

Agenda

2025 National Conference Agenda – General Managers & Operations

All times below are Mountain Time. Agenda content subject to change.

Constituent Liaison: Steve Alter, Director of Conferences and Business Engagement
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The following agenda describes sessions specifically designed for the above-mentioned constituents. For a full listing of Conference events and larger sessions, please visit
<https://leagueconference.org/full-schedule>.

Wednesday, June 11, 2025

8:00am-12:00pm [Tech Fair](#)

1:00pm-2:30pm **Constituency Meeting Block 1**

1:00pm-1:45pm **Welcome and Icebreaker**

Join your colleagues for an icebreaker session where everyone shares their biggest success/biggest challenge of the past year. Come ready to celebrate and commiserate, and to lend your ears and support.

*Welcome by: **David Green**, Senior Vice President and COO and **Jen Shark**, Director of Orchestra Operations, Utah Symphony | Utah Opera*

*Icebreaker Moderator: **Lynn Holladay**, Senior Vice President and Chief Operating Officer, Colorado Springs Philharmonic*

1:45pm-2:30pm **Advocacy and IMA/EMA Updates**

***Heather Noonan**, Vice President for Advocacy, League of American Orchestras; **Joseph H. Kluger**, Principal, WolfBrown*

5:45pm-6:30pm **Tour of Abravanel Hall**

Maurice Abravanel Hall is an architectural and artistic icon in the heart of downtown Salt Lake City. Built as the home of the Utah Symphony in 1979, the hall was designed by FFKR Architects in collaboration with noted acoustician Cyril M. Harris. It is named for Maurice Abravanel, the organization's music director from 1947-1979 and champion of classical music throughout Utah. The hall is renowned for its acoustical excellence, distinctive architecture, and a stunning four-story glass lobby boasting iconic city views and a red blown-glass sculpture by renowned glass artist Dale Chihuly that was part of the 2002 Olympic Arts Festival.

Following the Opening Session, meet by the Chihuly sculpture in the lobby of Abravanel Hall.

*Tour led by: **David Green**, Senior Vice President and Chief Operating Officer, Utah Symphony | Utah Opera*

Thursday, June 12, 2025

3:30pm-5:30pm Constituency Meeting Block 2

3:30pm-4:30pm Communication Skills and Tension De-Escalation Techniques

This session will focus on techniques for active listening, empathetic responses, and managing emotions to foster calm and constructive dialogue, and will touch on defusing conflict. The session will also focus on sharing real life situations and solutions.

*Speaker: **Pratichi Shah**, President and CEO, Flourish Talent Management Solutions LLC*

*Table Discussion Moderator: **Rebecca Cain**, Vice President of Operations, Pittsburgh Symphony Orchestra*

4:30pm-5:30pm What's That Noise? Addressing Sound Concerns on Stage

Amplified sound on stage presents challenges such as hearing damage and sound tolerance issues for musicians, requiring strategies for managing sound levels and addressing musician concerns. This hour will be dedicated to a discussion on some of these challenges and how orchestra operations professionals are attempting to alleviate some of these sound issues in the settings where we practice and perform.

*Moderators: **David Green**, Senior Vice President and COO, Utah Symphony | Utah Opera; **Jen Shark**, Director of Orchestra Operations, Utah Symphony | Utah Opera; **Additional panelists to be determined***

Friday, June 13, 2025

10:15am-11:45am Constituency Meeting Block 3

10:15am-10:30am Orchestra Music Licensing Association Update

*Speaker: **Danny Beckley**, President and CEO, Kansas City Symphony*

10:30am-11:15am Intergenerational Communications and Collaboration

This session explores the dynamics of intergenerational communication and collaboration in today's diverse workforce. With multiple generations working side by side, understanding the nuances of communication styles, values, and expectations across age groups is essential for fostering collaboration and productivity. Participants will gain insights into how generational differences influence workplace interactions and learn strategies for bridging communication gaps between Baby Boomers, Gen X, Millennials, and Gen Z. Through a conversation with the League's Student Constituency, attendees will learn ways to improve cross-generational relationships, enhance team dynamics, and create a more inclusive and harmonious work environment.

*Speakers: **Rebecca Cain**, Vice President of Operations, Pittsburgh Symphony Orchestra; **Megan Rasmussen**, BM '25 (Flute Performance with a Minor in Entrepreneurship), Utah State University*

11:15am-11:45am

Final Reflection and Staying Connected

As we leave Conference, what will we choose to take with us? How do we stay connected and energized by what we've learned? We will identify strategies to keep the momentum on our path and deepen relationships that will fulfill us as we return home.

2:30pm-3:30pm

Optional Post-Conference Tour of the USUO Opera Production Studios

Utah Symphony | Utah Opera is one of just six opera companies in the U.S. with full production capabilities housed in a single facility. You are invited to tour this facility, which includes in-house costume design, set building, props studios, inventory storage for rentals, and rehearsal spaces. The in-house artisans will share a bit of their process and how this facility supports their work.

The Opera Production Studios are located at 336 North 400 West, Salt Lake City, UT 84103 (approximately 1.3 miles from the hotel).
Transportation on your own.

General Managers and Operations Constituency Meetings have been generously sponsored by Kirkegaard

Additional Support for GM's and Operations Personnel to attend conference has been provided by Boomerang Carnets | CIB

Notice: It is important to keep in mind antitrust rules governing competition that apply to this group discussion. While the agenda for this group includes discussion of a variety of issues that are crucial to orchestras' planning and strategies, the goal is not to agree on a single approach to these issues. With the benefit of analysis and discussion, each orchestra will be able to decide independently what course of action is best for its own organization. We ask you to avoid comments that relate to your orchestra's current or future plans for *ticket or event pricing (actual ticket prices, discount amounts), bargaining (including collective bargaining agreements or with vendors), or compensation.*