Johnson	340	Dehydrated Goods	7	6	4
1203	Warehouse/Shipping	Ralph Johnson	180	Rawing	3	6	8

Prioritization Matrix

What big projects should we do this year?

Potential Evaluation Criteria

Sum	Weight	Rank	Unprioritized List	ID	1	2	3	4	5
0.5	1	1	Increase profitability	1	4	2	4	0	5
2.5	2	2	Delight our biggest customer	2	5	1	4	1	4
4.5	3	3	Improve our strength of delivery	3	4	1	3	1	3
15.1	4	4	Increase market share in East region	4	1	0	1	1	0
15.2	5	5	Release product to compete with X raw	5	1	0	1	1	0
0	6	6		6					
0	7	7		7					

Initiative	Contribution to Strategy	Cost Savings (over next 3 years)	Payback Period (short term)	Resource Requirements (personnel and knowledge)	Execution Risk	Weighted Total Rating
Project 1	Low	< \$1m	> 5 Years	High	High	23
Project 2	Medium	\$1m - \$5m	3 - 5 Years	Medium	Medium	50
Project 3	High	\$5m - \$20m	1 to 3 Years	Low	Low	73
Project 4	Critical	> \$20m	< 1 Year	Minimal	Minimal	100
Project 5	Critical	\$5m - \$20m	< 1 Year	Medium	Minimal	84
Project 6	Medium	< \$1m	3 - 5 Years	High	Medium	33
Project 7	Low	< \$1m	1 to 3 Years	Medium	Minimal	48
Project 8	Medium	\$5m - \$20m	> 5 Years	Minimal	Minimal	60
Project 9	Medium	\$1m - \$5m	> 5 Years	Low	High	48

Prioritization Matrix

What big projects should we do this year?

Delight our biggest customer

Forced Choice Paired Comparison

For each pairing of items on your list, ask "Which is more important, and how much more?"

Select from the dropdown list

Do not add anything in this section, except the white cells in the grid.

Sum	Weight	Rank	Unprioritized List	ID	1	2	3	4	5
21	1	1	Open a new branch office	1	1	0	0	0	0
20	2	2	Test and launch Product A	2	0	1	0	0	0
19	3	3	Testing and launch Product B	3	0	0	1	0	0
18	4	4	Testing and launch Product C	4	0	0	0	1	0
17	5	5	Testing and launch Product D	5	0	0	0	0	1
16	6	6	Expand efforts to Product Family B	6	0	0	0	0	0
15	7	7	Test a new process used throughout the Product Family	7	0	0	0	0	0
14	8	8	Expand Customer Engagement with Product Family A	8	0	0	0	0	0
13	9	9	Improve the parking lot	9	0	0	0	0	0
12	10	10	Host a bigger-than-ever holiday party	10	0	0	0	0	0



Meeting 2: Prioritisation

Compile & Prioritise

Template Columns:

Project Name	Owner	Priority Group	In House	Size
<i>To be filled out prior to meeting by TEC15 project leader</i>	<i>Fill out with project team</i>	<i>Fill out with project team</i>	<i>Fill out with project team</i>	<i>Fill out with project team</i>
Name of project	Value: name of staff member who will own this project (the project lead for this project specifically)	Value of 1-5 1 = Highest priority 5 = Lowest priority	Value = Y or N. Do you have resources to complete this project in house?	Value of S, M, L Consider effort and any financial costs



Meeting 2: Prioritisation

Template Columns Continued:

Compile & Prioritise

Status	Status Notes	Complete by	Project Summary	TEC15 Goal or Objective
<i>Fill out with project team</i>	<i>Fill out with project team</i>	<i>Fill in during progress check in meeting.</i>	<i>Filled out prior to meeting by TEC15 project leader</i>	<i>Filled out prior to meeting by TEC15 project leader</i>
Example Values: Not Started On Hold In progress Near Completion Complete	Notes regards the current status (e.g. on hold due to x, y, z). List any constraints here.	Estimated completion date if known	Summary/description of the project – why it was identified etc.	The goal/objective that this project can be linked to. This can be used later when reporting on ROI.

Meeting 2: Prioritisation

Compile &
Prioritise

Remember to...**BE REALISTIC!**



TO DO LIST

Have To

1.
2.
3.
4.

Want To

1.
2.
3.
4.





Meeting 2: Prioritisation

Some tips for getting started:

1. Fill in all columns, leaving “priority group” and “owner” blank
 2. Assign priorities in this order:
 - a) Filter to all items flagged as ‘large’
 - b) Filter to all items that you can’t do in house
 - c) Filter to all items you can do in house
- Sort on priority. Everything should now have a value...*

Compile &
Prioritise

Meeting 2: Prioritisation

More tips:

- Does it look right?
- Assign project ownership
 - **ONLY** to those that will be started within the next month

Compile &
Prioritise

Execute your ideas!

- Project owners should now:
 - Devise timeline
 - Identify any roadblocks/constraints
 - Identify resources needed
 - Start work!

Execute
Ideas



Meeting 3: Progress Check In

- Project owners should come prepared to discuss:
 - Timeline
 - Constraints and road blocks
 - Progress made to date

Execute
Ideas

Meeting 3: Progress Check in

- Update Status, Status Notes, and Completion by

Execute Ideas

Status	Status Notes	Complete by
<i>Fill out with project team</i>	<i>Fill out with project team</i>	<i>Fill in during progress check in meeting.</i>
Example Values: Not Started On Hold In progress Near Completion Complete	Notes regards the current status (e.g. on hold due to x, y, z). List any constraints here.	Estimated completion date

Maintaining Momentum

- Projects are then integrated into regular Tessitura meetings.

Execute
Ideas





Reporting on ROI

- Many ways of doing this!
- Example formats:
 - 5-10 min segment during an all staff meeting?
 - TEC15 'one sheet' to Tessitura stakeholders?
 - Formal presentation?

Measure
ROI



Reporting on ROI

- Questions to Ask:
 - Who is your audience?
 - What is your delivery? Verbal and/or written?
 - Have you been given requirements you need to follow?

Measure
ROI



Reporting on ROI: TIP #1

Measure
ROI

- Measure, Measure, Measure!
 - Quantify your ideas. Examples:
 - CSI's for school group bookings improved productivity by 3 hours per week
 - Marketing strategy 'X' improved click through rates by 20%
 - Introducing a 'basket round up' donation brought in £5,000 in the first 3 months

Make an estimate if not yet implemented!



Reporting on ROI: Tip #2

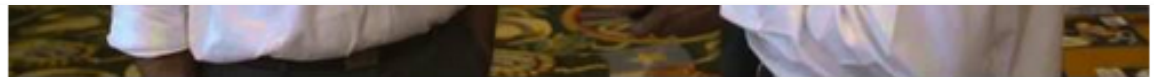
- Don't reinvent the wheel
 - Use slides from TEC15 or TLCC presentations to illustrate your ideas!

Measure
ROI

▶ **CONFERENCE MATERIALS ARCHIVE**

- ▶ 2014 Conference Archive
- 2013 Conference Archive
- 2012 Conference Archive
- 2011 Conference Materials
- 2010 Conference Materials
- 2009 Conference Materials

CONTACT THE CONFERENCE TEAM



Some presentations include video and may take several minutes to open or save.

GENERAL SESSIONS

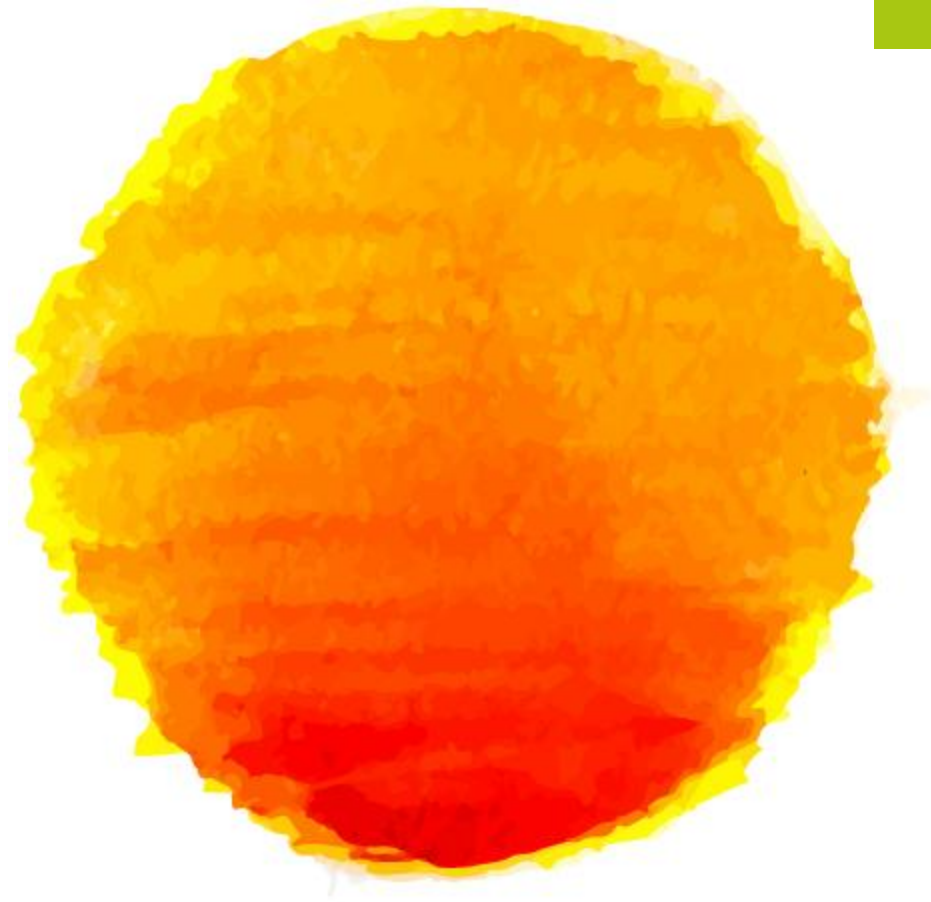
- Arts & Cultural Round-Up
- Conference First Timers' Lunch
- Conference Kick-Off
- Conference Wrap-Up
- Tessitura Technology Keynote



Reporting on ROI: Tip #3

Measure
ROI

- Use your prioritisation spreadsheet to identify which ideas are best to include
 - Biggest bang for buck?
 - What's already completed (easy wins)?
 - Ensure each objective/goal is accounted for



Post-it Question Time



Community - All Year Round!

Host Webinar Lunches!



How do you bring together Tessitura users in your organisation?

FOOD!




Plus Tessitura...

Tessitura's
INNOVATOR
SERIES™

Business Insights in Arts and Culture

© 2015 Tessitura Network

Introducing Tessitura Roving Box Office (TRBO)
Wednesday, July 22, 2015



David Woodall
Tessitura Network

Tessitura Network: A non-profit serving non-profits.

Tessitura
network

The Global Leader for Arts & Cultural Technology + Services + Community



Join your local Tessitura User Group



Tessitura network
The Global Leader for Arts & Cultural Technology + Services + Community

COMMUNITY | LEARNING RESOURCES | SOFTWARE SUPPORT | CONSULTING SERVICES | PRODUCTS | CALENDAR | CONFERENCE | ABOUT

FORUMS
GROUPS
DIRECTORY
BLOGS

European Tessitura Users
Tessitura users in Europe meet here for EU specific discussion and planning the European User Group gathering.

RECENT GROUP ACTIVITY

Welcome, Sofia
My Account | Logout
Search Site

Printable Version
call us: 1-888-643-5778

European Tessitura Users
Home
Blog
Calendar



www.tessituranetwork.com/community/groups



Connect in Online Discussions

BROWSE DISCUSSIONS

- Tessitura Ticketing Forum**
A forum dedicated to ticketing-related topics and Tessitura software.
- Tessitura Technical**
A forum dedicated to technical topics and Tessitura software.
- Tessitura Customer Service**
A forum dedicated to customer service-related topics and Tessitura software.
- Tessitura Education**
A forum dedicated to education-related topics and Tessitura software.
- Tessitura Web**
A forum dedicated to discussion about the Tessitura Web API and other topics related to Tessitura web...

TLCC2015 Thrive Together

TESSITURA LEARNING & COMMUNITY CONFERENCE

HOME ATTENDEES SCHEDULE MY CONFERENCE CONVERSATIONS SPONSORS RESOURCES MORE REGISTER

+ New Public and private All groups All meetings Clear Filters

Search... 77 found

Calling all RMA users! What would you like to le... 2
Hi Jenny, I'd love to know whether there will be any reports...
an hour ago to All

Parenthood and the Arts 11
I noticed on Monday night there's a "Community..."
10 hours ago to All

NEW for TLCC2015 - SPEED NETWORKING. ... 1
A few years ago I experienced this brand of SPEED NETWO...
about groups of patrons.

Storytelling Across Your Organization
With: [Storytelling Across Your Organization](#). Readin...

Mark Rhodes
2 months ago

Back in April, the Network staff got an opportunity to submit a list of e most interested in moderating. When I was looking through the list, th out at me. "I like a good story," I thought to myself, "and believe the storytelling to communicate ideas important to arts organizations". A behind the scenes logistics) later and I was assigned to the session. N you to start the stories and discussion. Do you have a comment or qu topic? A suggestion about what to discuss when we are face-to-face in free to post it to this discussion.



Follow **@tessnetwork** and **#tessnet** for year-round updates on our activity and community. Don't forget **#TEC15** **@TECNottingham15**



Follow **@tessnetwork** & **#tessnet** for year-round updates on our activity and community



Subscribe at **www.youtube.com/TessituraNetwork** for our latest videos, including Tessitura's Innovator Series



Like us at **www.facebook.com/TNinnovator** for the latest on innovation in arts & culture



Follow us at **www.linkedin.com/company/tessitura-network** for year-round updates on our activity and community

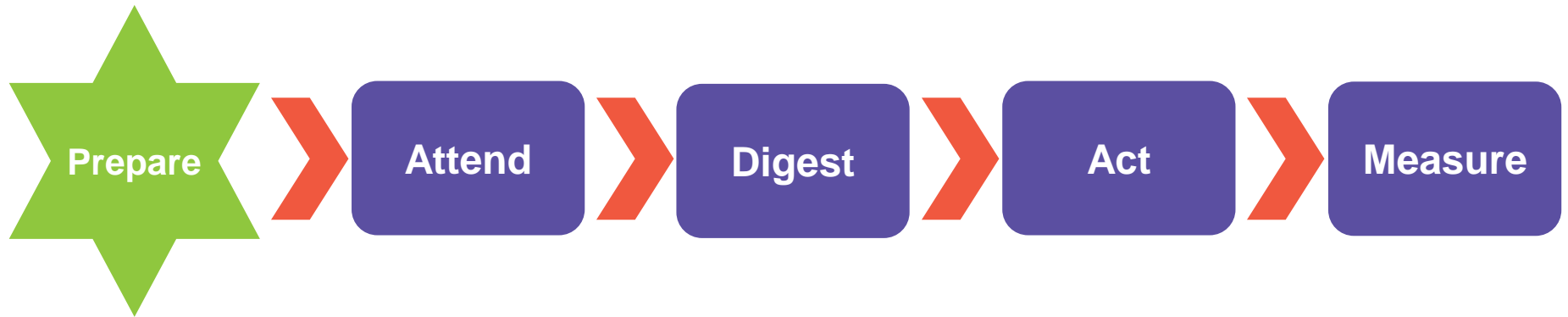


View images from our community events at **www.flickr.com/tessituranetwork/**



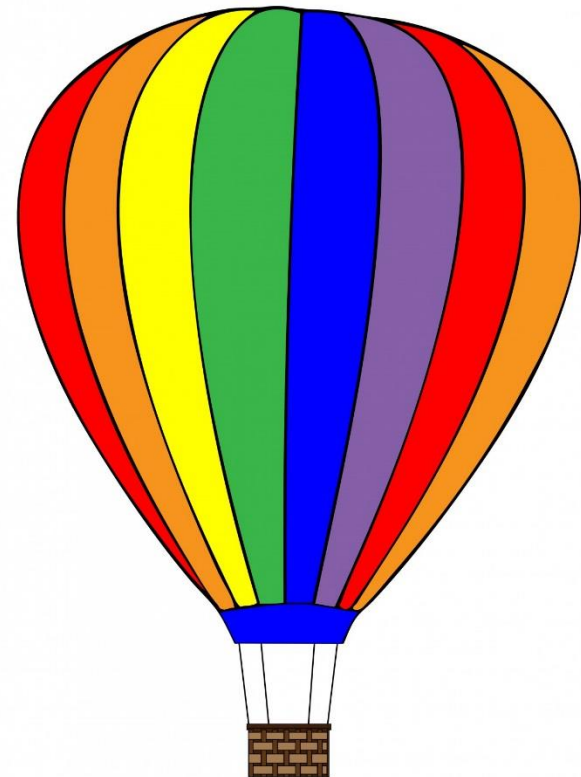
How to plan for next year

Phases of TLCC/TEC



Costs and Logistics

- Facilitate attendance logistics through a key person
- Decide who will attend early so you can...
- ...book early and take advantage of hotel/travel rates





Setting Goals and Objectives

- Stuck on setting organisational and departmental objectives/goals?
- Ask yourself some questions:
 - What are 3 key areas your organisation wants to develop over the next year?
 - What have you always wanted to learn more about, but never had the time?
 - What processes do you feel could be improved?

Session Planning



- Have a previous attendee brief new attendees on what to expect
- Look over the schedule with an eye to your goals, selecting key sessions
- Get feedback from all Tessitura users on the TEC schedule
 - What would those not attending be interested in learning about?



Session Planning

- Build a draft schedule for everyone to review
- Ensure that the right attendees are going to the best session for them and the organisation
- Leave some flexibility!



Get Ready to Network!

- Look at the attendee roster and make a list of people you would like to meet
- Reach out to them before TEC, or...
- Find them at a networking session



Post Conference Preparation

- Schedule your TEC debrief meetings in advance

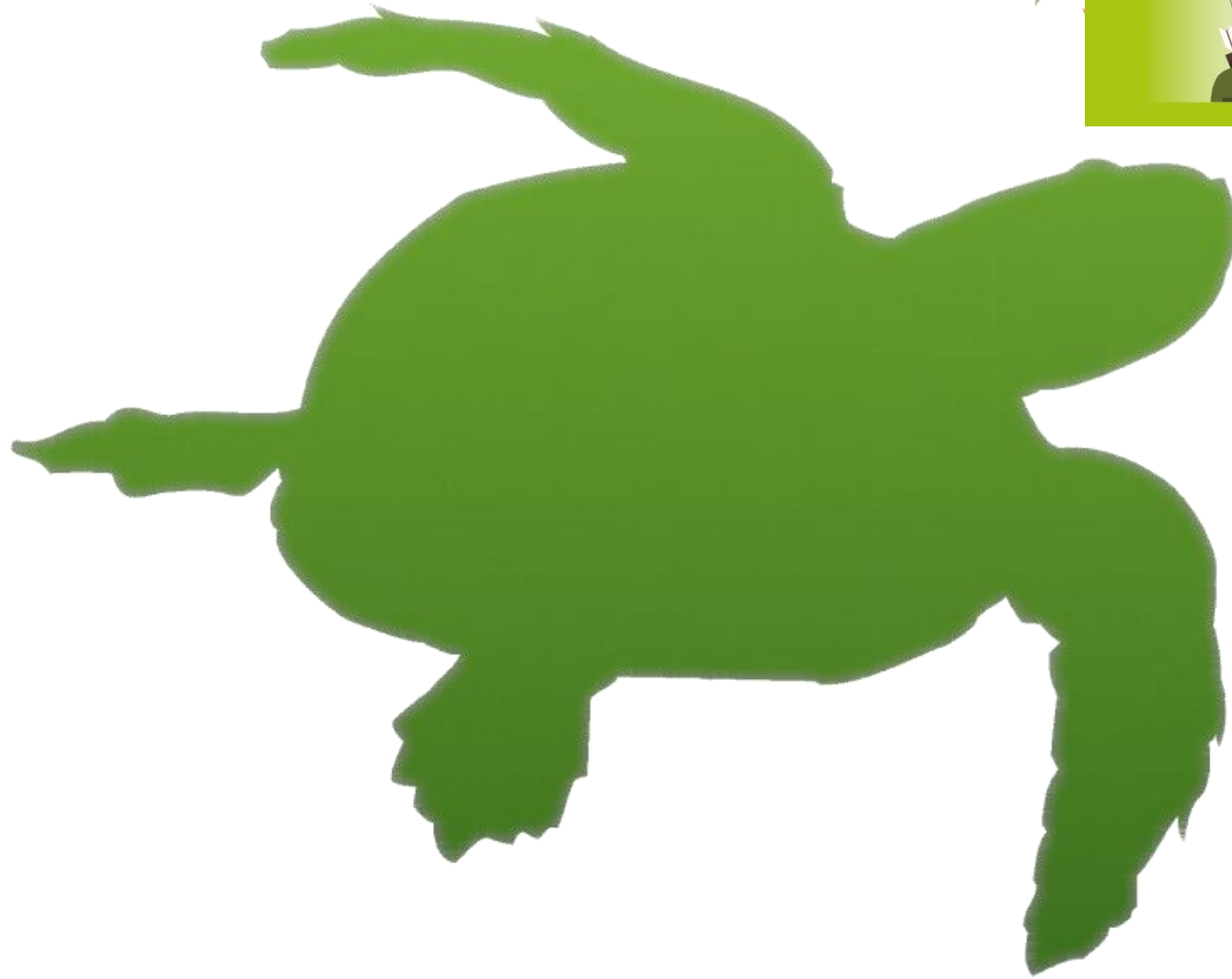




Get Involved

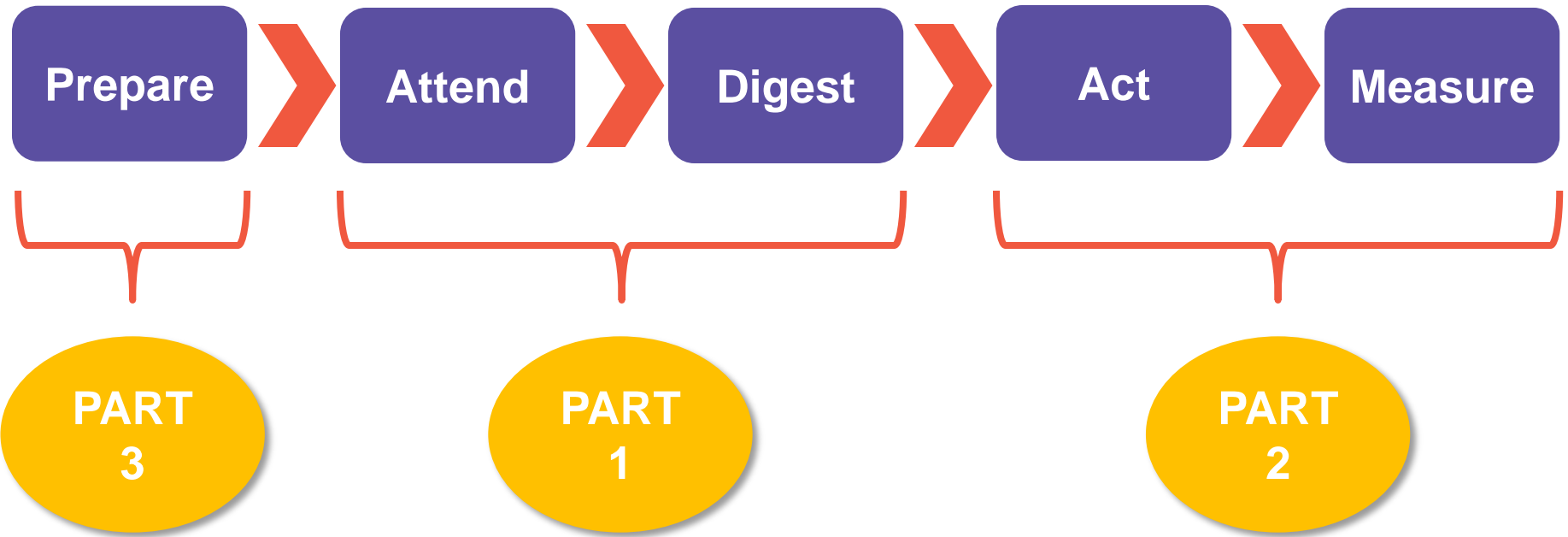
- Volunteer for the Planning Committee
- Volunteer to become a Presenter, Panelist, Moderator, and/or Guru
- Got Magic? Share it with Mini-Magic!





What's next?

Phases of TEC





Next Steps

- Identify your TEC project leader
- Schedule your debrief meetings
- Type up your notes as soon as you can!
- Highlight key points you wish to share with your team
- Review PowerPoint presentations to help collate your notes

Tools and Templates



- Templates mentioned today will be uploaded to the TLCC/TEC15 Portal

A screenshot of the Tessitura Learning & Community Conference 2015 website. The header features the TLCC2015 logo with the tagline "Thrive Together" and a row of six photos showing conference attendees. Below the header is a navigation bar with links: HOME, ATTENDEES, SCHEDULE, MY CONFERENCE, CONVERSATIONS, SPONSORS, RESOURCES, MORE, REGISTER, and MY ACCOUNT. The main content area shows a meeting titled "Taking the Conference Home: Carrying a Torch for TLCC" scheduled for 10:45 AM - 12:00 PM on August 20, 2015, at Palazzo D, JW-lobby. There are buttons for "Message Meeting", "Add Document", "Share", and "Notes". A "SPEAKERS" section lists two speakers: Emma Larcombe (Application & Support Consultant, UK) and Natasha Purkiss (Implementation & Training Consultant). At the bottom, there is a map showing the location of Palazzo D and nearby areas like "Mediterranean" and "Porte-Cochere".



Post-it Question Time

Jessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

QUESTIONS?

- Tell us who you are and where you are from.....

A hand is shown pulling back a rich red, textured curtain from the right side of the frame. The curtain is held back, revealing a solid black background. In the center of this black area, the text 'TEC2016' is written in a bold, white, sans-serif font with a subtle drop shadow.

TEC2016

Jessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

WHAT'S NEXT?

🎯 **BREAK 12 NOON – 12.15PM**
You will find refreshments in or near all conference rooms.

🎯 **NEXT SESSION : 12.15pm – 1.15pm**