

February 11-12, 2019 | Omni Orlando Resort at ChampionsGate | Orlando, FL | hr-na.com

AGENDA

FEBRUARY 10, 2019

10:00 am - 5:30 pm

Welcome Day Activities

NAHRES19's regular agenda begins on Monday, February 11, but for all of our delegates arriving on the Sunday ahead of time Executive Platforms is organizing a number of fun daytime and early evening activities to jumpstart the networking, benchmarking, learning, and sharing.

10:00 am - onwards

3:00 - 4:00 pm 4:00 - 5:30 pm



The Omni Orlando Resort is a Four Diamond resort surrounded by ChampionsGate's 36-hole golf course and the Leadbetter Golf Academy World Headquarters. **NAHRES19 delegates interested in starting the event with a round of golf** with their fellow attendees can look forward to a wonderful day faciliated by Executive Platforms. Spaces are limited and will be confirmed on a first-come, first serve basis. Contact our operations team for more information.



As a Four Diamond venue, the Omni Orlando Resort also boasts a world-class spa and a wide range of yoga, meditation, and wellness activities. NAHRES19 delegates interested in starting the event with fellow attendees focusing on healthy minds and healthy bodies can opt into a series of group sessions. Spaces are limited and will be confirmed on a first-come, first serve basis. Contact our operations team for more information.



The first grapes ever grown in the United States were planted by Spanish missionaries in the Sunshine State all the way back in the 16th Century, and today Central Florida boasts a number of incredible wineries. NAHRES19 delegates interested in starting the event with a sampling of wines and cheeses can opt into a private event at the resort. Spaces are limited and will be confirmed on a first-come, first serve basis. Contact our operations team for more information.

6:00 - 7:00 pm



FEBRUARY 11, 2019

7:15 - 8:15 am Registration and Breakfast

7:45 - 8:00 am Mindful Moment



8:15 - 8:30 am Chair's Welcome Address





Ancy PaulVP and Head of People & Culture **United Nations Foundation**

8:30 - 9:05 am

Artificial Intelligence and Human Resources: A Practical Application

- The future of work is transforming the way organizations operate today, utilizing technology and data to deliver powerful experiences to consumers, employees and job applicants
- TWhile the world has changed, the way we work has not caught up. Personalization, automation and convenience are the new norms, and we need to deliver these in our recruitment strategies
- The Unilever Case study: How we are using Artificial Intelligence to tap into the total talent marketplace





Mike Clementi VP, Human Resources – North America & Global Customer Development Unilever

9:05- 9:40 pm

Diversity and Inclusion: Evolving Our Approach for the New Era

- Why do the old best practices not work today? What has changed, and how should we adjust our thinking to incorporate these new factors?
- Outlining the factors driving the need for a more diverse staff and illustrating the benefits of a broader, deeper talent pool
- Creating a purpose-driven strategy that makes an impact as our organization grows and nurtures a diverse workforce
- Where are we today in our journey, and how is our approach continuing to evolve as we look forward?





Angela Roseboro Global Head of Diversity, Equity, and Inclusion Dropbox





Ancy Paul
VP and Head of
People & Culture
United Nations
Foundation







Meera Oliva Chief Marketing Officer Gradifi

9:45 - 10:20 am

BREAKOUT ROOM 1 EMPLOYEE EXPERIENCE

Shaping the Workplace of the Future

- Reshaping your organization—Creative concepts and emerging trends
- The importance of leadership behaviors in employee lifecycle
- Moving forward with a focus on people-centric goals
- Breaking down silos and establishing a culture of communication





Barbie Winterbottom
Chief People Officer (CHRO)
BIC Graphic North America

9:45 - 10:20 am

BREAKOUT ROOM 2

Leveraging Employee Affinity Groups as an Employee Development and Engagement Tool

- What is an employee Affinity Group?
- Why is this type of group valuable to your company's retention strategy?
- Can Affinity Groups really develop employees on their own terms?
- How do these groups encourage deeper company commitment and engagement with the business?
- Do these groups really provide deeper feedback and insight into workforce desires and frustrations?





Larry Brand
Chief Human Resources Officer
Elkay

9:45 - 10:20 am

BREAKOUT ROOM 3

MANAGEMENT

The Power of Data to Drive the People Agenda to Attract, Develop and Retain a Large, Diverse Hourly Workforce

- The importance of understanding and adapting to your industry workforce landscape
- The power of giving employees a voice
- The courage to define your employment promises
- Influencing Franchisee systems to be consistent on people practices





Helena Josue
VP - Human Resources
and Field Capability
The Wendy's Company

10:20 - 11:35 am

Pre-Arranged One-to-One Meetings

 10:25 am - 10:45 am:
 Meeting Slot 1 / Networking

 10:50 am - 11:10 am:
 Meeting Slot 2 / Networking

 11:15 am - 11:35 am:
 Meeting Slot 3 / Networking

11:40 am - 12:15 pm

WORKSHOP BREAKOUT ROOM 1

Life Lessons from a B+ Player

- Highlight current Manpower Talent Shortage Survey Data
- Discuss how a shift in"mindsets" is critical to getting the "skillsets" you need
- Describe how a strategy of Build, Buy, Borrow, and Bridge will win the talent war
- Help you recognize what B+ can do for you...



Susan McClure
VP/Principal
Consultant,
Talent Management
North America
Right Management





Steve Towers
VP/Principal
Consultant,
Talent Management
Right Management

11:40 am - 12:15 pm

The Hard Side of Soft Skills

- Why soft skills are the key to future-proofing your workforce
- How communication, critical thinking and team coordination will help your company keep pace
- The problem of training for soft skills (and strategy to solve for it)
- The science of learning

WORKSHOP BREAKOUT ROOM 2





Tom TonkinPrincipal, Thought Leadership and Advisory Services **Cornerstone OnDemand**

11:40 am - 12:15 pm

WORKSHOP BREAKOUT

Agile Employee Engagement

In this session, attendees will:

- Discover a new, more nimble framework that can help your organization gain a deeper understanding of your people's engagement levels
- Learn how to harness survey data to reduce time to action and make better, more targeted changes that will impact business outcomes
- Hear best practices from real-life case studies on how you can truly unleash the best in your people to help your organization succeed

GLIN1



Amy Lavoie Regional Director of People Science Glint

12:20 - 12:55 pm

Panel: Human Resources Executive Leaders as Equal Business Partners

- Discussing the responsibility of HR leaders as equal partners and key influencers
- Linking culture to business strategy the role HR plays in driving leadership understanding and ownership of culture as a critical enabler to business strategies and goals
- Articulating your organization's human resources issues, challenges, and opportunities using a collaborative, communicative approach with the rest of the leadership team
- Exploring how human resources impact bottom-line metrics and work to meet business goals of your organization
- Establishing the critical impact of human resources leaders on new technologies and Continuous Improvement initiatives





Rob Sklans
Former Chief
Human
Resources
Officer
Innophos





Mayank Bhatnagar VP and Global HR Head GE Capital Aviation Services





Meg Newman Chief Human Resources Officer Keurig Dr Pepper





Ancy Paul VP and Head of People & Culture United Nations Foundation

12:55 - 1:55 pm

Lunch-And-Learn Roundtable Discussions

Themed lunches are sponsor- or delegate-led roundtable discussions on specific industry issues and challenges during Day One's lunch hour. Each roundtable will be led by an expert in the field. Limited seating is available, so please sign up for your preferred topic on site. Choose from:

The Future of HR: New Trends and Management Strategies



Annie Paquet VP HR Mexico Power Sports Group & Head of Global BRP HS&S BRP

Leveraging the Power of People Analytics





IQ Bot



Avi Bhagtani
Director, Product Marketing
Automation Anywhere

The Critical Role of HR in the Digitization of Your Organization





Alison Schoonover
Director
Human
Resources
PepsiCo

Linking Culture and Strategy



Four Effective Strategies for Learning with Purpose



Executive Assessments

- Driving Mergers and Acquisitions

Effectively





Adam Ross VP of Talent & Organizational Effectiveness Tenneco

It's All About the Why: Communicating Purpose



launchthat

Alan Schmadtke Chief People Officer Launch That

Adopting a Metrics-Based
Approach to Engage
Business Partners and Employees



P&G

Pat Rowan Global HR Director **Procter & Gamble**

A Holistic Approach to Improving Employee Engagement





Amy Lavoie Regional Director of the People Science Glint

Cultivating a High-Performance Culture in Organized Labor Environments





Jeff Zierenberg VP Human Resources Grain Craft

Creative Staffing Solutions in a Challenging Labor Market





Jana Lee
Director of
Human Resources
DARCARS
Automotive Group

Simplicity at Work: The Value of Building an Authentic Employer Brand

Siegel+Gale



Kerry Held Strategy Director, Employee Engagement Siegel+Gale

Employee Experience Model: Grow, Retain, and Advocate



Diversity and Inclusion Program
Delivery in an Unconventional Way





Loreli Wilson
Director of
Diversity
& Inclusion
Programs
Veterans United
Home Loans

Transformation Results:
How to Make Sure You Get More
Than Just Technology Toys



Communicating Your Employer Brand



How to Develop Resilience in a World of Constant Change





Maria Randall VP Human Resources Club Assist

Engaging Women as They Re-enter the Workforce

Raytheon



Lori Garmus Director, Human Resources Raytheon Upskilling Employees as Jobs are Impacted by Automation



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1:55 - 2:30 pm

The Key Ingredient to Every Business's Successful Digital Transformation

- Exploring digital transformation in the workplace and looking at lessons learned from past experiences that contribute to the recipe for success in the future
- Having the right strategy is not enough presenting your workforce as the most critical component in driving transformation
- Placing the right people with the right mindset in the right roles to make change happen
- Sharing our experience in attracting, retaining and developing a diverse and agile workforce that drives business success

ROOM 1
EMPLOYEE
EXPERIENCE





Megan Taylor
Sr. Director, Employee Experience
Adobe

1:55 - 2:30 pm

BREAKOUT ROOM 2 PERFORMANCE MANAGEMENT

Small Actions Can Lead to Big Change: Engaging Leaders to Drive the Culture You Want

- Discuss ways to leverage innovation processes to create an impactful leadership model
- Using organizational storytelling to increase leader self-awareness
- Discuss the impact of a global, high impact development program
- Ideas for integrating development, engagement and performance management tools to drive results





Tiffanie Boyd VP Human Resources-Supply Chain General Mills 2:35 - 3:10 pm

WORKSHOP BREAKOUT ROOM 1

Cultural Shift at Eaton Corporation: When Strategy Drives Surveys

Eaton recognized in order to make power safe reliable and efficient for our customers, it needs excited and engaged employees doing work they believe in. Eaton created a continuous listening approach that links data from onboarding and exit surveys to census and pulse surveys, all the while making sure that the data collected from employees reflects the information needs of senior leaders in HR and in the businesses.

- Understanding there is no 'one size fits all' when it comes to continuous listening
- What is the best combination of survey tools and topics when shifting to a continuous listening approach?
- Offering new ideas in census and pulse survey design as inspired by an organization's strategy and leadership needs
- Talking about what data the organization need most, how frequently, and where and when to collect and reflect on the information gathered about the employee lifecycle





Deby Rossignol
Director, Talent Management
and Organization Effectiveness
Eaton Corporation, Electrical Sector





Sarah R. Johnson
VP, Enterprise Surveys and Analytics
Perceptyx, Inc.

2:35 - 3:10 pm

WORKSHOP BREAKOUT ROOM 2

Gearing Up for 2019: Benefits Strategies to Recruit and Retain Talent in an Almost-Zero Unemployment World

Receive insight on plan design changes that employers are implementing and their views on the rapidly changing healthcare environment in the current climate of almost zero unemployment. Value based plan designs are driving the future of healthcare strategy—replacing the Consumer Directed Health Plan (CDHP) strategy of 2016-2018! The landscape is changing—stay on top of industry trends. In this session we will discuss:

- What does the new workforce look like, and what do survey data sets show on what they are looking for in benefits
- What do "Best Places to Work" employer benefits contain?
- Cost of Talent acquisition with the benefits programs
- Check-List of benefits to consider adding in 2019 and 2020





Marybeth Gray
SVP Health & Welfare Consulting
Trion Group, a Marsh & McLennan Agency LLC

2:35 - 3:10 pm

WORKSHOP BREAKOUT

Improve Employee Retention, Engagement, Job Satisfaction, and Quality of Life Through Contributions to Paying Down Student Debt

- Understanding the impact student debt has on your employees' personal and professional lives
- Demonstrating the ROI of going beyond the normal benefits options to focus specifically on conquering student debt
- Differentiating your organization from your competitors in the race to attract and retain a well-educated, motivated workforce
- Maximizing the effectiveness of your company's contributions while staying within budget constraints
- Illustrating real-world examples and case studies where organizations have seen results from focusing on their workforce's student debts





Meera Oliva Chief Marketing Officer Gradifi

3:15 - 4:45 pm

Pre-Arranged One-to-One Meetings

3.15 pm - 3.35 pm: Meeting Slot 4 / Networking 3.40 pm - 4.00 pm: Meeting Slot 5 / Networking 4.05 pm - 4.25 pm: Meeting Slot 6 / Networking

3:30 - 4:30 pm Industry Focus Groups

These roundtable discussions will run during the afternoon of Day One's pre-arranged one-to-one meetings. Each group will be hosted by a moderator who will guide the conversation through issues, challenges, and opportunities drawn from delegate profiles relevant to specific industry sectors.



Re-Exploring Health Benefits



Isis Suria VP Human Resources Amerijet International Inc.







Wendy KaganEVP, Employee and
Community Engagement **BankNewport**

4:50 - 5:25 pm

How Does Cultural Accountability and Workplace Transparency Impact Your Organization Over the Long Term?

- Illustrating what a culture of accountability and workplace transparency looks like, and what they offer organizations at the individual, team, department, and company-wide levels
- Understanding that transparency and accountability both for positive and negative outcomes is about learning and improving over time
- Discussing the importance of ownership, clear lines of responsibility, and two-way communication to make accountability a real force for positive change throughout an organization
- Aligning the actions of front-line workers with the company's corporate values and goals from the top down and the bottom up

RALPH LAUREN



Rhian Grespan SVP, People and Development, Global Corporate Shared Services and Supply Chain plus NY/NJ Facilities Ralph Lauren

5:25 - 5:35 pm

Chair's Closing Address





Ancy PaulVP and Head of People & Culture **United Nations Foundation**

5:40 - 7:00 pm



FEBRUARY 12, 2019

7:30 - 8:35 am

Registration and Breakfast

8:00 - 8:35 am

Evolving Mindsets and Skill Sets: Digital Upskilling at Work

Companies are digitizing many aspects of their business to adapt to the changing business environment. Similarly, to thrive and advance in the digital age, employees must acquire new skills in order to effectively leverage technology in their day-to-day work. Leaders are investing in tech, yet are those efforts aligned with workforce expectations? Is more training the answer or are traditional approaches insufficient to meet employee upskilling needs? What do employees really want, and are they willing to make the time to engage in digital upskilling opportunities? PwC recently surveyed 12,000 people who shared their views about the digital tools they use in their daily work, why certain approaches to digital upskilling efforts are valued more than others, and what strategic steps CHROs can take to close skill gaps and increase digital capabilities.

BREAKFAST WORKSHOP BREAKOUT ROOM 2





Ann Johnston
Partner, Digital Learning
and Workforce Upskilling
PwC

8:00 - 8:35 am

How AI Can Empower Us and the Candidate Experience

- Understanding how recruitment technology has changed the way companies attract and engage talent, and expectations in the way people search and apply for work
- Discussing how we can shift the paradigm where technology no longer limits human interactions, but empowers us to deliver more personal, meaningful and human experiences
- Demonstrating how companies, candidates and employees are benefiting from assistive intelligence, including more quality time spent with talent, a competitive advantage that attracts top talent faster, and a personalized one-to-one candidate experience that's meeting or exceeding expectations

WORKSHOP
BREAKOUT
ROOM 3





Ben Bromberg
VP, Client Success
Paradox

8:40 - 8:50 am

Chair's Welcome Address





Ancy PaulVP and Head of People & Culture **United Nations Foundation**

8:50 - 9:25 am

Business Lessons from the #MeToo Movement and What HR Leaders Should Do Now

- Examine how the #MeToo movement began with workplace conversations about sexual harassment and evolved to include inappropriate behavior
- Revisit how the movement started and why businesses must operate differently
- Learn the importance of trusting your intuition to stay ahead of a crisis
- Discuss strategies and solutions for how to navigate and elevate your organization's culture during challenging times
- Avoid the pitfalls associated with doing nothing





Cindy Carlisle VP Human Resources, Commercial Operations Roche

Bringing Heart, Science and Ingenuity to Corporate Culture

Years of research underpin the profound role that corporate purpose, identity and culture play in organizational performance and renewal, including business transformations, acquisitions, partnerships or new business models. Yet culture remains one of the least defined and explicitly managed assets across corporations. In this session, we will discuss:

- Framing the impact of culture on your corporate performance
- Engaging your C-Suite and Executive Teams in identity and culture discussions
- Creating linkages of culture impact to hard outcomes in the business
- Navigating the relationship between the evolving social/political landscape and the relationship to corporate culture

 role of the CHRO in the 21st century
- You belong: The science of inclusion and its relationship to corporate culture

Johnson-Johnson



Jon Williamson VP, Head of Human Resources, North America Johnson & Johnson

10:05 - 10:40 am

BREAKOUT ROOM 1 EMPLOYEE EXPERIENCE

HR Transformation Driving Employee Experience

- What do we mean when we say HR transformation?
- Evaluating our current capabilities and asking tough questions about where we want to be and how we plan to get there
- Building responsiveness, versatility, and capacity into our contributions from the top down and the bottom up
- Key learnings from our experience





Archana Nirwan Head of HR **Qualcomm**

10:05 - 10:40 am

BREAKOUT ROOM 2 PERFORMANCE MANAGEMENT

Our Experience Implementing, Monitoring, and Reporting on Innovative and Collaborative Workplace Initiatives

- The role of data in launching good programming with ongoing monitoring in-place
- · Laying the ground-work: building a foundation for communicating
- Illustrating opportunities for course corrections based on early results
- Providing "Value from Innovation": By presenting a common business language, highly focused on data collection, analysis and collaboration, you can create and sustain a culture of continuous improvement... empower your employees to continuous improvement





Mike Prutting
Chief Human Resources Officer
VP IT & Travel
FUJIFILM Holdings America Corporation

10:05 - 10:40 am

BREAKOUT ROOM 3 TALENT MANAGEMENT

Case Study: Our Ongoing Transition to a Simplified, Data-Driven and Integrated Approach to Talent

- Understanding the impetus for the change and value of a back- to-the-basics approach
- Understanding the new opportunities offered by changing strategy
- Offering ways to hold on to the metrics that matter as organizations undergo change
- Explaining timelines and methods of enacting reform on this scale
- Identifying some of the obstacles already encountered: How are these being addressed? Which are proving the most challenging? What early surprises good or bad have turned up to date?





Leah Avery
VP Human Resources
Money Mart Financial Services

10:40 - 11:30 am

Pre-Arranged One-to-One Meetings

10.45 am - 11.05 am: Meeting Slot 7 / Networking 11.10 am - 11.30 am: Meeting Slot 8 / Networking

11:35 am - 12:10 pm

The Future of HR

To meet the challenges of the future, HR must make a shift in four critical areas, concentrating on business outcomes:

- From doing digital to being digital
- From center-driven to human-centered solutions
- From compliance and control to trust and empowerment
- From integrated systems to a unified engagement platform

WORKSHOP BREAKOUT ROOM 1

Deloitte



Arthur Mazor
Human Capital Digital Leader & Global Practice Leader
for HR Strategy & Employee Experience
Deloitte

11:35 am - 12:10 pm

WORKSHOP

Data-Driven Insights into the Employee Experience Lifecycle

- What can data points from millions of real-time employee engagement survey responses across 153 countries worldwide tell us about the employee experience lifecycle?
- Leveraging real-world data—and a unique structured approach to data-science—to provide unparalleled insight into the employee experience lifecycle, in real time, globally
- Exploring distinct phases in the employee lifecycle and insights about how each phase impacts employee engagement, including:
 - Onboarding insights: what are the key drivers of a successful onboarding?
 - Engagement insights: how does engagement differ by tenure, role, location, and age?
 - Separation insights: what are the leading indicators a key employee is about to leave?
- Key findings and real-world examples in a practical and no-nonsense format allowing attendees to come away having learned something they can apply in their day jobs





Patrick Cournoyer COO Peakon

11:35 am - 12:10 pm

The Next Generation Employee Experience

- Understanding the frustration employees feel when trying to get service from HR and how consumer-like experiences are reshaping expectations in today's workforce
- How employee experience platforms will reshape the war for talent
- How to make it #EasyForEmployees to get service across the enterprise by creating the next generation employee experience
- Differentiating your organization by making employee experience your competitive advantage
- Sharing our best practices for transforming HR Service delivery and consumerizing the employee service experience

BREAKOUT ROOM 3





Matt Parrish
HR Transformation
Consultant
ServiceNow

12:15 - 12:50 pm

BREAKOUT ROOM 1 EMPLOYEE EXPERIENCE

Promoting Professional Growth to Inspire Your Top Talent

- How to assess and develop your talents for future growth based on potential?
- Evaluating and aligning your rewards and development strategies to accelerate up-and-coming leadership candidates
- Establishing support network to transform ways of working and maintain employee engagement even during times of business transformation
- The role of the HR function in helping talents navigate their career and consider their options





Stephane Charbonnier Chief Human Resources Officer L'Oréal USA

12:15 - 12:50 pm

BREAKOUT ROOM 2 PERFORMANCE

Case Study: Everyday Engagement at Levi Strauss & Co.

- Offering an overview of Levi Strauss & Co.'s culture
- · Showcasing our company's journey to improve performance management
- Illustrating how weekly check-ins have become an engagement and performance management driver
- What have we learned from our weekly check-ins, and what should other organizations take away from our experience?





Michelle Williamson VP, People and Culture Levi Strauss & Co.

12:50 - 1:50 pm

Open Networking Lunch

1:50 - 2:25 pm

Culture Comes First: Enhancing Employee Experience to Drive Business Objectives

- It all starts with leadership: adopting the mindset that each employee has a unique set of individual needs
- How is the growing influence of millennials affecting how we communicate across the organization?
- Reflecting on the shift from employee engagement to employee experience and how that translates into achieving business success
- Recognizing that overall business goals start and end with workplace culture and employee experience





Camye Mackey SVP and Chief People Officer Atlanta Hawks

Panel: Generating High Productivity Through Total Workforce Engagement

- Exploring strategies that foster both consumer behavior and employee engagement
- Building change management into your HR operation: Encouraging buy-in and Organizational support
- How does the workforce contribute to steady cumulative improvements as the engine of long-term culture change?
- Offering examples where mentorship, job shadowing, and cycling through different job functions improves retention
- What does investing in your people look like on a day-to-day ongoing basis?





James Parker VP Talent and Organization Development Church & Dwight

BRANDLESS



Michele Bousquet
Head of People
+ Places
Brandless





Laura Robblee VP, People + Places **GoPro**





Ancy Paul
VP and Head
of People
& Culture
United Nations
Foundation

3:05 - 3:15 pm

Chair's Closing Address





Ancy PaulVP and Head of People & Culture **United Nations Foundation**