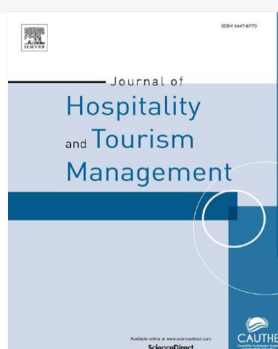


# JHTM Research Symposium



Centre for  
Tourism and Leisure  
Management



## 2019 Journal of Hospitality & Tourism Management (JHTM) Research Symposium

9 August 2019

University of South Australia

<b>Level 5, Room 15 (GK5-15) Sir George Kingston Building City West Campus - Adelaide</b>	
<b>08:30 – 9:00</b>	<b>Registration open</b> Morning tea – coffee, croissants, cakes
<b>9:00 – 9:15</b>	<b>Welcome:</b> <b>Prof. Marianna Sigala</b> , University of South Australia, Symposium Chair Editor-in-Chief, Journal of Hospitality & Tourism Management (JHTM)
<b>9:15 – 10:00</b>	<b>Keynote speech:</b> <b>Prof Rebekah Russell-Bennett</b> (Queensland University of Technology) <i>How to innovate the customer Experience: Transforming lives in health and energy: implications for tourism</i>

<p><b>10:00 – 12:30</b></p>	<p><b>Interactive workshop</b>  <b>Lego Serious Play for experience design:</b></p> <p><i>Chair:</i>  <b>Dr Stephen Dann</b> (The Australian National University)  Certified Lego® Serious Play™ Facilitator</p> <p>After the session, participants will have:</p> <ul style="list-style-type: none"> <li>• Experienced metacognitive reflective processes</li> <li>• Engaged in active listening including non-judgemental reflection, and non-projective questioning technique</li> <li>• Applied the Lego Serious Play meaning making techniques</li> <li>• Explored opportunities to integrate the LSP process into teaching, research and industry engagement</li> <li>• Played with Lego in the name of management science and observational research</li> </ul>
<p><b>12:30 – 13:30</b></p>	<p><b>Lunch Break</b></p>
<p><b>13:30 – 15:00</b></p>	<p><b><u>Putting theory into practice:</u></b>  <b><u>Industry insights and learnings from tourism experiences design</u></b></p> <p><b>Rod Quintrell</b>, Business Development Manager, Venture Corporate Recharge  <i>Designing Adventure Based Transformational Experiences</i></p> <p><b>John Pastorelli</b>, <a href="https://johnpastorelli.com.au/">https://johnpastorelli.com.au/</a>  <i>Designing for meaning and affect before elegance</i></p> <p><b>Alison Oborn</b>, Founder and manager, Adelaide's Haunted Horizons Ghost Tours  <i>Dark Tourism - Bringing the Past Screaming Back to Life</i></p> <p><b>Lisa Bailey</b>, Senior Exhibitions Manager, MOD, <a href="https://mod.org.au/">https://mod.org.au/</a>  <i>Designing experiences that showcase research at MOD</i></p>
<p><b>15:00 - 15:30</b></p>	<p><b>Coffee break</b></p>
<p><b>15:30 – 17:00</b></p>	<p><b>Research paper presentations</b></p>
<p><b>17:00 – 17:15</b></p>	<p><b>Closing Remarks: The Next steps</b>  <b>Prof. Marianna Sigala</b>, University of South Australia, Australia</p>