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Allen Darrah Presents on Effective Communication and Leadership at SupportWorld Live 2024 Conference

Spencer Fane Chief Information Officer (CIO) **Allen Darrah** recently shared his insights on building a successful career at the HDI SupportWorld Live 2024 Conference hosted at the Colorado Convention Center in Denver from April 27-May 2.

On May 1, Allen presented a session titled, "From Help Desk to Boardroom: Climbing the Career Ladder with Effective Communication and Savvy Leadership," during which he drew on his extensive experience overseeing IT operations across 26 national offices and emphasized the importance of mastering audience-tailored communication skills and holistic leadership strategies for advancement. With a diverse background in philosophy and as a university educator, Allen also thoughtfully discussed the dynamics of power and how to build influence across complex organizations.

The session empowered a packed room of more than 225 attendees with collaborative skills essential to navigating their professional landscapes. Allen concluded the session by advising attendees to "Find the things your organization is struggling to accomplish, and raise your hand and say, 'I can do that. I will get it done.' These are your opportunities to build your career into what you want."

The conference featured over 75 sessions, workshops, and training courses by leading industry professionals on the latest trends in support and service, including artificial intelligence, automation, experience management, and process improvement.

At Spencer Fane, Allen spearheads the firm's technological vision, driving innovation and digital transformation while also serving as a foremost authority in navigating

complex business environments. In his dual role as acting Chief Information Security Officer, he ensures the stringent protection of client data and privacy.

Learn more about the conference here and Allen's session here.