



NORTH AMERICAN HR EXECUTIVE SUMMIT **NAHRES21**

February 22-23, 2021 | hr-na.com



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SHRM to offer SHRM-CP or SHRM-SCP
professional development credits (PDCs).
This program is valid for 10 PDCs.

AGENDA

FEBRUARY 22, 2021

8:50 - 9:00 am

Chair's Welcome Address



Angela Roseboro
Chief Diversity Officer
Riot Games

9:00 - 9:30 am

COVID-19: What Did We Do, What Have We Learned, and What Has Changed Forever?

- Illustrating how HR professionals responded to the novel Corona virus outbreak to guide their organizations through a global pandemic
- Viewing the crisis as an opportunity to accelerate progress already underway to decentralize and diversify Twitter's workforce
- How will the transition back to the office reflect short term and long term changes to how and where we work
- Is there a way HR leaders can take this experience and use it to continue innovating without the catalyst of a crisis?



Jennifer Christie
VP, People and
Chief Human Resources Officer
Twitter

9:35 - 10:05 am

Communication as the Bedrock of an Employee-Centric Corporate Culture

- Understanding that the most successful organizations cannot run on top-down leadership relying on guesswork to guide its workforce
- Demonstrating the importance of employee voices in framing the important conversations and decision-making we need to have as an organization
- Offering examples and best practices to gather ideas and input from throughout the workforce, and especially from under-represented voices
- Gathering thoughts and suggestions is vital, but what are the next steps? What does follow-through and follow-up look like in an employee-centric company?



Lori Costew
Chief Diversity Officer
& People Strategy
Ford Motor Company

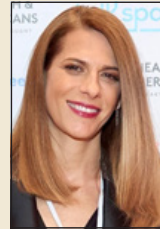
ROOM 1 CHAIR



Angela Roseboro
Chief Diversity Officer
Riot Games



ROOM 2 CHAIR



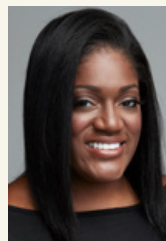
Roni Frank
Co-founder and
Head of Clinical Services
Talkspace

10:10 - 10:40 am

BREAKOUT ROOM 1 WORKFORCE EXPERIENCE

Putting New Purpose and Passion Back into the Tried, Tested, and True Strategies

- The Complexities of Talent Management in an International Environment
- Balancing changes in expectations around the world
- Reconceptualizing value creation in Talent Management
- Delivering personalization while ensuring consistency of experiences



Nzinga Shaw
Former Global Chief Inclusion & Diversity
Officer at **Starbucks Coffee Company**
Current Global Chief Inclusion &
Diversity Officer at **Marsh & McLennan**

10:10 - 10:40 am

BREAKOUT ROOM 2 EMPLOYEE ENGAGEMENT

KFC's 12th Ingredient: Heart-Led Performance, Culture, and People

- How KFC signature culture has played a critical role in helping achieve the company's success
- Our People Promise and the importance of a "care first" approach during the time of this pandemic
- A Legacy from its foundation proven to be more relevant now than ever



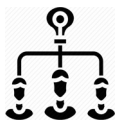
Maria Lucila Cuello
Chief People Officer,
KFC Latin America & the Caribbean
YUM! Brands

10:40 - 11:10 am

INTERACTIVE THINK TANKS

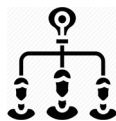
INTERACTIVE THINK TANK

Embracing and Celebrating Diversity
as a Competitive Advantage



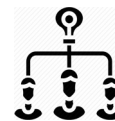
INTERACTIVE THINK TANK

Create a Company Culture that
Helps Your People Thrive at Work



INTERACTIVE THINK TANK

Promoting and Fostering a Healthy
Work Life Balance



10:50 - 11:35 am

Roundtable Discussions

Maintaining a Strong Culture in a
Virtual Work Environment



Kelly Staup
SVP, Human
Resources and Chief
Diversity Officer
Lindsay Corporation

Talent Management and Social
Recruiting: What Do We Do Well,
and What Do We Do Poorly?



Peter Neufeld
VP Leadership
Maple Leaf Foods

How Can HR Best Support Employee
Wellbeing and Mental Health?



Audra Romao
Chief People Officer
Orlando Magic

Examining Our Corporate Culture
to Achieve Our Talent Management
Objectives



Pat Rowan
VP HR Global
Corporate
Functions
Procter & Gamble

How Leadership Fosters
Employee Support Systems



Laurie Shakur
VP, Head of People
Rakuten USA & B2B

11:40 am - 12:10 pm

WORKSHOP BREAKOUT ROOM 1

Americans will Experience More Change in Healthcare in the Next 5 Years, Than We Have in the Last 50! The Digital Transformation in Healthcare – How it will Affect Your Bottom Line!

- What's happening in healthcare from both a medical advancement as well as marketplace disruptors in the Tech Industry.
- How Amazon and other Big Tech firms are trying to grab Healthcare Data and Market share.
- Million Dollar Genomic Treatments – Are curing diseases – but they are costing employers millions! We will discuss How Employers are Grappling with the Cost of these Cures!
- This session will interest every professional, whether you are responsible for your company's benefits, finances or recruiting!



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

11:40 am - 12:10 pm

**WORKSHOP
BREAKOUT
ROOM 2**

It's About Money. Aligning Your Financial Wellness and DEI Initiatives to Help Employees Build Wealth for Their Families

- Understanding the past and present culprits of economic injustice
- Helping employees define realistic financial possibilities based on income, trajectory and life stage
- Knowing and embracing your organization's starting point as a guide for what's possible in the near term with your DEI and broader wellness activities
- Sharing best practices and practical tips for supercharging your DEI efforts with financial literacy and support



Alok Deshpande
*CEO and Co-Founder
SmartPath*

12:310 - 1:10 pm

Lunch Break / Open Networking

1:10 - 1:40 pm

**BREAKOUT
ROOM 1
WORKFORCE
EXPERIENCE**

Building Culture and Driving Engagement Efforts, Even During a Pandemic

- How has Fitbit increased its engagement scores by over 20 points over the past few years- even during a pandemic and a merger?
- Showcasing the impact commitments, behaviors, talent management, and leadership development practices make on cultural evolution
- Using a culture of inclusion, accountability, and high performance as the engine to drive positive change
- What can Fitbit's team do today that it could not do five years ago? What do we envision for Fitbit's future?
- Offering lessons learned and best practices that other organizations can incorporate into their own culture and engagement journeys



Lisa Mulrooney Gross
*SVP, People
Fitbit*

1:10 - 1:40 pm

**BREAKOUT
ROOM 2
EMPLOYEE
ENGAGEMENT**

AT&T's Employee Experience: Sustaining Our Culture and Measuring Impact

- Creating and embedding our new Culture model
- Aligning employee value proposition
- Creating moments that matter in the employee journey



Melissa Corwin
*VP Employee Experience
AT&T*

1:45 - 2:15 pm

**WORKSHOP
BREAKOUT
ROOM 1**

A Unique Value Proposition: Simplifying Integrations to Your Benefit

- Optimize your HR Systems connections
- Integration new best practices
- Agility, efficiency & ROI



Benjamin I. Carroll
*Director of Customer Experience
The Cloud Connectors*

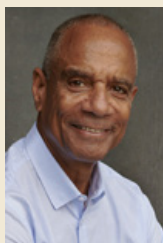
1:45 - 2:15 pm

The CEO / HR Partnership – Driving DE&I, Culture, UpSkilling and More from the C-Suite

Join Ken Chenault, former Chairman and CEO of American Express; Chairman and Managing Director of General Catalyst; and Co-Founder of OneTen, a coalition of leading executives coming together to upskill, hire and advance one million Black Americans over the next 10 years into family-sustaining jobs with opportunities for advancement. In this fireside chat, Mr. Chenault will share his experience and thoughts on leadership, building inclusive cultures, hiring diverse teams, creating internal mobility and upskilling programs, and more. He'll also share advice for HR and People leaders for partnering with CEOs and executive leadership teams to create a positive impact for your employees and your bottom line.

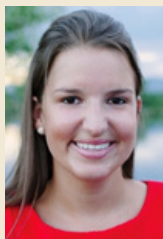
**WORKSHOP
BREAKOUT
ROOM 2**

GENERAL  CATALYST



Ken Chenault
Chairman and Managing
Director of **General Catalyst**
& Former Chairman and
CEO of **American Express**
& Co-Founder of **OneTen**

GUILD 



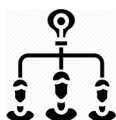
Rachel Carlson
Co-Founder and CEO
Guild Education

2:15 - 2:45 pm

INTERACTIVE THINK TANK

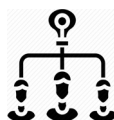
INTERACTIVE THINK TANK

The Next Generation of
Employee Engagement



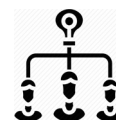
INTERACTIVE THINK TANK

Strategies to Identify, Train and
Retain Top Talent



INTERACTIVE THINK TANK

Navigating Scale and Complexity in
Decentralized Organizations



2:25 - 3:10 pm

Roundtable Discussions and INTERACTIVE THINK TANK

Creating A Secure Employee
Experience in Unstable Times

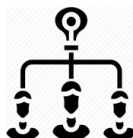
SAP SuccessFactors 



Steven T. Hunt
Chief Expert Work
& Technology
SAP SuccessFactors

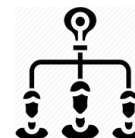
INTERACTIVE THINK TANK

Putting New Purpose and Passion
Back Into the Tried, Tested, and
True Strategies



INTERACTIVE THINK TANK

When Strategy Drives Surveys



**Navigating Scale and Complexity
in Decentralized Organizations**

When Strategy Drives Surveys

**Putting New Purpose and Passion
Back Into the Tried, Tested, and
True Strategies**

3:15 - 3:45 pm

Spearheading Innovation Through Workforce Diversity

- Why is workplace inclusion important?
- Sharing ways leadership can best integrate and encourage Diversity and Inclusion in organizations
- Looking at how LVMH is evolving workplace culture to engage a new generation of talent
- Understanding the changing dynamics of employees
- How has the global pandemic impacted our efforts to integrate diversity and inclusion in our workforce?

LVMH



Gena Smith
*SVP, Human Resources
& Head of Global Executive
and Creative Recruitment
LVMH*

3:50 - 4:20 pm

Leadership in a Work From Anywhere (WFA) World

- Learning to be more Human-Centric as business operations shift to adapt to current challenges
- How can leadership demonstrate compassion toward their teams?
- Facilitating better engagement and developing leaders working from anywhere
- Leading the way forward in a WFA world

 **cameo**



Melanie Steinbach
*Chief People Officer
Cameo*

4:20 - 4:30 pm

Chair's Closing Address



Angela Roseboro
*Chief Diversity Officer
Riot Games*

8:50 - 9:00 am

Chair's Welcome Address



Angela Roseboro
Chief Diversity Officer
Riot Games

9:00 - 9:30 am

Let's Talk About What's Possible: Leading One Employee at a Time... Every Time

At Best Buy, we believe if we lead for the mass, we will lose the soul of our company. Each and every employee is as unique as the personal story they have to tell. Our stories shape who we are, and the courage to share those stories allows us to bring our full selves to work.

While most companies are following the policies and standard operating procedures (SOPs) designed for uniformity and consistency, SOP means something different at Best Buy. It means Service Over Policy. Service to our customers and service to our employees. Hear from Kamy about how the team is changing the employee experience by disrupting legacy thinking, talking about what's possible, and finding joy in leading one employee at a time.



Kamy Scarlett
Chief Human Resources Officer
Best Buy

9:35 - 10:05 am

Keynote: Leadership in a Time of Crisis

- Discussing the challenges and opportunities we have faced during a global pandemic, and how we have chosen to meet them
- What are the lessons we learn about ourselves, our teams, and our organizations when we are tested?
- Illustrating the role of a leader and the qualities necessary to succeed in the face of adversity
- Highlighting examples where the unforeseen has become the catalyst for positive change
- How should HR professionals best support, communicate, and reinforce leaders throughout our organizations?



Lars Minns
Chief Human Resources Officer,
NAFTA
Mercedes Benz

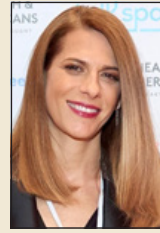
ROOM 1 CHAIR



Angela Roseboro
Chief Diversity Officer
Riot Games



ROOM 2 CHAIR



Roni Frank
Co-founder and
Head of Clinical Services
Talkspace

10:10 - 10:40 am

BREAKOUT ROOM 1 WORKFORCE EXPERIENCE

Mobilizing An Active Anti-Racist Culture

In this fireside chat, the moderator will interview HP's Chief Diversity Officer Lesley Slaton Brown on fostering a workplace culture that's not only against racism but is actively anti-racist. They will discuss executive influence, effective trainings that reaches the top and bottom and ways to empower every employee to champion and act on diversity, equity and inclusion values.



Lesley Slaton Brown
Chief Diversity Officer
HP Inc.

10:10 - 10:40 am

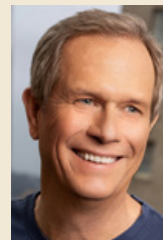
BREAKOUT ROOM 2 EMPLOYEE ENGAGEMENT

Intentional Integrity in Workplaces

Technology is advancing at a dizzying pace, and creating new challenges for leaders as they grapple with an integrity revolution — employees, customers, and governments are all demanding that companies step up and solve some of the world's biggest problems. It's not enough to simply focus on shareholder value anymore — leaders need to manage a complex set of stakeholders to lead successfully in the new 21st Century landscape. And HR leaders play a crucial role.

- Learn how to drive integrity into the culture of your company, inspiring employees with a different kind of “intentional” integrity
- Learn how to build and talk about a new kind of ethics code
- Learn how to define your company's values and “north star”
- Learn how to speak up on society's controversial issues and avoid brand defining mistakes

Rob Chesnut is the author of the new book “Intentional Integrity — How Smart Companies Can Lead An Ethical Revolution”. More information at intentionalintegrity.com

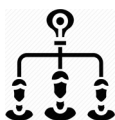


Rob Chesnut
Former General Counsel
and Chief Ethics Officer
Airbnb Inc.

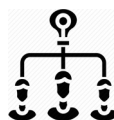
10:40 - 11:10 am

INTERACTIVE THINK TANK

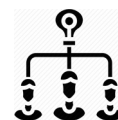
INTERACTIVE THINK TANK
Job Design vs. Job Crafting –
Adapting to our Evolving Workforce



INTERACTIVE THINK TANK
Integrating CSR to your HR Strategy



INTERACTIVE THINK TANK
Strategic HR: Engaging with Talent



11:10 - 11:55 am

Roundtable Discussions

Mindshift: Hiring for Transformation



Maria Christopoulos
Katris
CEO + Co-Founder
Built In

Aligning Wellbeing and Culture to Drive Business Results



Hannah Wilken
Senior People Scientist
Culture Amp

Prioritizing Mental Health: How to Adapt Your Employee Wellbeing Strategy During These Uncertain Times



Smita Das
Medical Director
of Psychiatry
Lyra Health

The Annual Engagement Survey – Is There More You Can Do to Truly Understand and Respond to Your Employees?



Katie Libby
Director, Voice
of the Employee
Medallia

12:00 - 12:30 pm

It Takes A Village: Reframing HR to Meet New Employee Needs During and Beyond COVID-19

- Why we must realign HR's role to fuel organizational competitiveness in the innovation economy
- Why employees need (and expect) more from their employer now than ever before
- How COVID-19 is reshaping benefit strategies, especially in the bedrock areas of well-being, family care, and skill development
- Program and communication best practices that help HR provide more equitable and impactful support for its entire workforce

WORKSHOP
BREAKOUT
ROOM 1



Maribeth Bearfield
CHRO
Bright Horizons

12:00 - 12:30 pm

**WORKSHOP
BREAKOUT
ROOM 2**

Branded Talent Communities: Can 58% + 42% be More Than 100%? We Think So! Stop by if You are Curious

- Talent experience and engagement continue to be a pain point for organizations
- Organizations with high employee engagement are 21% more profitable and experience increased retention
- Brand plays an important role in talent acquisition, engagement, and retention
- Diversity, equity, and inclusion are a top priority, but AI and automation trigger concerns
- Stop by to discuss the above and how best to leverage technology that humanizes everything



Saleem Khaja
COO & Co-Founder
WorkLLama

12:00 - 12:30 pm

**WORKSHOP
BREAKOUT
ROOM 3**

Death-or-Glory: How the Pandemic Affected the Companies Who Use On-Demand Pay

- One year ago we introduced the NAHRES audience to on-demand pay (ODP), find out if ODP is a fad or tried and true
- Hear about the impacts on-demand pay made during the pandemic to companies and employees directly from a company that offers on-demand pay
- Walk away knowing if this benefit is a must-do or nice-to-have



Ann Sizemore
VP of Human Resources
Captain D's



Jeannie Walden
Chief Marketing Officer
DailyPay

12:30 - 1:30 pm

Lunch Break / Open Networking

1:30 - 2:00 pm

The Evolving Role of the HR Executive: in Developing the Future of an Organization and Embracing Transformation

- How have the responsibilities of HR professionals grown and changed in the 21st Century, and why transformation is important for the HR function
- Talking about the importance of flexibility, agility, and adaptability as we engage with the new and ongoing challenges and opportunities we all face in our working lives
- Illustrating how HR Transformation drives alignment with business strategy
- Discussing what more we can do in our capacity as leaders to advance the goals, projects, and corporate culture of our senior management and of our workforce
- What should we be doing right now as a community of Human Resources executives to prepare ourselves individually and collectively for the next ten years?



Rhonda Morris
Chief Human Resources Officer
Chevron Corporation

2:05- 2:35 pm

Building a Resilient and Healthy Company and Colleagues

Focusing on colleague and organizational resiliency and well-being, which are critical during these unprecedented times, through a multipronged approach:

- Demonstrating commitment to agility as an organization in a time of crisis—and over the long-term—by responding quickly, maintaining rhythm and building new capabilities
- Taking a data-driven approach to understand the levers of well-being to prioritize our focus
- Enhancing our resiliency skills at individual, leader and organizational levels by making it relevant to these unique times, which includes encouraging leaders to develop themselves and strengthen their teams through learning and application of the five elements of resiliency



Padma Thiruvengadam
Chief Human Resources Officer
Takeda Pharmaceutical Company

2:40 - 3:30 pm

Panel: Generating High Productivity Through Training and Total Workforce Engagement

- What does investing in your people look like on a day-to-day ongoing basis?
- How does the workforce contribute to steady cumulative improvements as the engine of long-term culture change and improved productivity?
- Discussing motivational tools that solicit grassroots contributions: Competition, recognition, entertainment, and a sense of accomplishment
- Offering examples where training, mentorship, job shadowing, and cycling through different job functions improves retention, job satisfaction, and contributes to improved performance
- How far can a culture of continuous improvement and total workforce engagement permeate an organization?



Kim Beauvais
SVP, HR and
Business Operations
FOX



Good food, Good life



Daniel Holden
SVP, Human Resources
Nestlé Canada Inc.



Laurie Shakur
VP, Head of People
Rakuten USA & B2B

3:10 - 3:20 pm

Chair's Closing Address



Angela Roseboro
Chief Diversity Officer
Riot Games