

Service Summit Leaders 2026

Day One

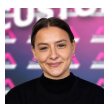
June 11th, 2026 MAIN STAGE

MAIN STAGE 09:00 **Arrival**

MAIN STAGE 09:10 **Welcome**

Event opening and welcome from organizers.

Host



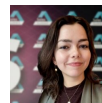
Dorina Mielke
Trailblazer Summits



Katharina Parade
Trailblazer Summits



Nele Flach
Trailblazer Summits



Selina Meyer
Trailblazer Summits

MAIN STAGE 09:15 **Keynote**

 PRESENTATION

MAIN STAGE 09:45 **Keynote**

 PRESENTATION



Melanie Bielefeld
TUI Group

MAIN STAGE 10:15 **Match-Making**

Time for networking! Exchange ideas outside the presentations and make new contacts with visitors.

MAIN STAGE 11:45 **Seamlessly connected: Omnichannel strategies for an all-round successful customer experience**

 PANEL
DISCUSSION

In this panel, experts will discuss how companies can successfully implement omnichannel strategies to deliver a consistent and seamless customer experience. We will shed light on the integration of online channels, the use of data analysis for personalization and the role of modern and the role of modern technologies such as chatbots and CRM systems. The challenges involved in implementing such strategies will also be addressed and solutions presented.



Anne-Sophie Engert
Sonova Gruppe



Sylwia Bischof
Zattoo

Host



Anika Tannebaum
GROW! PREMIUM
Customer Service &
Leadership Consulting

MAIN STAGE 12:30 Breakout Session Panel 1

 PANEL
DISCUSSION

MAIN STAGE 13:00 Lunch break

MAIN STAGE 14:00 Walk

MAIN STAGE 14:30 Masterclass 2

 PRESENTATION

We are offering an exclusive masterclass for a more intensive examination of selected topics. The thematic focus will be announced shortly and promises in-depth analysis and practical insights. The masterclass offers a unique opportunity to exchange ideas with experts and like-minded people in a smaller, interactive setting.

MAIN STAGE 14:50 No-Nonsense Leadership - Or How to Turn “Leadershit” into Real Leadership in Times of Crisis

 PRESENTATION

Delivery delays, failed system rollouts, market disruptions – many organizations are all too familiar with this kind of permanent crisis. When processes falter, leadership fails, and motivation dwindles, it quickly becomes clear whether real leadership is being practiced – or whether it’s just “leadershit”: responsibility ping-pong, lack of presence, and self-imposed limitations. This talk isn’t about textbook theories. It’s about real-life experiences from the business world. With honesty, clarity, and a dose of self-irony, we share how we navigated difficult periods over the course of several years – and what we ultimately learned about what true leadership really means in challenging times.



Julia Vornberger
S.OLIVER GROUP



Pierre Hartmann
S.OLIVER GROUP

MAIN STAGE 15:20 Match-Making

Time for networking! Exchange ideas outside the presentations and make new contacts with visitors.

MAIN STAGE

 PANEL
DISCUSSION

16:20 Service of the future: rethinking training

In a dynamic service landscape, continuous employee training is crucial for success. In this panel, experts will discuss innovative approaches to upskilling service professionals.

We will highlight digital learning formats, interactive training and personalized development plans that enhance employees' skills and prepare them for future challenges.



**Dr. Annegret
Köhler-Werzner**
*DMK Deutsches
Milchkontor*



Nadine Fischer
Mindshare

Host



Anika Tannebaum
GROW! PREMIUM
*Customer Service &
Leadership Consulting*

MAIN STAGE

 PRESENTATION

17:05 Masterclass 3

We are offering an exclusive masterclass for a more intensive examination of selected topics. The thematic focus will be announced shortly and promises in-depth analysis and practical insights. The masterclass offers a unique opportunity to exchange ideas with experts and like-minded people in a smaller, interactive setting.

MAIN STAGE

17:25 Match-Making

Time for networking! Exchange ideas outside the presentations and make new contacts with visitors.

MAIN STAGE

19:00 Fireside Chat

MAIN STAGE

19:30 Dinner