

Sunday, June 17

12:30 p.m. – 2:00 p.m.

MEGA SESSION Tsunami or Wave: The Washington Outlook for HR Public Policy

Recertification: 1.5 SHRM PDCs

Competencies: HR Expertise, Business Acumen, Critical Evaluation

Intended Audience: Senior-Level

Workplace Application: You will learn about the current congressional activity as well as federal regulatory and judicial activity so you can better understand how your organization could be impacted.

As we head toward a pivotal mid-term election in November 2018, the Trump Administration and Congress face many HR public policy issues, each having a significant impact on the workplace. This session examines how these issues will affect you and your employees and how you, as an HR professional, can best engage and prepare for them. The discussion of current congressional and federal regulatory and judicial activity will review:

- Proposals to facilitate paid leave and workplace flexibility.
- Efforts to tighten employment-based immigration as well as increase interior immigration enforcement, including worksite enforcement.
- Initiatives to combat sexual harassment.
- How to make sure your voice is heard with Members of Congress on these important.

Presenter: Michael P. Aitken, vice president, Government Affairs, SHRM, Alexandria, Va.

This Year's Top Five Priorities for an HR Department of One

Competencies: Communication, Business Acumen, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn the top five priorities for HR in small business as well as practical, inexpensive solutions to address these priorities.

In small businesses, HR is often pulled in so many different directions that it's easy to lose sight of the new priorities facing our profession. Based on a survey of actual small business HR professionals, this session is a collection of HR voices bringing to light the issues you face. You will learn:

- The top five priorities facing HR in small businesses.
- Why these are the priorities; including changes in laws, business environment, and economic drivers.
- Practical and inexpensive (even free!) solutions to these priorities that you can use right away.

PRACTITIONER Presenter: Jennifer Currence, SHRM-SCP, president, OnCore Management Solutions, LLC, Lithia, Fla.

MEGA SESSION Re-Inventing Human Resources: A Roadmap to Meet the Challenges of the Future and Achieve Success

Competencies: HR Expertise, Business Acumen, Leadership & Navigation, Consultation

Intended Audience: Midlevel

Workplace Application: You will leave equipped and empowered to confidently create transformation and growth in your career, your team, and your company.

Businesses face a challenging future – a volatile global economy, an increased need for innovation, talent shortages, technological advances, and demographic shifts. To survive and thrive in the future, your competencies and capabilities must evolve. You must know the business, focus strategically, solve business problems and understand how to influence change in order to effectively align HR's strategic plan, establish key relationships and drive maximum impact on results. Those who master these skills will deliver more value and find greater executive support. This session is a call to

action, and will include creative ideas, strategies and examples from progressive companies and HR/recruiting leaders who are blazing the trail into the future. This session will help you:

- Learn how to effectively position yourself to create opportunities for professional growth.
- Find your voice as a leader and establish strategic relationships with key individuals so you can have maximum influence in organizational decision-making.
- Discover how to start fresh with new strategies that give you all-new power to win the war for talent.
- Explore strategic changes you can make to increase the ROI on recruiting, retention and leadership development initiatives, and discover smart new ways to attract and retain high-demand talent.
- Understand how to use data to develop systems and processes to measure and quantify results in order to gain executive support.

Presenter: Jennifer McClure, CEO, Unbridled Talent LLC & DisruptHR LLC, West Chester, Ohio

MEGA SESSION How HR Leaders Can Cut the Cost of Drama, End Entitlement and Drive Big Results

Competencies: Leadership & Navigation, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn a radically different approach to core HR philosophies such as engagement, change management, and accountability and will leave tools that will actually work in your modern workplace.

Recent research conducted by Cy Wakeman in conjunction with the Futures Company, has discovered that rather than driving performance and creating efficiencies for the organization, conventional HR strategies and philosophies are actually fueling drama in the workplace. In fact, this research indicated that under currently prescribed HR philosophy and strategic best practices, up to three months per year of each employee's time – potentially billions of dollars annually in the U.S. alone – is wasted in drama. This session will provide you with tools you can immediately implement to help your teams create good mental processes allowing them to redirect energy wasted on drama to instead produce amazing results. After all, our natural state when all the drama has been removed is innovation. This session will help you:

- Discover strategies for eradicating entitlement with great tools such as the Engaged Action Planning Tool, and the Negative Brainstorming Tool which changes the energy of entire group meetings from “Why we can't” to “How we could.”
- Develop highly effective mental processes in your teams that hold all team members accountable to quality, safety and excellent patient care.
- Uncover modern approaches to engagement and change management strategies.
- Learn from two specific case studies showcasing large wins in organizations that have re-organized HR and Learning and Development.

Presenter: Cy Wakeman, president, Cy Wakeman, Inc., Waterloo, Neb.

MEGA SESSION Five Essential Elements to Build Leadership That Motivates, Inspires, and Engages

Competencies: Leadership & Navigation, Relationship Management, Communication

Intended Audience: Midlevel

Workplace Application: You will learn five elements to build leadership that motivates, inspires, and engages your team and your employees.

Stories connect people in ways that facts and figures cannot, and every leader has a story. It is a collection of events, perspectives, and behaviors that represent who you are as a leader, and it impacts the strength of your relationships as well as your leadership effectiveness. However, you are not the only author of your leadership story. It lives in the hearts, minds, and observations of others. In this interactive and practical session, you will learn five keys to help you

understand your story, become the primary author of it and ultimately become a more effective leader. By learning the five elements linking leadership stories to organizational success you'll walk away with the ability to cement your position as a proven leader and drive better results for your team and those around you. This session will help you:

- Learn how to build your personal mission statement.
- Learn techniques to increase your leadership self awareness.
- Identify key relationships at work and learn how to build more champions of your leadership story.
- Understand how to create a work environment that enables individuals and teams to be at their best.
- Learn how to use your story to energize, inspire, and motivate others.

PRACTITIONER Presenter: Timothy J. Tobin, SHRM-SCP, dean, Choice University, Choice Hotels International, Rockville, Md.

In-dom-i-ta-ble - Seven Shifts to Extraordinary Resilience

Competencies: Relationship Management, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn principles of resilience that you can implement in the workplace to help you avoid burnout and find strength to persevere.

What if you were never discouraged again? What if fear no longer had a hold on your life? What if you were able to bounce back in seconds rather than hours from a major setback? Indomitable is an inspirational adventure where you'll learn the art and science of resilience. With inspiring stories from around the world this session will teach you how to create a resilient life. You will:

- Learn the seven shifts to building extraordinary resilience.
- Tap into the power of an accurate identity.
- Discover the warning signs of burnout and know which strategies to employ to fix it.
- Receive a framework to help you bounce back quickly from setbacks.

Presenter: James Robbins, president, The James Robbins Company LLC, Saint Augustine, Fla.

The CHRO Perspective: How the Best Make It Happen!

Competencies: Communication, Business Acumen, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn how to gain a seat at the leadership table and how to drive business success through world-class human resources.

This session provides the unique opportunity to hear from some of the most influential and forward-thinking HR leaders discuss their impact on their organizations during their journey to becoming strategic leaders. Learn more about the SHRM Competency Model as it is the foundation for each speakers' comments. The panelists will share their personal highs and lows of their careers and what they have done to drive business success through HR in their organizations.

This session will show you how:

- The SHRM HR Competency Model impacts strategic HR.
- Successful HR professionals gain a seat at the table and help drive business success.
- Build a strong, positive culture.
- Overcome personal and professional challenges in the workplace.

Moderator: Lyle S. Hanna, SHRM-SCP, president and CEO, Hanna Resource Group, Lexington, Ky.

Mindfulness for Stress Management and Work-Life Integration

Competencies: Relationship Management, Global And Cultural Effectiveness, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn techniques to remain calm and balanced during high-pressured situations while remaining focused and productive.

Workplace stress is costing businesses over \$300 billions dollars and is leading to absenteeism, turnover and increased healthcare costs. Mindfulness is being employed by companies such as Google, General Mills, Aetna, Novartis, Citi and many others because the research is showing it can reduce stress, anxiety, depression and can improve focus, productivity, emotional intelligence and enhance employee happiness. This session will provide:

- Scientific research on mindfulness and the companies that are currently using it.
- The importance of developing and maintaining positive workplace relationships and how positive social connections at work can enhance cooperation and productivity.
- The importance of disconnecting from our devices to ensure a good night's sleep and how a lack of proper sleep can impact our mood and work performance.
- Strategies on how to recognize negative thought patterns that can distract the mind from the tasks at hand and learn techniques to let go of such thoughts, get back in the present moment and refocus.
- An understanding of the value of mindful and compassionate communication which is vital for workplace cooperation.

Presenter: Pandit Dasa, CEO, Conscious Living, LLC, Jersey City, N.J.

Monday, June 18

7:00 a.m – 8:15 a.m.

Business & HR Strategy

How to Get The Best Bang for Your Buck: Are Your HR Programs Bringing in ROI?

Competencies: Business Acumen, Critical Evaluation, Communication

Intended Audience: Senior-Level

Workplace Application: You will learn how to translate the value of your HR efforts into dollars and cents.

Are you looking to communicate the contribution of HR programs to the financial bottom-line of your organization? To be great business partners we have to be able to identify which of our programs are a sunk cost and which of our programs are making our organizations money, and then translate that value into a financial figure to make a business case for our efforts. This session will teach you how to do just that in a simple and understandable format. You will learn how to:

- Make a business case for the programs you want to implement.
- Apply ROI calculations and other metrics to specific talent interventions.
- Effectively communicate the value of talent programs outside your department.

Presenter: Mary Ila Ward, SHRM-SCP, owner, Horizon Point Consulting, Inc., Decatur, Ala.

How to Prepare Your Team to Face a Disrupted Future

Competencies: Business Acumen, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn about futuristic thinking, current disruptive trends, and methods for overcoming resistance to change.

This session will focus on creating an agile and innovative organization and will cover three main points. First, this session will describe the skill most needed –yet least developed – for 21st century leadership: futuristic thinking. Secondly, it will demonstrate how to apply futuristic thinking by discussing eight megatrends that have the potential to disrupt markets, supply chains, customers and employees in every industry. Third, the session will explore how best to equip teams to proactively plan for, adapt to, and seize the opportunities these megatrends will create. It will directly address the issue of resistance to facing a future of rapid change and economic uncertainty. By focusing on these key elements, this session will empower you to transform the anxiety related to disruption into the creativity needed for innovation. You will learn how to:

- Promote awareness and development of futuristic thinking, which only 3% of the population has mastered, and yet is vital for creating a culture of innovation.
- Develop new strategic plans within HR and across the organization based on the opportunities the eight disruptors will bring.
- Share strategies with your teams for combatting resistance to change.

Presenter: Shawn Kent Hayashi, CEO & founder, executive coach & high performing teams consultant, The Professional Development Group, Center Valley, Pa.

MEGA SESSION Communicating for Greater Influence – Mastering the ART of Communication

Competencies: Communication, Relationship Management, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will leave equipped to be more engaging, persuasive, and memorable, in communication. Communication is a cornerstone of success for you and your teams. Yet often, it is one of our most underdeveloped skills. This session will show you how to increase your personal influence by equipping you to send and receive messages more effectively. Whether you're an introvert, or the "Town Crier", incorporating these strategies will take you from simply telling information to becoming a "seller of ideas". From one-on-one conversations to presentation skills, you'll leave equipped to be a master-communicator. This session will help you:

- Become a better listener by using a five-step strategy.
- More clearly and concisely present your ideas and perspectives to internal and external customers so you become more persuasive with your ideas.
- See how you can help others to communicate better with you.
- Reduce the frustrations that result from a lack of communication, misinterpretation, or other breakdowns in interpersonal relationships.

Presenter: Randy Anderson, productivity improvement specialist, E3 Professional Trainers, Lubbock, Texas

HR Compliance

MEGA SESSION FLSA Jeopardy 2018

Competencies: Ethical Practice, HR Expertise, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn the latest information and case law involving the FLSA.

Every pay cycle lends itself to the same fears – Are you doing everything in accordance with the FLSA? Is your organization up on the latest issues? Are you worried that mistakes are being made? Whether you are pensive about exempt v. non-exempt employees or looking out your door wondering what wage and hour issue will come up next, fear not. You will share knowledge through competition and present situations that are sure to provide you with new insights to assist you in being better prepared for the next pay day and beyond. This session will help you:

- Understand the latest FLSA regulatory changes.
- Learn ways to avoid potential challenges under the FLSA and how it may impact salary projections.
- Develop a plan to deal with specific types of positions and planning for salary development to circumvent FLSA issues.

Presenter: Louis Lessig, partner, Brown & Connery, LLP, Westmont, N.J.

Six Ways Your Managers are Causing FMLA/ADA Leave Lawsuits, and How to Train Them to Stop

Competencies: HR Expertise, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn proven ways to train managers in order to prevent FMLA and ADA lawsuits.

Over the past year alone, a number of employers have been forced to defend FMLA and ADA lawsuits due simply to an inappropriate comment from a supervisor or other deviation from corporate policy by a manager. A snide comment about an employee in an email, not recognizing FMLA leave or asking an employee to work while on leave are all common causes for landing you in legal hot water. Despite an organization's best policies (and intentions), all it takes is a new or untrained manager to cause an FMLA or ADA-related lawsuit. You will learn:

- How managers are undermining an employer's defense of an FMLA and ADA lawsuit, and how to identify the risk factors.
- Where to look for the most common pitfalls in how managers handle FMLA and ADA leave through in-depth discussion of scenarios and related cases.
- Constructive methods you can use to train managers in the process of both FMLA and ADA leaves.
- Key questions to ask when considering outsourcing of FMLA or ADA leave administration to address these scenarios.

Presenters : Matt Morris, JD, vice president, FMLASource, ComPsych Corporation, Chicago, Ill.; and Jeff Nowak, partner, Franczek Radelet, Chicago, Ill.

I-9 and E-Verification Compliance: What has Changed and How to Protect Your Business

Competencies: HR Expertise, Global And Cultural Effectiveness, Consultation

Intended Audience: Midlevel

Workplace Application: You will leave with an understanding of the I-9 and E-Verify process including enforcement, procedures and tips to protect your organization.

This session will provide a high-level understanding of I-9 documentation and E-verification used when hiring foreign nationals. You will leave with helpful tips and tools on how to successfully complete I-9 forms including common mistakes made. We will review a wide variety of interesting I-9 fact patterns and scenarios, that we have seen firsthand in auditing I-9 files for clients, or have been shared with us as hypotheticals by SHRM members. Additionally, you will learn about compliance with relevant U.S. immigration laws and regulations, including I-9 and e-Verify rules, and avoiding immigration-related discrimination. You will be provided tools you can use to enhance compliance and useful tips for implementing I-9 and E-verify policies. This session will provide you with:

- An understanding of the ICE enforcement strategies and recent trends.
- Knowledge of the I-9 employment verification process and best practices.
- Tips to successfully complete I-9 forms including a review of common mistakes.
- Ways to avoid immigration-related discrimination.
- An understanding of E-verify and how it works.

Presenter: Becki Young, founding partner, Hammond Young Immigration Law, Silver Spring, Md.

Global HR

In collaboration with the WFPMA World Congress 2018

Working Together Yet Apart: How to Create Optimal Collaboration on Global Virtual Teams

Competencies: Global & Cultural Effectiveness, Communication

Intended Audience: Midlevel

Workplace Application: You will learn how to enhance collaboration on your next high-performing global virtual team.

True virtual collaboration is critical for attracting and engaging remote global talent which is estimated to reach 1.3 billion people worldwide. Successful gig work and global projects require more than simply accepting remote arrangements. Building a team-centered collaborative culture is paramount to engaging your virtual employees. But, how do you engage remote participants? What strategies bridge time zones, languages, cultures and technology to maximize belongingness? During this session you will learn best practices and be able to share your experiences. This session will help you:

- Understand the complexities of global virtual teams and what is at stake for attracting and retaining talent, including potential rewards and pitfalls.
- Learn from current research and share best practices that leverage the powerful influences of collaboration, virtual technologies and cultures.
- Identify the best strategies to consider for your unique global virtual team goals.

Presenter: Karin Goettsch, Ph.D., CPLP, manager, Global Talent Management, The Mosaic Company, Plymouth, Minn.

Learning from HR in Canada

Competencies: Relationship Management, HR Expertise, Global & Cultural Effectiveness

Intended Audience: Midlevel

Workplace Application: You will learn about the innovative practices and emerging HR trends in Canada so you can incorporate leading-edge ideas into your organization.

It is important to embrace the opportunity to understand HR practices and current developments in other countries. HR management processes in Canada are constantly evolving and learning from what is happening within this environment provides the opportunity to strategically and proactively enhance your company's HR practices. Deeper comprehension of what is occurring in the Canadian landscape will help HR professionals to be aware of, and plan for, key HR issues that are likely to impact their own organizations. This session will share key issues and processes that are prevalent across Human Resource Management in Canada. Through the illumination of these concepts, lessons can be learned to enhance the practice of HR in other locations. This session will provide:

- A deeper understanding of evolving HR legislation in Canada and difficulties being encountered to adjust to these amendments.
- Critical examination of amendments to performance management processes in Canada.
- An overview of changes to recruitment and selections practices within Canadian organizations.
- An examination of prevalent change management practices that lead to successful outcomes in a variety of Canadian industries.

Presenter: Melanie Peacock, associate professor, Mount Royal University, Calgary, Alberta Canada

Professional Development

Developing Strategies for Managing Cognitive and Implicit Biases

Competencies: Relationship Management, Leadership & Navigation, Global & Cultural Effectiveness

Intended Audience: Senior-Level

Workplace Application: You will learn about the nature and types of biases that affect behaviors and decision making at both the individual and group level as well as how to minimize it.

Our brains are not perfect. Some of the qualities that help us succeed can get in our way because efficiency and speed often come at the cost of accuracy. Unknowingly, we take mental shortcuts that often lead us to make inaccurate assessments of situations and people. Add stress and a whole different array of short cuts and trade-offs emerge. This is the world of unconscious bias. During this session, you will:

- Explore bias as a core human thought tendency driven by biological limitations within our brains colliding with the need to make decisions quickly in an increasingly complex business environment.
- Identify the different types of tactical bias that compromise effective decision making at both individual and group levels.
- Discuss how the brain uses implicit bias (bias about personal characteristics) in an attempt to protect itself.
- Learn and practice techniques for recognizing and interrupting both people and tactical bias patterns.

Presenter: Paul Meshanko, CEO, Legacy Business Cultures, Arnold, Md.

Captivate Them: Tell Stories That Inform, Influence and Inspire

Competencies: Communication, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn how to influence the way your listeners think, act and feel by relaying compelling and memorable stories.

Everyone loves a good story. Stories are fundamental to human communication; they contain the power to change the way we think, act, and feel. They are an amazing aid to message retention and inspire us to action. In this age of “infobesity,” storytelling is an essential skill to help us better reach and teach our audiences. Since most of us aren't born storytellers, this interactive session will teach you how to craft and deliver stories that inform, influence, and inspire. Get ready to maximize your impact with stories! This session will show you:

- The science behind why storytelling is such a powerful communication tool.
- How to craft interesting and memorable anecdotes to support your messages.
- How to deliver impactful and moving messages.
- How to build a repository of stories to use on-demand.

Presenter: Amy Glass, executive vice president, BRODY Professional Development, Jenkintown, Pa.

Talent Management

MEGA SESSION Simple Truths of Appreciation and Recognition: Low-Cost or No-Cost Ideas to Keep Employees Engaged

Competencies: Relationship Management, Communication

Intended Audience: Midlevel

Workplace Application: You will learn how you can engage your employees with little or no cost!

In times of having to do more with less, it is critical to find other ways besides money to keep employees engaged. Sixty-five percent of American workers said they received NO appreciation all last year for the good work they had done, yet the second most important thing people want from their jobs is full appreciation. This session will provide:

- The 10 simple truths of appreciation.

- Dozens of creative ways, at little or no cost, to keep your employees happy and productive which you can immediately apply.

Presenter: Barbara A. Glanz, CSP, Hall of Fame speaker, author, Barbara Glanz Communications, Inc., Sarasota, Fla.

MEGA SESSION The Performance Review Dilemma: To Continue, Change or Eliminate – Whats an HR Practitioner to Do?

Competencies: Leadership & Navigation, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn how to evaluate new approaches to the critical process of performance management.

This session will present a discussion for those deciding on eliminating, augmenting, or keeping their current review process. Direct examples of the speaker's personal journey slimming down the process at Success Academy and options for all practitioners facing this difficult challenge will be shared. This session will also include practical tools to evaluate your options to move forward. This session will cover:

- A decision on what is the best go forward approach to your performance management process.
- Uncoupling pay and performance in the performance review process.
- How to build the business case for change with the C-suite.

PRACTITIONER Presenter: Mark S. Fogel, CEO, Human Capital 3.0, Jericho, N.Y.

Coaching for Change: A Model for You and Your Talent

Competencies: Consultation, Relationship Management, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn a seven-step coaching model for successful behavior change .

Coaching is the most powerful tool for professional and personal growth and development. Effective coaching facilitates self-awareness that leads to meaningful and relevant change. Many organizations provide coaching to select talent through internal and/or external coaches, yet most, including HR professionals, do not benefit directly from this. You will learn and practice a simple, effective and practical model to guide yourself and others through successful change. After this session you will be able to:

- Describe the phases of the seven-step Work. Life. Leader. model for successful change as well as describe why each phase is critical to achieving successful change.
- Demonstrate two key coaching skills that support the model.
- Create a plan to implement a new behavior of your own for greater professional effectiveness and/or personal satisfaction, using an accountability strategy.

Presenter: Julie Cohen, executive coach & CEO, Work. Life. Leader., Elkins Park, Pa.

Surfing the Silver Tsunami: Five Ways to Navigate the Post-Boomer Retirement Era

Competencies: Leadership & Navigation, Relationship Management, Consultation

Intended Audience: Senior-Level

Workplace Application: You will learn key strategies to develop skills and engage employees within and across generations to impact both personal and company goals.

A generational shift is happening right now in the workforce, ushering HR into the post-Baby Boomer Era. Though this transition has been anticipated for decades, many aspects about it have been overlooked, such as how organizations prepare for mass retirements, develop an aging workforce in a fast-paced ever-changing VUCA environment, transfer knowledge to a new generation of workers, and develop necessary leadership skills to offer new and fresh opportunities.

This session will cover how you can manage an aging workforce to ensure the generational shift happens smoothly. You will learn:

- How reverse mentoring can develop an aging workforce to the ever changing trends of technology and globalization and provide millennials with exposure to C-suite roles.
- How developing a talent marketplace culture can provide opportunities for Gen X'er and Millennial growth while waiting for boomers to retire.
- How to help employees within all generations build a well-lived, joyful career that will increase engagement and retention.
- What organizations are doing to address the challenges of retirement planning and preparation.
- Learn how phased retirement can be implemented to help individuals transition into retirement.

Presenter: Raymond Lee, CEO, Career minds Group Inc, Newark, Dela.

Waste No Part of the Buffalo! How Sodexo Repurposed Stories for Employer Branding Content

Competencies: Communication, Relationship Management, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn best practices in collecting and repurposing authentic employee stories to fill a year-long employer branding content calendar.

Does your careers site tell candidates more about your stock photo collection than your culture? Do you want to engage candidates on a regular basis, but have a budget that requires you to “get creative” before you can actually get creative? Discover how using employee stories gave Sodexo years of engaging content to share with candidates, and hear from the Stories Inc. team that helped them do it! This session will help you:

- Discover the scientific and emotional value of storytelling as a recruitment marketing medium.
- Explore how Sodexo wasted no part of the buffalo, repurposing and amplifying stories in various digital forms throughout the candidate experience.
- Learn how story-based content serves both static and time-sensitive purposes, and how Sodexo amplified these opportunities successfully through paid advertisements
- Understand the unexpected benefits discovered in a story-based project, and how these can become planned assets in your next recruitment marketing strategy.

PRACTITIONER Presenters: Chloe E. Rada, senior marketing manager, talent acquisition, Sodexo, Chicago, Ill.; and Lauryn Sargent, partner and cofounder, Stories Incorporated, Washington, D.C.

From “We Will” to “At Will”: How to Successfully Hire, Onboard and Retain Military Veterans

Competencies: Relationship Management, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn how to implement the critical components of a successful Veteran Hiring Program that’s both scalable and sustainable.

250,000 service members transition from the military every year, and while many companies recognize the value these veterans bring to the workforce they may struggle to implement a successful veteran employment program. Whether you are looking to hire one veteran or 1,000, you need to know how to source, attract, and hire the right candidate – with the right skills. More importantly, it’s essential that you implement an effective onboarding process while instilling a culture that fosters both engagement and retention. Imagine the time, money and reputation you can save your organization if you create a program that helps your veteran employees succeed while simultaneously supporting your business goals. During this session, you will learn:



Session Descriptions by Date and Time Updated 3.16.18

- How to manage the hiring process from recruiting to resume, interview to onboarding. (Where to source, how to identify skill-sets, structuring the offer, and how to purposefully onboard your new hire)
- How to cultivate a military-friendly culture and work environment that leads to retention and productivity. (Breaking down stereo-types, dispelling myths, and creating an environment of diversity, inclusion and belonging).

Presenter: Justin Constantine, senior advisor, Hiring Our Heroes, U.S. Chamber of Commerce Foundation, New York, N.Y.

Total Rewards

Changing the Discussion: Managing a Total Compensation Approach for a Multi-Generational Workforce

Competencies: Business Acumen, Global & Cultural Effectiveness, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn solutions to enhance performance while meeting the “work for a purpose” ideal of employees spanning five generations.

To remain competitive, organizations need to look beyond the status quo to attract, retain, motivate, and challenge employees. You can do this through developing your own playing field, reassessing your role of promoting and insuring the health of employees, and by providing base pay, incentives, retirement, PTO, etc. Flexibility in benefits, the pros/cons, and the impact on employers and employees for a generational workforce that is comprised of diversity never seen is needed to meet the needs of the varying generations. This session will provide you with:

- An overview of how you can create a competitive advantage through using this approach while continuing to create your own level playing field using a total compensation approach.
- Information designed to invoke alternate processes of employer offered benefits.
- An additional understanding of how to align various generational views of benefits while creating total compensation offerings that will help to attract, retain, motivate, and challenge employees.
- Case studies that will identify both plan design scenarios and bottom-line costs, as well as what HR and business issues will arise and how to address them.
- Pros and cons to both employers and employees of a developed total compensation program and key elements for education and communication.

Presenter: Elliot N. Dinkin, president & CEO, Cowden Associates, Inc., Pittsburgh, Pa.

Benefits for the Changing Workforce: Creating a Sustainable Ecosystem

Competencies: Relationship Management, Global & Cultural Effectiveness, Consultation

Intended Audience: Senior-Level

Workplace Application: You will learn solutions to enhance performance while meeting the “work for a purpose” ideal of employees spanning five generations.

The way people are choosing to work, and therefore the types of workers companies hire, are quickly changing. Today, many organization's employ a diverse workforce including full-time workers, part-time and/or contingent, and on-demand workers. By 2020, almost half of the U.S. population will work in an independent or contingent manner. This creates both challenges and opportunities for employers, specifically when considering inclusive benefits. Traditional benefits packages do not address the needs of the full workforce – until now. We will discuss the changing workforce, the impacts on employers, suggested solutions and changing legislation. This session will help you:

- Gain insight into the new workforce and potential impact on your organization.
- Learn how to position your organization as an employer of choice in the new workforce.
- Discover proven and innovative models that achieve inclusive benefit distribution for the full workforce.

Presenter: Carisa Miklusak, CEO, Tiltr Corp., Cincinnati, Ohio

Monday, June 198

10:45 a.m. – 12:00 p.m.

Business & HR Strategy

Adaptability is the New Change – Five Keys to Embracing Change and Transition

Competencies: Communication, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn how to manage your attitude, mindset and energy to successfully adapt to and handle change and transition.

Would you like your employees to embrace change, instead of resist it? Or would you simply like to help your employees change the way they look at change? Adaptability is the new change and whether you like it or not, change is going to happen, and this session will show you how to become more adaptable to change and transition through the five keys to embracing change. You will learn simple tools and exercises that can be immediately applied to produce measurable results. It's never about the change, it's about the attitude and mindset toward change that makes the difference. This session will show you:

- The three stages of change and how to embrace it.
- The four levels of competence for learning new processes and developing new habits.
- How to turn fear of change into excitement for change.
- How to effectively communicate with team members.

Presenter: George Carroll, owner, George Carroll - Motivational Speaker, Oregon City, Ore.

MEGA SESSION HR's Role in Creating A High-Trust Culture: Tips, Tools & Techniques to Increase Your Trust Factor

Competencies: Relationship Management, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn practical ideas, tools and resources on how give, get and grow trust.

Trust is the key ingredient to business success and you either have a culture of high trust or you don't – there is no in-between. Every organization is perfectly designed to get the results it gets and there is no greater example of this than with organizational culture. You are perfectly designed to get the culture that you have and as the gatekeeper of culture, you must take the role of creating a culture of high trust seriously. We will discuss the top 10 reasons for the trust gap and discuss how you can use your influence and relationship to drive a culture of high trust. Through a simple model for evaluating trust you will be able to go home and measure trust in your organization and immediately begin impacting your teams and organization. This session will help you:

- Understand a simple three-part model for measuring, monitoring and managing trust.
- Learn why the trust gap exists and what you can personally do about it.
- Identify the organizational keys to a successful high-trust culture.
- Discover how leaders around the world are improving and increasing trust.
- Assess yourself, your team and your organization to determine your "Trust Factor."

Presenter: Richard Fagerlin, president, Peak Solutions Inc., Fort Collins, Colo.

MEGA SESSION Elevate Your Game: Moving from Tactical Thinker to Strategic Leader

Competencies: Critical Evaluation, Leadership & Navigation, Business Acumen

Intended Audience: Senior-Level

Workplace Application: You will learn what it takes to be a strategic leader in today's hyper-competitive landscape and what you need to do to step up your game.

The inclination facing every HR professional is to deal with what's right in front of you – that is, what's due today. And yes, sometimes you do have to take that “here and now” approach. But if you find days or weeks go by where you're only focused on tactical issues, you're doing your department, your company, and your career a huge disservice. Companies that fail to innovate are finding it tougher and tougher to compete. Keeping pace with the demands of tomorrow requires an HR department that *leads* company-wide strategic initiatives. Your organization's very survival may well depend on it! Where are you on the strategic-thinking spectrum? If you're still lost in the details, it's time to step back and navigate the bigger picture. This session will show you:

- What it means to think and lead “strategically.”
- How to make the time to strategize when you're underwater already.
- How to focus on the 20% of your efforts that result in 80% of the benefits (and how to avoid falling into the trap of doing a task simply because it's easy).
- The six facets of strategic thinking and where you are now on the spectrum and how to improve in each area.
- How to go from business need to action and create an implementation plan for accomplishing strategic issues you've identified.

PRACTITIONER Presenter: Valerie M. Grubb, president, Val Grubb & Associates, Ltd., New Orleans, La.

Gaining Actionable Insight Through People Analytics

Repeated Tuesday at 4:00 p.m.

Competencies: HR Expertise, Business Acumen

Intended Audience: Midlevel

Workplace Application: You will learn the key steps to build a people analytical capability that supports business strategy.

Demonstrating the value that HR brings to the business is paramount for all HR leaders. One of the ways to showcase the business impact is using people analytics but many do not know where or how to start. This session will cover the key steps to building analytical capability including how and where to start. This session will cover the importance of creating strategic questions that need addressing before starting the analytical journey. This session will help you:

- Learn how to build a people analytics capability.
- Learn why data cleansing and validation are critical for successful analytics.
- Understand the latest opportunities through machine learning and how it can generate predictive insights to prevent talent attrition.

PRACTITIONER Presenter: Giovanni Everduin, SHRM-SCP, head of strategic HR, communications & change, Tanfeeth (Emirates NBD Group), United Arab Emirates

HR Compliance

Emerging Issues and New Developments in California – What You Need to Know

Competencies: HR Expertise, Business Acumen, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn about the emerging issues and new developments for California that could impact your organization.

While legislative issues in California are unique to those organizations operating in the Golden State but they often serve as a predictor to future federal legislative. The session will cover the new state and city laws that are impacting

California employers. You will hear also about the emerging areas which are challenging HR practitioners. This session will cover:

- The new California state and city laws which could impact your businesses.
- The agency initiatives which are driving enforcement and field audits.

Presenter: Jonathan Siegel, lawyer, Jackson Lewis P.C., Irvine, Calif.

ACA and ERISA Compliance: 11 Steps to Avoid (or Survive) a DOL Audit

Competencies: Consultation, Communication, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: This session will cover 11 items to review to ensure you have the processes and documentation you'll need if subject to a DOL audit of your health and welfare plans.

After passage of the ACA, there are even more requirements that employers sponsoring health and other welfare plans need to ensure they are performing. This session will help you:

- Learn what the DOL looks for when they do an audit.
- Learn what you can do to be totally prepared in the event of an audit.
- Identify the pitfalls that many employers miss when sponsoring plans that can show up on audit.

Presenter: Gary B. Kushner, CBP, president and CEO, Kushner & Company, Portage, Mich.

Sit/Stand Desks, Fancy Chairs, Treadmill Desks? Ergonomics Myth Versus Fact

Competencies: HR Expertise, Consultation, Relationship Management

Intended Audience: Midlevel

Workplace Application: You will learn about office ergonomics principles, how ergonomics fits in wellness programs, and how to save your company money.

There are a lot of myths floating around that "sitting is the new smoking" and "back pain is because of your chair". Your employees respond by asking for new equipment. The reality of ergonomics is very different. During this session we will explore the correct uses of sit/stand stations, what really makes equipment "ergonomic," and the behaviors and habits that affect workplace comfort and productivity. This session will detail how your employees should be working and save your company from buying a lot of expensive equipment. We will also discuss how correct working postures fit into employee health and ergonomics programs.

- Differentiate between the different types of office equipment on the market and their proper uses.
- Learn how to do a very basic ergonomics evaluation and help your employees work with less discomfort.
- Recognize the healthy and not healthy work behaviors that can be influenced by your company's culture.
- Discover how simple, inexpensive changes can positively affect your employees' working postures and overall health and wellness.

Presenter: Naomi Abrams, president, Worksite Health & Safety Consultants, LLC, Rockville, Md.

Paid Sick Leave: From Perk to Mandate

Competencies: HR Expertise, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn the key elements common to paid sick leave legislation and explore how automated systems can help ease your burdens.

If you are not already subject to paid sick leave regulations, it may be coming to you in the near future. So, what should you know and what should you do to prepare? This session will review key elements common to paid sick leave legislation and explore how automated systems can help ease employer burdens. During this session we will:

- Review current mandates and the state of proposed legislation.
- Identify key elements common to most legislative efforts.
- Outline differences to look for in state or local ordinances that may affect your organization.
- Review how changes to leave-related policies can ease the administrative burden of calculating and awarding sick leave time.
- Explore how automation can help streamline leave accrual and administration.

Presenter: Beth Baerman, director, compliance & communications, Attendance on Demand, Northville, Mich.

Global HR

In collaboration with the WFPMA World Congress 2018

Employer Duty of Care: The Next Frontier

Competencies: Global & Cultural Effectiveness, HR Expertise

Intended Audience: Senior-Level

Workplace Application: You will learn the 10 most common duty of care (DoC) mistakes employers are making and how you can mobilize the stakeholders in your company to adopt leading practices to avoid these costly mistakes.

Employer duty of care (DOC) has evolved tremendously and the global mobility community has taken note. Yet, many companies still don't have adequate DoC planning protocols and teams in place and often neglect to create a culture of DoC and loyalty in their worldwide operations. Don't wait for an incident impacting the health, safety and security of your traveling employees to happen and find out that you've breached your legal DoC. Employees are also becoming more aware of an employer's DoC obligation and expect you to assess and mitigate these health, safety and security travel risks. And, if you don't, they are likely to sue you for breach of DoC. This session will help you:

- Identify the components of a strategic and operational plan DoC.
- List the most common mistakes employers make when it comes to duty of care.
- Customize your DoC plan to your organization's travel patterns and appetite for risk.
- Identify leading DoC practices.
- Create a culture of DoC and loyalty among your employees and understand the sustainable benefits it provides.

Presenter: Lisbeth Claus, SHRM-SCP, professor, Global Human Resources, Willamette University, Salem, Ore.

How to a Build High-Performing Global Workforce

Competencies: Global & Cultural Effectiveness, HR Expertise

Intended Audience: Senior-Level

Workplace Application: You will learn about how the 70:20:10 Methodology can add real value to your organization and HR/L&D working practices.

HR and Learning & Development (L&D) departments have traditionally devoted most of their time and effort to build workforce performance by creating and delivering structured learning interventions. Yet we know that more learning occurs as part of the daily flow of work than in the classroom or through an eLearning course. Organizations around the world are finding that the 70:20:10 methodology provides a unique opportunity to increase the value you offer and expand your influence through solutions that combine formal, social, and informal interventions; to make the shift from structured learning interventions (the "10") to performance-based interventions (the "70"), and workplace collaboration (the "20"). In this session, you will experience what it is like to execute the different critical roles and tasks needed to apply the 70:20:10 methodology with business impact. During this session, you will:

- Hear how the 70:20:10 methodology is being used in organizations across the world.

- Learn how to apply a job aid to design a 70:20:10 solution with performance support in your own organization to achieve business impact.
- Gather tips and tricks that will help you execute the critical tasks in the 70:20:10 methodology yourself so you can play the role of a performance detective, an architect, a master builder, a game changer and a tracker.

Presenter: Charles Jennings, founder, 70:20:10 Institute, London, England

Professional Development

Crisis, What Crisis? A Communication Template

Competencies: Communication, Ethical Practice, Critical Evaluation

Intended Audience: Senior-Level

Workplace Application: You will leave with a communication template that will usher you safely through any significant organizational event.

Every organization goes through crisis of some sort. It isn't a matter of if but more likely a question of when your organization will face some type of significant emotional event. Those organizations that are prepared for crisis are much more able to come through less scathed by the media and more appreciated by employees. This session will provide you with a communication template that can fit any type of organization and ready them for any type of crisis. This session will:

- Provide a communication plan that organizes actions and messages that need to be considered when an organization faces any significant emotional events.
- Offer creative communication strategies that calm and assure employees, the media and the public.
- Help you develop immediate response plans when significant events occur.

Presenter: David Rittorf, president, Modern Management, Inc., Grayslake, Ill.

Reflective Listening: The New Way to Solve Problems and Get Cooperation

Competencies: Communication, Leadership & Navigation, Relationship Management

Intended Audience: Midlevel

Workplace Application: You will learn how to reduce conflict and increase cooperation by understanding what people really mean by what they are saying even in the most difficult situations.

Effective communication is one-third talking and two-thirds listening. In this session you will learn to use the new science of reflective listening to understand what the speaker is really saying and respond in ways that stop conflict, build rapport, and strengthen relationships. Learn to use physiology, feedback loops, emotional validation, bounce-back questions, and other proven strategies to build safety, break down defensiveness, and encourage open and productive communication. By the end of this session you will be able to:

- Listen reflectively to understand the true meaning, context, motive, and reasoning behind any communication.
- Use emotional validation to encourage others to share their views and concerns and understand their feelings and emotions even if you don't agree with them.
- Welcome other points of view without becoming defensive even if past experience has been negative.
- Apply the four types of deeper dive questions to gather information and clarify ambiguity.
- Defuse conflict quickly by using the "neutral" listening physiology to let others know they are being heard.

Presenter: Paul Endress, founder & CEO, Maximum Advantage, Harrisburg, Pa.

Talent Management

MEGA SESSION Enjoy The Ride

Intended Audience: Midlevel

Competencies: Relationship Management, HR Expertise, Leadership & Navigation

Workplace Application: You will learn about a people strategy that focuses on recruitment, retention, and the engagement process.

This session will reveal the way to face conflicting demands in an unforgiving business environment that keeps getting tougher. Through sidesplitting humor and reality-tested techniques, this session will show you how to reignite your passion and never lose your focus. As the lead agent in your organization who is responsible to develop, implement, recruit, hire, orient, retain and drive the talent, this is a must-see mega-session. To achieve true success and fulfillment as an HR professional, you must develop a cultural climate necessary to promote performance, commitment and loyalty. It's about getting people on the bus, helping them choose the right seat, and learning how to Enjoy The Ride! This session will show:

- Examine how to incorporate your organization's mission and vision to enhance employee engagement and ignite their passion.
- The keys to creating a more revitalized work environment and connect people to the vision through accountability and ownership.
- The importance of creating a culture that promotes performance, commitment and loyalty.

Presenter: Steve Gilliland, CSP, CPAE, speaker and author, Steve Gilliland, Inc., Mocksville, N.C.

MEGA SESSION Detecting Lies and Deception: Practical Skills for HR Professionals

Competencies: HR Expertise, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn skills for spotting signs of deception and truthfulness when investigating misconduct and interviewing applicants.

You need to be able to spot deception when conducting investigations and interviewing and hiring applicants. While research shows that the average person is lied to twice a day, most people are extremely poor at spotting deception because they rely on inaccurate stereotypes about how people behave when they lie. In this engaging and interactive session from a former U.S. Department of Justice attorney, you will watch videos and examine case studies to learn how to spot signs of deception and truthfulness. You will learn scientifically-validated methods for spotting deception that you can apply in your everyday work life. This session will cover:

- Which signs of deception are valid and which are based on myth (such as the mistaken beliefs that liars don't look you in the eye and are fidgety).
- How to spot scientifically-validated signs of deception, including verbal and non-verbal cues.
- How to spot signs of deception and truthfulness when conducting investigative interviews.
- How to spot deception when interviewing and hiring applicants.

Presenter: Michael Wade Johnson, JD, CEO, Clear Law Institute, LLC, Arlington, Va.

MEGA SESSION “Dude, What’s My Job?” Managing 20-Somethings

Competencies: Relationship Management, Communication, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn insight, perspective, and a step-by-step plan for managing 20-somethings in the modern age.

Boomers, Generation X, and Millennials now all share an office with a fresh crop of 20-something new hires. Is a harmonious workforce possible with this many players? Now is the best time to unlock how to work with this unique,

young crowd. You will discover the key differences between the generations and the defining moments that rocked their world and shaped them at work. Importantly, you'll realize what you need to do to be an effective HR professional in a multigenerational workforce. This session will help you:

- Recognize the strengths and weaknesses of each generation.
- Learn dramatically new motivational techniques to drive performance.
- Create a work environment that is structured but empowering.
- Understand how to challenge 20-somethings to succeed on the job.

Presenter: Brad Karsh, CEO, JB Training Solutions, Chicago, Ill.

World -Class Virtual Teamwork: The Secrets to Making “Remote Work” Work

Competencies: HR Expertise, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn about challenges specific to virtual work and strategies and tools to address these at each phase of the employee lifecycle.

Does remote work actually work? Recently we've seen high-profile companies recall remote workers back to the office. Yet telecommuting remains a sought after option for workers seeking flexibility, and for employers looking to attract those workers and save on operating costs. This session will share the strategies and tools used to create a world-class virtual team at Actionable that collaborates across eight time zones. This session will help you:

- Understand the challenges and opportunities that virtual work presents for organizations and HR through every phase of the employee lifecycle.
- Understand the current trends and research related to telecommuting/remote work and virtual teams.
- Identify the unique challenges of working in and supporting an effective virtual team.

PRACTITIONER Presenter: Jane Watson, head of People, Actionable.co, Toronto, Ontario, Canada

What Your CEO Wishes HR and TA Would Start Doing!

Competencies: Relationship Management, Leadership & Navigation, Consultation

Intended Audience: Senior-Level

Workplace Application: You will learn how to transform HR and talent acquisition (TA) that will help you deliver HR at a strategic level.

This session will share insights gleaned from asking hundreds of corporate executives one question: “What do you wish your HR/TA team would do differently?” What was learned will forever change the way you look at these functions. This session will discuss how you can transform your own department and help you become the team every executive wish they would have. Don't come expecting to hear your typical HR deliverables. You will learn how to:

- Develop an executive level mindset around HR and talent acquisition execution.
- Learn HR and TA strategies that modern organizations are implementing.
- Build an understanding around what organizational executives desire from both the HR and TA functions.

Presenter: Tim Sackett, SHRM-SCP, president, HRU Technical Resources, Lansing, Mich.

Total Rewards

What Next? Communicating Complex HR Subjects to Employees with Short Attention Spans

Competencies: Communication, Relationship Management, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn how to fix underlying communication problems so that your challenges with engagement and motivation are solved.

Total compensation and benefits is the highest cost item on the cash flow statement, yet modern organizations are struggling to leverage that investment into engagement. We have very complicated benefits and total rewards programs, young employees with very short attention spans, and very high pressures. This session will outline the scary HR issues on the horizon, what our compensation and benefits strategies should be, and then share ways to fix it with updated communication methods. Most importantly, we will discuss several proven methods for reaching the Millennials, and the newest generation that is just emerging in our work lives. This session will provide you with:

- A strategic understanding of multiple the issues on the horizon.
- An understanding of what a modern organization's compensation and benefits strategies should look like.
- Information on what audiences must be reached, and the challenges of the environment the target audience works and lives in.
- Strategies to address the challenges with advanced communication methods.
- Survey data from several organizational strategy resources, advanced communication methods from the surprising world of marketing and sales, and advanced metrics to measure success (or failure) with.

Presenter: Karl Ahlrichs, consultant, Gregory & Appel, Carmel, Ind.

Addressing Prescription Overuse in the Workplace

Competencies: Ethical Practice, Relationship Management, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn how to identify and appropriately address potential prescription opioid misuse in your organization.

Prescription opioid abuse among employees costs organizations billions of dollars each year, yet it is often challenging to identify the issue or know how to effectively work with employees to address the problem. Employees misusing prescription opioids are at a higher risk of workplace accidents and contribute to reduced productivity. This session will show you how to identify potential prescription misuse among employees, as well as strategies to guide employees toward resources to manage both the emotional and physical impact. Following this session, you will be able to:

- Identify indicators of potential prescription misuse among employees.
- Implement best practices to create a safe and healthy work environment for all employees.
- Understand strategies to support employees and guide them to appropriate resources for further help.
- Incorporate effective training and communication strategies into existing programs to address potential prescription opioid misuse issues.

Presenters: Norbert J. Alicea, MA, CEAP, vice president, EAP+work/life services; and Raffi Terzian, MD, senior vice president, clinical operations, senior medical director, Health Advocate, Inc., Plymouth Meeting, Pa.

Masters Series

Monday, June 18, 1:45 p.m. – 3:45 p.m.

MASTERS SERIES Reinforcements: How to Get People to Help You

Competencies: Relationship Management, Communication

Intended Audience: Senior-Level

Workplace Application: This Masters Series will explain the research on what psychologists call social intelligence so you can walk away with strategies to help motivate others to help you.

We all need help – especially in today's uber-collaborative workplaces. Here's the good news: humans are naturally wired to want to help each other. Now here's the bad: asking for help makes most of us *wildly* uncomfortable. As a

result, we do a poor job of calling in the reinforcements we need, leaving confused or even offended colleagues in our wake. To elicit helpful behavior from your colleagues, you need to do two things: 1) Remove the obstacles that stand in the way of them helping you; and 2) Trigger one or more of the motivations that make people want to help. Whether you're a first-time manager or a seasoned leader, getting people to do things for you is what management *is*. This Masters Series will help you do so, and do it in a way that leaves your helpers feeling good about pitching in. This session will show you how to:

- Remove the obstacles that stand in the way of getting the support you need from others.
- Tap into one or more of the primary drivers that motivate others to help.
- Make helping *you* rewarding for *them*.
- Avoid the common mistakes we all make when making requests for support from friends, colleagues, and strangers.

Presenter: Heidi Grant, associate director, Motivation Science Center, Columbia Business School, New York, N.Y.

Monday, June 18 2:00 p.m. - 3:15 p.m.

Business & HR Strategy

MEGA SESSION The Top 10 Workplace Trends For 2018

Competencies: HR Expertise, Business Acumen, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn about the most important workplace trends for 2018, how they are impacting your business and best practices for managing them in your company.

With the increased adoption of new technologies, globalization, automation and an ever-changing economy, the modern workplace is in a state of flux. As a result, today's companies are facing major challenges that will affect how you do business and compete for the best talent. In this session, you will hear the top workplace trends that will change the way you view your organization, help you better prepare for the future and improve your talent management strategy. You will learn:

- What each trend means for your business, case studies from companies who are already implementing programs to take advantage of these changes and tips on how your organization can be at the forefront of this new movement.
- How upskilling can help you fill critical roles, while maximizing your human capital.
- How new technologies like chatbots and artificial intelligence are transforming talent management.
- Why more companies are hiring employees who have untraditional backgrounds and come from unusual professions.
- The importance of financial wellness, and job security, to employees of all age groups.

Presenter: Dan Schawbel, research director, Future Workplace, New York, N.Y.

HR Metrics That Matter: Learn How to Drive Sustainable Business Processes

Repeated Wednesday at 10:00 a.m.

Competency: Business Acumen

Intended Audience: Midlevel

Workplace Application: You will learn specific, measurable, attainable, relevant and timely methods for tracking and communicating business results.

This session will address the basic foundations for leadership training that can actually improve the business bottom-line. We will discuss why leaders fail, personal leadership implementation experiences, and successes and failures companies have experienced during the transition of management. This session will provide the knowledge and understanding to begin implementing practical, auditable leadership implementation techniques to your individual work environments. Most importantly, realistic leadership implementation techniques promote continuous improvement in communication, productivity, employee satisfaction, and bottom-line business results. You will learn:

- How to develop, track, and implement key business objectives.
- The processes of business scorecards and action registers to drive accountability.
- How to set behavioral expectations and audit performance.

Presenter: Shane Yount, author, principal, Competitive Solutions, Inc., Alpharetta, Ga.

Flying Solo: Top Tips for Succeeding as an HR Department of One

Competencies: Business Acumen, Leadership & Navigation, Relationship Management

Intended Audience: Midlevel

Workplace Application: You will learn various in-depth tips for succeeding in your HR Department of One (DOO) roles.

Being an HR DOO is not for the faint of heart! You are responsible for the entire HR function at your organization and often times this can be challenging to find time to get everything off your to-do list. This session will discuss the top secrets to managing an HR DOO. You will learn:

- Tips for managing time and balancing demanding priorities.
- Best ways to stay up-to-date on compliance.
- How to use technology to assist with your daily responsibilities.
- How to build your career path and know when it's time to expand your HR department.

PRACTITIONER Presenter: Amanda Haddaway, SHRM-SCP, managing director, HR Answerbox, Woodsboro, Md.

Seeing the Big Picture®: Business Acumen to Build Your Credibility, Career & Company

Competency: Business Acumen

Intended Audience: Midlevel

Workplace Application: You will learn how to build your business acumen to improve how HR partners with core business functions to drive corporate strategy and financial results.

As an HR professional, you are in a unique position to bridge the gap between functions – you can help grow the business in a way nobody else can. Developing your business acumen, and the business acumen of your talent pipeline will improve every aspect of your business. In this session, you'll learn a “big picture” mentality that will give you and your company an invaluable edge. After all, business acumen is, fundamentally, about seeing the big picture. This session will show you how to:

- Use the five business drivers to understand how companies make money.
- Consistently make the right strategic bets for your company.
- Develop an “Executive Mentality” so you can demonstrate your business acumen.

Presenter: Kevin Cope, president & CEO, Acumen Learning, Orem, Utah

Sexual Harassment 2.0

Competencies: Leadership & Navigation, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn how to be proactive in addressing and reducing sexual harassment in the workplace.

As a result of the high-profile cases of sexual harassment and assault in Hollywood, politics, the media and more traditional private industry, it is hard for any reasonable person to deny the persistence and severity of sexual harassment. HR has done a lot but we must, with other leaders, do more! Through a new interactive quiz, this session will:

- Breakdown “bad conduct” into different categories (i.e., we cannot respond to an inappropriate comment on appearance the same as sexual assault).
- Discuss behaviors that may or may not be okay depending on the circumstances, such as a “hug”.
- Explore how management should respond “in the moment” to complaints as well as to sexually harassing conduct which they see, hear or of which they otherwise become aware, even in the absence of a complaint.
- Review some promising practices for a holistic approach to smash harassment.
- Envision some of the adverse consequences of the “great awakening” (such as men avoiding women to avoid harassment claims) and suggest ways to mitigate risk.
- Suggest strategies for increasing “buy in” from other business leaders as HR alone does not “own” civility and cannot effectively fight this battle without the support of other business leaders.

Presenter: Jonathan Segal, partner, Duane Morris LLP, Philadelphia, Pa.

HR Compliance

MEGA SESSION The Top 10 Things You Need to Know When Investigating High-Level Executives

Competencies: Critical Evaluation, HR Expertise, Ethical Practice

Intended Audience: Senior-Level

Workplace Application: You will learn practical, legal and strategic tips to help you effectively conduct high-level investigations.

You've just been asked to investigate a complaint against someone in senior management. Your next steps are absolutely critical. This session will explore the challenging and often delicate issues related to investigating senior executives. Topics include investigator selection/retention, reporting requirements, “chain of command”, disclosure obligations and scope of the investigation. And, don't forget potential defamation and other potential legal issues, as well as managing internal and external public relations issues. This session will help you:

- Understand the nuances and complexities of investigating senior-level executives.
- Prepare your organization for the legal risks that can occur before, during and after the investigation.
- Create an effective strategy that covers retaliation concerns, evidence, privilege and technology issues.

Presenter: Allison West, Esq., SHRM-SCP, SPHR, principal, Employment Practices Specialists, Pacifica, Calif.

Wage and Hour Compliance: A DOL Update and Ways to Avoid Overtime Liability Landmines

Competencies: HR Expertise, Critical Evaluation, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn about the trends you need to understand to better bring your payroll practices into compliance with the FLSA.

It's been over year since the DOL leadership and initiatives have changed to a new course. What can we expect for the coming years from the DOL and Congress on the wage and hour front? What have been the trends in other DOL overtime pay compliance initiatives and overtime cases in the courts? What are the most common mistakes causing

overtime pay compliance problems? These will be among the developments and nuances discussed so that you can avoid making inadvertent but expensive wage and hour compliance mistakes. During this session you will:

- Learn the trends in overtime pay enforcement from the new DOL's perspective, the DOL's latest trends in compliance initiatives, and how you must be prepared to also contend with private wage and hour litigation.
- Hear about the latest developments regarding the new or contemplated regulations and legislation dealing with wage and hour issues.
- Learn of the major problems employers otherwise face with respect to misclassifying employees as exempt from overtime pay, and you will be given techniques for analyzing jobs so that employees are properly classified as exempt vs. non-exempt.
- Understand how you become liable for miscounting time for overtime pay calculation purposes, so that you can avoid such practices in your workplaces.
- Learn about the nuances involved in properly calculating the regular rate of pay while paying for overtime, and thereby avoid liability organizations too often innocently incur.

Presenter: Robert A. Boonin, member, Dykema, Detroit, Mich.

Workplace Bullying IS Illegal: Bullying, Violence and Harassment (and How to Detect and Stop It)

Competencies: Business Acumen, Critical Evaluation, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn how to prove workplace bullying is illegal behavior, how to create a survey to make the business case, and tips for solving it.

OSHA's definition of violence and the EEOC's definition of harassment include workplace bullying, yet we insist we can't solve bullying because it is legal behavior. A closer look at these definitions, mixed with the presenter's real world stories, will convince you otherwise. You will also receive step-by-step tips for surveying employees to make the business case for solving bullying, as well as actionable tips to do just that. As a result of attending this session, you will be able to:

- Confidently discuss the similarities and differences in bullying and harassment, and bullying and workplace violence.
- Conduct a survey to determine the extent of bullying, and use the results to make a business case and create an action plan for a positive workplace culture.
- Implement a healthy workplace policy that has buy-in from employees.
- Use their already existing performance system to address bullying.
- Understand the global landscape of workplace bullying laws.

Presenter: Catherine Mattice, SHRM-SCP, consultant/trainer, Civility Partners, La Mesa, Calif.

Global HR

In collaboration with the WFPMA World Congress 2018

Leadership Succession Planning for Asian Businesses: HR Perspective on Insiders vs. Outsiders

Competencies: Leadership & Navigation, Consultation, Global & Cultural Effectiveness

Intended Audience: Senior-Level

Workplace Application: You will learn a broad perspective of leadership succession planning among family-controlled conglomerates in Asia.

Succession planning is ranked among the most critical issue faced by family-controlled conglomerates in South-East Asia. These organizations are not only the major engine of growth and a key barometer of Asian economy, but many of them

have expanded their businesses globally. However, according to Family Business Institute, only 30% of family-owned or family-controlled businesses will last into second generation and 12% remain viable into third generation. Asia is the most culturally diverse region, and each of the country in Asia is at different socio-economic development stage. These factors have significant impacts on leadership succession planning in Asian businesses. This session will help you understand:

- The cultural impact on succession planning in Asian family-controlled businesses.
- The common roadblocks surrounding succession planning in Asia.
- An effective strategy in design and implementation of succession planning.

Presenter: Anthony Raja Devadoss, SHRM-SCP, managing director, BTI Consultants, Kuala Lumpur, Malaysia

Strategic Storytelling: Engaging New Talents in a Global Workplace

Competencies: Global & Cultural Effectiveness, Communication, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn how to apply storytelling principles to engage your teams.

Storyfication has been identified as one of the development trends for next 10 years and stands for the application, in a strategic way, of storytelling principles in the workplace. This is a must for all leaders to engage employees and create a development environment that will increase tangible and intangible impacts. This session will show you how to apply corporate storytelling to talent development and improve competencies while creating an engaged environment. You will discover how to continually update your development programs to create a strategic and robust talent development plan. As an added benefit, you have the oppourtity to hear about a case study with SODEXO on how you can engage your employees through storyfication, mentoring, coaching and other HR processes. This session will help you:

- Learn practical techniques that will influence your corporate environment, engage your teams as well as your new talent.
- Learn how to apply corporate storytelling to build bridges across different cultures and people in global environments.
- Understand how storyfication can be implemented daily.

PRACTITIONER Presenters: Alfredo Castro, president, MOT, Miami, Fla.; and Mardely Vega, vice president, human resources, Sodexo, Miami, Fla.

Professional Development

MEGA SESSION The Art of Executive Presence: A Professional Woman's Guide to Commanding the Room

Competencies: Communication, Relationship Management, Business Acumen

Intended Audience: Senior-Level

Workplace Application: You will learn the skills to exude confidence, professionalism, and strong executive presence in any situation.

Women are told to Lean In, DRiVE, and put on their bossypants to achieve success in the working world. Studies show that cultural perceptions associate men with leadership qualities and women with nurturing qualities putting women in a tough spot when it comes time to command a room and wow a crowd. This session will break down the critical components of professionalism and detail how you can create a positive impression, walk the line between too formal and too casual, and instill confidence in any audience. You will learn how to:

- Make an action plan to master the finer points of business etiquette to wow right from the start.
- Navigate routine business situations such as networking events, presentations, and meetings successfully.
- Enhance your professional image through dress, appearance, interactions, social media, and communications.

- Build an executive rapport and trust with both internal and external teams.

Presenter: Jennifer Lee, director, learning and development, JB Training Solutions, Chicago, Ill.

Earning Your SHRM-CP or SHRM-SCP: Tips for Testing

Recertification: Not Available for Credit

Competencies: HR Expertise, Communication

Intended Audience: All levels

Workplace Application: You will learn about the SHRM-CP and SHRM-SCP credentials and helpful test-taking tips.

Are you ready to take your career to the next level? Show employers that you have the HR skills and knowledge needed to drive organizational success by earning your SHRM-CP or SHRM-SCP – the only HR certification backed by SHRM’s nearly 70 years of service to the industry. In this session, you will learn how to choose which exam is right for you, best practices for studying and tips and tools to put you on the path to success. If you’re interested in SHRM certification, planning to apply or already have an appointment to test, this session is for you!

Presenter: Alexander Alonso, PhD, SHRM-SCP, senior vice president, Knowledge Development & Certification, SHRM, Alexandria, Va.

Talent Management

Neuroscience and HR

Competencies: Leadership & Navigation, HR Expertise

Intended Audience: Senior-Level

Workplace Application: You will learn how to design better processes for selection, engagement, reward and recognition, training, decision making and collaboration.

It is the job of HR to identify, develop, and support talent. To do this effectively requires a good understanding of why people do what they do, and how to bring out the best in individuals, teams and organizations. Neuroscience research is at a point now where it can help you do your jobs better by providing a deeper understanding of core brain processes like attention, memory, emotion, motivation and learning. With a more accurate understanding of how the human side of HR works, you can design better processes for selection, engagement, reward and recognition, training, decision making and collaboration. This session will help you:

- Predict, regulate, and explain unwanted behaviors and emotional reactions.
- Evaluate the potential effectiveness of existing models.
- Discover which factors actually drive behavior change, and which do not.

Presenter: David Rock, director, NeuroLeadership Institute, New York, N.Y.

MEGA SESSION The First 90 Days Will Make or Break Your New Hire

Competencies: Communication, Relationship Management

Intended Audience: Midlevel

Workplace Application: You will learn new insights and practical guidelines for onboarding new employees to increase the engagement, retention and performance of your top talent.

Sixty-four percent of Millennials, who represent the largest generation in the US workforce, say they plan to leave their employer in the near-term because their expectations contrast so greatly to their actual experience. Effective onboarding mitigates this costly attrition threat and prepares employees of all generations for success. This session will take a critical look at the transition from recruiting to onboarding and will provide strategies for increasing engagement during the first 90 days and boosting long-term retention and performance. You will learn:

- Five successful strategies for integrating new employees into your organization and maximizing their retention and engagement.
- How to gain the buy-in and support for onboarding from your executives and line managers.
- Key phases and activities new employees should experience during the first 90 days.
- What really belongs in your New Employee Orientation program.
- 10 pitfalls to avoid when onboarding new hires.

Presenter: Amy Hirsh Robinson, principal, Interchange Group, Los Angeles, Calif.

Respect in the Workplace

Competencies: Ethical Practice, HR Expertise, Global & Cultural Effectiveness

Intended Audience: Midlevel

Workplace Application: You will learn effective tools you can use to enforce workplace policies and maintain compliant and respectful environments.

This unique theater-based session will cover such topics as diversity, sexual harassment awareness and other business issues. Three professional actors will perform several brief scenes depicting situations of discrimination and harassment. You will then be invited to suggest ways the various situations can best be handled, and alternative behaviors will be demonstrated and evaluated. Each scenario is followed by guided discussion to underscore the lessons learned and offer insight into alternative methods of employee training. This session will:

- Underscore the importance of diversity and harassment awareness training; it's the "right" thing to do (moral and ethical reasons) and it's the "smart" thing to do (legal and financial considerations).
- Explore alternative, "outside-the-box" training methods.
- Emphasize the importance of empathy in training.

Presenter: Geoffrey Scheer, managing director, Access Communications, Knoxville, Tenn.

The Coaching Interview: Building Immediate Rapport and Trust to Get to Know the Real Candidate

Competencies: Relationship Management, Communication, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn how to establish mutual trust and respect by adding a short questioning module to each interview that invites candidates to reveal their true career needs and professional interests, allowing for a better match with your company's needs.

Establishing trust and rapport is critical to getting to know the real candidate behind all the interviewing hype. Engaging candidates in candid career discussions shifts the employee development paradigm to the pre-employment stage of the employee lifecycle, garnering good will and respect as the hiring manager places herself into the role of mentor and coach. Relationships begin based on selflessness and transparency, and it all starts with the questions you ask throughout the interview. This session will help you:

- Help your hiring managers build immediate trust and rapport by developing interview questions around the candidate's and your company's critical requirements.
- Strengthen your hiring managers' abilities to build better teams by matching candidates' personalities to their department's culture.
- Facilitate your hiring managers ability to master the critical but tricky pre-employment interview, building their self-confidence and ensuring greater transparency at every stage.

PRACTITIONER Presenter: Paul Falcone, vice president, Human Resources, Motion Picture & Television Fund, Woodland Hills, Calif.

Total Rewards

Starting the Dialogue: Depression in the Workplace

Competencies: Relationship Management, Global & Cultural Effectiveness

Intended Audience: Midlevel

Workplace Application: You will learn strategies to create an atmosphere that respects and responds to a workforce affected by depression.

It's time for an open dialogue about depression and mental illness in the workplace. An estimated 1 in 5 adult Americans suffer from a diagnosable mental health disorder. The number one cause of adult disability worldwide is psychiatric disease. The decrease in productivity, increased errors, absenteeism, presenteeism, short/long term disability cause staggering financial losses to corporate America. This session will address the pervasive stigma that prevents employees from admitting they are suffering from a mental illness. You will learn:

- How to identify the signs and symptoms of depression in the workplace.
- The difference you can make in altering the impact of depression and incorporate strategies to address employee depression.
- How to establish the need for employee self-awareness and educational programs as part of a company-wide strategy.

Presenter: Carol A. Kivler, president, Kivler Communications, Lawrence, N.J.

Looking Under the Hood: What's Driving AutoZone's Culture of Health and Wellness?

Competencies: Communication, Business Acumen, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn how to develop and deploy a strategy to create a culture of health and wellbeing by engaging a majority of employees and their families to lower costs.

For years, you have blasted the message about the need to improve employee wellbeing and reduce health care costs. And while you understand you must provide employee wellness programs, so far, those have had limited success. So where do you go next? This session will explore how AutoZone, a leader in employee health and wellness, refueled its wellness programs with a single HR benefits platform that puts employees in the driver's seat of their own health. This session will show you:

- How to prepare leadership, benefits managers and wellness coordinators for the future of health care and how you can develop a long-term plan to create a culture of health and wellbeing to lower health care costs, boost productivity and increase employee satisfaction.
- Ways wellness programs can facilitate a holistic, complete view of employees and how to involve employees and their families in the employer's health efforts to build a winning workplace culture.
- What tools empower midlevel managers to be active promoters of a company's wellness and employee health and how senior leadership and line managers can be engaged to achieve the desired transformation and results.
- What technology you can use to create a healthy, more productive work environment and how utilizing a single benefits app to aggregate HR tools into one location is necessary to achieve majority employee participation.
- How to meet millennials where they engage and work – on their smart phone – to attract and retain the talent you need.

PRACTITIONER Presenters: Dinesh Sheth, founder & CEO, Green Circle Health, Pensacola Beach, Fla.; and Matt Harmon, senior director, global benefits & HRIS, Customer Satisfaction, AutoZone, Memphis, Tenn.

**Monday, June 18
4:00 p.m. – 5:15 p.m.**

Business & HR Strategy

**MEGA SESSION The Future of Work: What CEOs REALLY Want from HR
Competencies: Business Acumen, Leadership & Navigation, Consultation
Intended Audience: Midlevel**

Workplace Application: You will learn the new market developments impacting your role and will understand what CEOs want from 21st century HR leaders.

The business world has changed dramatically and leaders can no longer rely on old paradigms to succeed. This creates enormous opportunity for you to bring fresh thinking to the executive table and secure your place as a trusted strategic advisor to your colleagues. Crafted from interviews with C-suite executives and compelling research from renowned global researchers, this session will reveal how to create the best workplace possible. This includes specific guidance on intriguing trends in corporate culture and creating breakthrough performance; the provocative future of organizations, and the exciting field of neuroscience for growing talent. This session will cover:

- How the increases in collaborative knowledge-based work, matrixed organizations, and global transparency are creating a new model for organizations.
- The six imperatives that serve as a roadmap for leaders aiming to create the most productive and rewarding working environments possible, as well as the three very personal barriers that emerged when CEOs were asked what stops them from getting more involved with employee engagement.
- Details about what CEOs really want from HR, and what truly keeps them from getting more involved with employee engagement.

Presenter: Michelle M. Smith, vice president, Marketing, O.C. Tanner, Glendale, Calif.

**MEGA SESSION Influence Redefined: Be the Leader You Were Meant to Be
Competencies: Communication, Relationship Management
Intended Audience: Senior-Level**

Workplace Application: You will learn practical influence skills and techniques you can use during both professional and personal interactions.

Most of us believe our title and experience determines our influence. This session will give you the opportunity to take a closer look at how your listeners perceive you rather than what you believe to be true. Whether you're influencing through a business pitch, meeting, face to face or virtual conversation determines whether or not your listeners perceive you as knowledgeable and trustworthy. Without communicating effectively, you can't build relationships, profits or have influence. You will learn how to eliminate any communication distractions you may be unaware to influence others.

This session will show you how to:

- Avoid the biggest communication mistakes we make that jeopardize our reputation.
- Project confidence, credibility and trust.
- Create a consistent personal brand; non-verbal behaviors consistent with your message.
- Adapt and deliver a message your listener wants to receive, not only what you want them to hear.
- Avoid rambling and get to the point.

Presenter: Stacey Hanke, owner, Stacey Hanke Inc., Chicago, Ill.

MEGA SESSION How to Be a Better Business Partner

Competencies: Leadership & Navigation, Business Acumen, Relationship Management

Intended Audience: Midlevel

Workplace Application: You will learn how to become a better business partner so that you can help drive HR's agenda forward while creating alignment with your organization's strategic plan.

You were attracted to the career because you felt you were “a people person.” That's great as those skills have value and make a difference. But if you want people to really value your ideas and insights, trust your judgment and leadership and leverage your talents, you need to show you can think like a business professional. One who happens to have expertise in HR. After participating in this session, you will know how to seize opportunities, evaluate costs against a value proposition, prevent problems early on (and quickly solve ones that do arise) and present the business case for changes you want to make in your organization. Transform your thinking and the business around you by learning this decision-making process and how it relates to successfully presenting your ideas. This session will help you:

- Create a strategy for finding and evaluating opportunities against your organization's strategic objectives.
- Understand the potential value of the result of a decision to determine the return on investment (ROI).
- Discover how to work with others in your organization to find solutions that solve business problems that impact the bottom line.

Presenter: Joe Rotella, SHRM-SCP, chief marketing officer, Delphia Consulting, LLC, Columbus, Ohio

Stop Speaking HR. Start Speaking Business Results!

Repeated Tuesday at 2:15 p.m.

Competencies: Leadership & Navigation, Business Acumen, Relationship Management

Intended Audience: Senior-Level

Workplace Application: You will learn how to get into the minds of functional line leaders, get them to respect you more, and get them to give you more budget!

Is your HR budget the first cut in hard times? Do you wish your CEO would do more to drive employee engagement? Do you want the heads of marketing, sales, finance and operations to see your team as a more strategic partner? By implementing tips provided in this session, you will learn how to demonstrate your value as a business partner, get more budget, and make a bigger difference in the lives of your employees and your company's bottom line. This session will show you:

- What is top of mind for most CEOs and the rest of the C-suite.
- How to leverage simple tips to getting into the minds of each of the functional line leader to understand their unique viewpoint.
- Build translation skills to ensure your initiatives get more budget and make a bigger difference.
- Raise your game to ensure you get the respect, budget, and appreciation you deserve.

Presenter: Suz Graf O'Donnell, president & executive advisor, Thrivatize, Chicago, Ill.

The Ethical Leader: How to Prevent Ethical Problems Before They Happen

Competencies: Ethical Practice, Leadership & Navigation, Business Acumen

Intended Audience: Midlevel

Workplace Application: You will learn how to provide effective leadership in a world where one ethical misstep can create disastrous consequences.

What motivates human behavior? What can you do to prevent an ethical problem before it happens? While your Ethics Code of Conduct might meet all the standards required, the missing piece for most companies is the ability to help management and employees understand the human dynamic associated with conduct management. This session will

pull back the curtain to reveal the truth about ethical behavior and how we shape a new direction in ethical leadership. This session will show you:

- Ways to help managers and employees prevent and mitigate ethical violations.
- How to engage employees to reframe their concepts of identifying ethical issues and learn ways to dramatically reduce the risk of behaviors that could lead to fines, penalties and imprisonment.
- The three key behavioral issues that form the foundation of unethical employee action.
- How to build a culture of ethical awareness that motivates employees to act ethically – not because they have to, but because they want to.

Presenter: Chuck Gallagher, speaker/author, Chuck Gallagher, LLC - Ethics Resource Group, Greenville, S.C.

HR Compliance

Which Bathroom Do I Use? The Legal & People Issues Associated with Workplace Gender Expression

Competencies: Relationship Management, Critical Evaluation, Global & Cultural Effectiveness

Intended Audience: Midlevel

Workplace Application: You will learn an overview of workplace gender expression laws and regulations, paying special attention to washroom laws and etiquette.

“Which bathroom do I use?” Have you or your supervisors received this question? Do you or they know how to respond? It is vitally important for you to train individuals on how to handle these and other sensitive situations and requests related to gender identity in the workplace. This session will explore various federal and state laws and regulations related to gender identity in the workplace, with a hyper focus on workplace washroom gender identity etiquette. We will outline various state-level bathroom bills, explore EEOC bathroom guidelines, and detail OSHA's guidelines on transgender employee access to restrooms. During this session you will:

- Learn the EEOC's & OSHA's respective positions with respect to gender identity in the workplace.
- Explore various state-level and local jurisdictional laws related to gender identity in the workplace.
- Understand how to respond to an employee expressing a gender identity concern in the workplace.
- Understand how to respond to co-workers of an individual expressing a gender identity concern.
- Learn how to respond to an individual expressing concern over well-being and safety when utilizing a particular gender identified washroom.

Presenters: Jason Sheffield, senior technical advisor and managing attorney, Willis Towers Watson, San Francisco, Calif.; and Marina A. Galatro, senior HR partner consultant, Willis Towers Watson, La Jolla, Calif.

Take the Bite Out of COBRA

Competencies: HR Expertise, Critical Evaluation, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn unknown or misunderstood information about COBRA so you can keep your organization in compliance.

Is the flu shot you're providing to employees being offer as a benefit to COBRA beneficiaries? Because it should be. While COBRA is conceptually easy to understand, it is tactically more challenging to administer. Many organizations are unaware that certain benefits are subject to COBRA. On the other hand, some are offering COBRA in situations which you don't have to because of a misunderstanding about the law. The cost of non-compliance can be high, so you should make sure all your ducks are in a row when it comes to COBRA. This session will help you:

- Understand the unique plans or benefits that are subject to COBRA.
- Understand which COBRA qualifying events may not actually be qualifying events.

- Understand COBRA obligations when there is a merger or acquisition.

Presenter: David Lindgren, senior manager, Compliance & Public Affairs, Flexible Benefit Service Corporation (Flex), Rosemont, Ill.

Combating FMLA Fraud: Tactics That Actually Work

Competencies: Communication, HR Expertise, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn effective and compliant strategies for leave policies, processes and communications to curb FMLA abuse.

Tired of the repeated programs on FMLA that promise how to manage FMLA abuse, but give you the same old tactics, that almost never work? This session is designed to help you understand the psychology behind employees and their leave. Learn creative and effective ways to manage leaves of absence, in a lawful way, without looking too hyper-technical and nit-picky with your employees. You will learn:

- Lawful inquiries and requests for certification from an employee and the employee's doctor.
- Compliant tactics for investigating potential leave abuse.
- How to develop and enforce policies to catch the cheaters, discourage the risk-weighters and maintain engagement and productivity of the “salts-of-the- earth” in the workplace.

Presenter: Michael M. Shetterly, shareholder, Ogletree, Deakins, Nash, Smoak & Stewart, P.C., Greenville, S.C.

“You Want Us to Accommodate What?!” A Guide to Reasonable Accommodations

Competencies: HR Expertise, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn about your requirements regarding reasonable accommodations so you can avoid disability claims.

Reasonable accommodations often mean different things to you and your employees. This session will review your obligations to engage in the interactive process under the ADAAA and what courts have said can be a reasonable accommodation and what may not be reasonable. During this session, we will review:

- EEOC guidance on reasonable accommodations.
- Recent cases on the interactive process, accommodation strategies and pitfalls to avoid in the process.
- Best practices and common pitfalls to avoid when dealing with disabled applicants and employees.

Presenter: James Reidy, attorney, Sheehan Phinney Bass & Green PA, Manchester, N.H.

Global HR

In collaboration with the WFPMA World Congress 2018

HR Challenges in a Diverse Southeast Asia: Perspectives from Singapore

Competencies: Global & Cultural Effectiveness, Relationship Management

Intended Audience: Midlevel

Workplace Application: You will learn how to work more effectively in South-East Asia by gaining insights into this region.

This session is most relevant for HR practitioners based in North America or Europe as well as those who work closely with HR colleagues based in South-East Asia. This session will highlighted the ongoing HR challenges in this very diverse region. You will learn why certain HR practices, while common and effective in your region, would need to be tweaked, or totally changed in this region, and could even differ between countries in the region. You will also hear about the

survey results from HR practitioners about what they enjoy as well as what they find challenging when working with counterparts in your regions. This session will help you:

- Understand and appreciate the diversity of the South-East Asia region.
- Identify the key differences in the HR maturity level in each of the country in this region.
- Appreciate the challenges that HR faces in this region.
- Apply the learning gained in this session to increase the effectiveness of working with HR colleagues in this region.

PRACTITIONER Presenters: Chien Ping (CP) Tham, SHRM-SCP, CPLP, regional HRBP/senior associate consultant, Lazada Group/Singapore HR Institute, Singapore; Henrich Tan, SHRM-SCP, director, Academy of Competency Enhancement Pte Ltd, Singapore; and Martin Lee, HR manager, Baker Hughes, a GE company/ SHRI, Singapore

How to Manage HR Data Globally Without Violating International Data Protection Laws

Competencies: Global & Cultural Effectiveness, Ethical Practice, Critical Evaluation

Intended Audience: Senior-Level

Workplace Application: You will learn practical recommendations for lawfully centralizing global employee data in a single HRIS.

Multinational employers are increasingly leveraging sophisticated, cloud-based solutions to manage their global workforce. HRIS databases provide great benefits, but also raise complex legal challenges. More than 70 countries now regulate the processing of employees' personal data, including restrictions on cross-border data transfer. And in May of 2018, Europe's landmark new data protection framework will take effect. This session will provide practical recommendations for implementing HRIS solutions in compliance with global data protection laws. This session will give you:

- An understanding of the evolving and complex global legal framework governing HR data management.
- Compliance guidance on the new European Union General Data Protection Regulation.
- Practical strategies for achieving your global HR management goals while complying with data protection laws that vary across jurisdictions.

Presenter: Philip Gordon, shareholder, Littler, Denver, Colo.

Professional Development

MEGA SESSION Speak Up and Stand Out : Communicate Your Confidence and Magnify Your Presence

Competencies: Communication, Relationship Management, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn simple strategies and tangible techniques to boost your confidence and magnify your professional presence.

They say confidence is the most attractive thing a woman can wear. It is also what will take you to the next level both in both your professional as well as in your personal life. When you are fully comfortable in your own skin, you exude poise and power. You demand attention and respect. And you attract whatever it is you want into your life. Learn simple strategies and tangible techniques to ensure you are always putting your best foot, and your most successful strut, forward. This session will help you:

- Learn practical, tangible tools to boost your confidence and magnify your presence.
- Discover what it means to speak up for yourself – being authentically assertive versus haughtily aggressive.
- Uncover seven simple strategies that will ensure you stand out in any crowd.
- Find out what it means to show up consistently in the workplace as a ten.

- Understand why being YOU will always give the winning advantage.

Presenter: Carol Leonie Maria Schulte, facilitator, Living BIG, Toronto, Ontario, Canada

MEGA SESSION Delivering Bad News? Must-Know Techniques to Organize Your Thoughts on the Fly
Competencies: Communication, Business Acumen, Relationship Management

Intended Audience: Midlevel

Workplace Application: You will leave this session with the skills needed to respond to challenging situations while staying calm, cool and collected.

Whether you're responding to a challenging problem or delivering bad news, staying decisive, empathetic and solutions-oriented is no easy feat. During this session, you will develop a solution to your own problem using our four-step Impromptu Format and will witness volunteers receiving positive personalized coaching to transform their own style while remaining solutions-oriented. This session will empower you to project confidence and remain calm under pressure. You will learn how to:

- Implement an in-depth four-step process to help you organize your thoughts on the fly.
- Apply three tips to diffuse a tense situation.
- Use the six key physical skills to project confidence for high-profile communications

Presenter: Sheri Jeavons, president, Power Presentations, Inc., Cleveland, Ohio

Maintaining Your SHRM-CP or SHRM-SCP: Tips for Recertifying with Purpose

Recertification: Not Available for Credit

Competencies: HR Expertise, Communication

Intended Audience: All levels

Workplace Application: You will learn about the SHRM-CP and SHRM-SCP recertification process and will receive tips on how to make the most out of the resources available to you.

You've earned the only HR certification that comes with the recognition of SHRM's nearly 70 years of service to the industry, don't lose it! Join us for an informative session on maximizing the flexibility of SHRM's recertification program to meet your career goals. Whether you've just earned your SHRM-CP or SHRM-SCP, or you've had it for a couple of years, this session can help you create a recertification plan to achieve your professional development goals. You'll also learn about the tools and resources SHRM offers to make maintaining your credential as efficient a process as possible.

Presenter: Representative from SHRM, Alexandria, Va.

Nine Minutes on Monday: The Quick and Easy Way to Go from Manager to Leader

Competencies: Leadership & Navigation, Relationship Management

Intended Audience: Midlevel

Workplace Application: You will learn a quick and simple blueprint to follow to increase the engagement, motivation and productivity of your staff.

Managers around the world are feeling the pressure of having too many plates to spin. Nine Minutes on Monday is a simple, easy-to-follow framework guaranteed to increase engagement and motivation among your staff. Thousands of managers around the world are seeing the results of using this simple blueprint. By following the Nine Minutes on Monday process, you will see an increase in employee engagement, a greater loyalty in your staff, and higher morale among your team. You will learn:

- A simple framework to keep leadership priorities in front of you.
- The nine employee needs which lead to higher employee engagement and productivity.
- Three simple questions to help create more purposeful workplaces.

- The three essential ingredients employees need to make their jobs more motivational.
- How to increase an employee's sense of autonomy at work.

Presenter: James Robbins, president, The James Robbins Company LLC, Saint Augustine, Fla.

Talent Management

Stocking the Leadership Bench: Accelerate High-Potential Development

Competencies: HR Expertise, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn how to accelerate your bench strength by providing high-potential talent with experiential, cross-functional development opportunities.

Top organizations continue to identify a lean leadership bench as one of their most significant concerns. This has prompted research indicating that high-performance organizations are more likely to invest in experiential learning opportunities to accelerate employee readiness (Association for Talent Development, 2016). As a result, Cox Enterprises developed FORGE, an on-the-job experience that broadens the exposure of high-potential employees across businesses and functional areas and prepares them for future leadership. This session will share the program's journey from ideation to execution, discuss mitigation strategies for challenges common among rotational based programs, and provide insight on how the program accelerates "leader-ready" talent at Cox. You will learn how to:

- Broaden the the exposure and experiences of high-potential employees, while also closing skills gaps on your leadership bench.
- Increase internal career mobility across your organization.

PRACTITIONER Presenter: Lori Goldberg, director, Talent Management & Diversity, Cox Enterprises, Atlanta, Ga.

Mentoring Millennials: MicroFeedback, Reverse and Group Mentoring

Competencies: Communication, Relationship Management, Global & Cultural Effectiveness

Intended Audience: Midlevel

Workplace Application: You will learn how to improve mentoring between members of different generations to help everyone improve their abilities and increase organizational effectiveness.

Older generations grew up with long and ineffective one-on-one feedback sessions. Senior leaders told newcomers how it was, often to blank stares. Today is different: the best mentors specialize in brief and pointed conversations, focusing on one small item. In this session, we'll see how all generations can work together. This session will explore giving microfeedback to millennials, reverse feedback to Boomers and will describe group mentoring with the Xers, allowing us to grow together and succeed. This session will help you:

- Understand the differences between the generations.
- Explore the changing importance of mentoring in the modern organization.
- Learn what microfeedback is, and how to deliver it.
- Learn what reverse mentoring is, and how to deliver it.
- Learn how group mentoring works.

Presenter: Alan Cabelly, SHRM-SCP, executive director, Portland Leadership Institute, Portland, Ore.

Creating a Human Workplace: Six Steps on the Journey from Engagement and Experience

Competencies: Relationship Management, HR Expertise, Global & Cultural Effectiveness

Intended Audience: Midlevel

Workplace Application: You will learn the key drivers of creating positive employee engagement, how these differ globally and how human workplaces inspire employee retention.

At its core, engagement is about pride, satisfaction, advocacy, and commitment to the organization. A joint study from Globoforce's WorkHuman Research Institute and IBM's Smarter Workforce Institute of 23,000 global employees reveals the benefits of a more human workplace. When they experience senses of belonging, purpose, achievement, happiness and vigor, employees not only perform at higher levels; they are also less likely to quit and more likely to report significantly higher levels of discretionary effort to go above and beyond typical job duties. You will learn:

- How focusing on positive employee experiences, in addition to employee engagement, will help you transform your organization into a human workplace and create sustainable competitive advantage.
- The five core components of a positive employee experience, and how these elements are linked to better performance, extra effort at work and lower turnover intentions.
- How employee experience varies by country and implications for interpreting Employee Experience Index scores.
- The six key organizational practices that drive more positive employee experiences, including organizational trust; coworker relationships; meaningful work; recognition, feedback and growth; empowerment and voice; and work-life balance.

PRACTITIONER Presenters: Greg Stevens, industrial/organizational research consultant, Globoforce, Framingham, Mass.; and Sheri Feinzig, director, talent management consulting and Smarter Workforce Institute, IBM Talent Management Solutions, Armonk, N.Y.

Total Rewards

Beyond 401K Participation: What Real Financial Wellness Looks Like

Competencies: Business Acumen, Consultation, HR Expertise

Intended Audience: Senior-Level

Workplace Application: You will learn how to cut through the hype and identify outcome-based financial wellness that works including program components and a checklist take away.

In a recent SHRM study, 70% of HR professionals indicated personal financial problems impact employee performance. But most wellness offerings focus only on 401k participation. Those that provide avenues to educate and deal holistically with financial challenges provide better long-term outcomes. Whether you are for profit or non-profit, large or small, this session will show you a path to implementing real financial wellness at work. This session will help you:

- Identify and overcome the root causes of lackluster 401k participation by examining holistic financial education and wellness options and how they impact employee satisfaction, performance, and engagement.
- Attract and retain Millennials through holistic financial wellness that addresses student loans, including discussion of innovative employer offerings, pros and cons of student loan benefits, and how non-profits can leverage student loan repayment forgiveness as a recruiting and retention tool.
- Identify outcome-based program components, examine make-vs-buy tradeoffs, and discuss a checklist that you can take back and implement immediately.

Presenter: Amy Edwards Lins, senior director, learning & development, Money Management International, Richland Center, Wisc.

From “Zero” to “Hero” in One Year: How One Mid-Size Company Changed the Face of Benefits

Competencies: Business Acumen, HR Expertise, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn the steps to build a comprehensive cost-saving, wellness-driven health benefits program in as little as one year.

We know what it takes to build a fully integrated wellness-based benefits program that works, but few organizations take the steps to make it work or only take some steps and wonder why it doesn't work. This session will walk you through the steps one mid-size company took to go from a traditional benefits program with annual double-digit increases to a total culture of wellness that saved the company over \$1M in the first year alone. You will learn:

- How to assess company culture for readiness to take on a comprehensive wellness approach by including employees as partners in working towards controlling healthcare costs.
- What resources are available and should be included in the transformation from “traditional” to “strategic” benefits management.
- The step-by-step process to consider the move to self-insurance and the tools available to meet your financial goals.
- The systems, programs, momentum and communication strategies created to include both employees and spouses in the movement towards better health.
- Metrics used to measure, evaluate, decide and communicate the right blend of offerings to meet the needs of all your employees.

PRACTITIONER Presenter: Wade Larson, chief human resources officer, Wagstaff, Inc., Spokane, Wash.

**Tuesday, June 19
7:00 a.m - 8:15 a.m.**

Business & HR Strategy

MEGA SESSION Driving Innovation: How Leadership Makes the Difference

Competency: Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn how to foster and coach organizational leadership that excels at driving innovation.

Leadership can make or break innovation efforts. Based on recent research, this session will examine the critical leadership behaviors that encourage innovation as well as those that stifle it. Additionally, the session will look at specific mindsets and skillsets you need to have in order to drive innovation in your organization. As a result of this session, you will be better able to:

- Understand how and why effective leadership makes the difference between organizations that innovate successfully and those that do not.
- Understand specific leadership skills required to drive innovation and how to impart them at your organization.
- Understand the leadership mindset required to drive innovation and how to nurture it.

Presenter: Mike Mitchell, senior faculty, Center For Creative Leadership, Greensboro, N.C.

Making Human Resources a Productivity Center

Competencies: Business Acumen, Consultation, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn the key strategic metrics associated with HR, and how they can bring significant value to the bottom line.

Measuring success in HR can be a challenge – many elements are tricky and confidentiality can be a concern. Still, HR can be an efficient productivity center for any organization, providing you can produce metrics that support the business and its plan for future success. This session is designed to share the key strategic metrics associated HR, and how they can be effectively implemented to unleash positive feedback about your contribution to the bottom line. You will learn:

- Key HR metrics that impact positive business results.
- How to measure, how to report, and how to utilize this information to align HR's strategy with the overall business strategy – getting measured results for improved organizational performance.

Presenter: Amy Letke, SHRM-SCP, founder & CEO, Integrity HR, Inc., Louisville, Ky.

How to Secure Your Place in the CEO's Inner Circle

Competencies: Communication, Relationship Management, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn how to secure your spot in the CEO's inner circle and contribute more to the bottom-line.

This session will help you discover how to become an irreplaceable member of the team, guarantee your place at the table, and make a bigger contribution to the bottom-line. You will learn how to:

- Make a compelling case for your inclusion in all strategic level discussions.
- Craft an action plan to build support from the CEO.
- Take your next-right-step to being included in the CEO's inner circle.

Presenter: Ben Fanning, chief engagement officer, author, consultant, BF Coaching LLC, Charleston, S.C.

HR Compliance

Are Your Human Capital Practices a Risky Business?

Competencies: HR Expertise, Leadership & Navigation, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn how to conduct an HR risk assessment and what to do with the results.

While HR is, by its very nature, a form of risk mitigation, Erie Insurance's HR team found great value in a detailed examination of the risks related to our human capital practices. Over six months, our team conducted a risk assessment of our human capital practices, which resulted in a more targeted understanding of our risks and how our organization should expend limited resources in mitigation. With full implementation in our rear-view mirror, this process helped us quantify human capital risk and hone related Board reporting. We will share our lessons learned so that you can better understand:

- Why you should conduct an HR risk assessment.
- How to conduct an HR risk assessment.
- How to interpret the results.
- How to identify and implement risk mitigations.

PRACTITIONER Presenter: Erin Siegrist, benefits director, Erie Insurance, Erie, Pa.

How to Audit Your Applicant Tracking Process for Compliance

Competencies: HR Expertise, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn how to audit and structure your applicant tracking process for compliance with current regulations.

The number of monetary settlements in fail-to-hire cases, and rigorous audits by Office of Federal Contract Compliance Programs (OFCCP) prove it's not enough to simply have an applicant tracking process. You must ensure your applicant tracking processes are compliant with federal regulations. You will learn:

- The regulatory requirements for applicant tracking processes for federal contractors.
- How to audit your current applicant tracking process for compliance with current regulations.
- How to strategically structure your applicant tracking process to present your data in the best light during an audit.

Presenter: Beth Ronnenburg, president, Berkshire Associates, Columbia, Md.

Once Upon a Time There Was a Mountain of Paper

Competencies: HR Expertise, Consultation, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn the importance of a strategic and analytical approach to electronic records management, paper removal, sensitive data and electronic shredding.

Learn how James Madison University approached the unique situation of migrating to electronic records storage while still storing unorganized boxes of duplicate paper records. Get a firsthand look at the intricacies of a project this size and examine critical issues including records retention, retention schedules and sensitive documents and data. This session will prepare you to think critically about potential migration to electronic records management or assist in your current migration process. You will learn:

- How James Madison University tackled the problem of duplicate records (electronic and paper).
- The importance of a strategic and analytical approach to electronic records management.
- A systematic approach to paper removal – identification, destruction, compliance and work flows.
- Strategies for dealing with sensitive data (FMLA, WC, STD, LTD, ADA, HIPPA and OSHA).

Presenter: Bobby Zaepfel, HR projects coordinator, James Madison University, Harrisonburg, Va.

Global HR

In collaboration with the WFPMA World Congress 2018

Global Expansion Roadmap: What You Need to Know About Managing Employees Globally

Competencies: HR Expertise, Relationship Management, Global & Cultural Effectiveness

Intended Audience: Midlevel

Workplace Application: You will learn a roadmap on how to manage employees working in any country.

Does your knowledge of employment laws and cultural best practices expand beyond U.S. borders? Every individual country, city and municipality outside the U.S. has a unique set of laws, and the complexities of managing professionals globally are impossible to master. But navigating the labyrinth of cross-border regulations is vital to avoid crippling legal and financial penalties. This session will provide a roadmap to master effective HR management strategies in the age of global expansion. This session will help you:

- Understand the key questions to consider when onboarding new employees and managing an internationally-based workforce
- Understand the commonly-encountered international HR issues, such as equalizing benefits and variable compensation structures across global teams and deciding whether to establish a global benefits plan.
- Get direction on how to protect your company and minimize risk when managing a worst-case scenario (such as an employee termination) in a foreign country.

- Apply common solutions on how you can reduce reliance on multiple vendors and get assistance with navigating the complex world of global HR.

Presenter: Nicole Sahin, CEO, Globalization Partners, Boston, Mass.

Managing Change and Transforming Organizational Culture in A VUCA World: A Case Study of General Cable Europe
Competencies: Global & Cultural Effectiveness, Business Acumen, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn how General Cable Europe implemented a new leadership program to help transform their culture and demonstrate the value of HR as a business partner.

The goal of a Talent and Leadership department is helping people managers perform at their best by focusing on the development of crucial behaviors (leadership model) defined by your company. But defining a leadership model is challenging and it is not enough to transform the company and be success. It is critical that HR be included not just to gather the inner leadership team, but to reach out to regions, countries and talent in other markets to ensure that the transformation that companies embark on will be shared by all employees. By becoming a strategic partner, HR can help the company transformation and demonstrate how success is measured over time based on data and results. This session will help you:

- Identify the most critical attributes and understand how culture and leadership can be created to foster collaboration, speed, transformation, and engagement to have a big impact.
- Gather tips and tricks to deploy a transformation plan in an international environment with multiple cultures.
- How align HR practices with your business challenges.
- Demonstrate how to be seen as a strategic partner in your company's transformation.

PRACTITIONER Presenter: Manel Perez Jordana, talent manager EMEA, General Cable, Barcelona, Spain

Professional Development

MEGA SESSION The Introverted Leader: Building on Your Quiet Strength

Competencies: Communication, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn how introverts can amplify your natural strengths to lead and influence.

In our extroverted business culture, it is easy for introverts to feel excluded, overlooked, or misunderstood. Did you know that introverts often make the best leaders? This session will draw upon stories and research to demonstrate how introverts succeed as leaders by building on their strengths, not by changing who they are. You will learn about the common challenges introverts face at work, such as people exhaustion and perception gaps, as well as a straightforward four-step process to master typical work situations such as coaching, managing up, public speaking and much more. This session will teach you to embrace your natural work style to advance your career, get the most out of the people around you, and add value to your organization. You will learn:

- The unique strengths of introverts.
- Five challenges of introverted leaders.
- The four P's process (Prepare, Presence, Push, and Practice).
- How to create an introvert-friendly work environment.

Presenter: Jennifer Kahnweiler, author, Jennifer B. Kahnweiler, Atlanta, Ga.

MEGA SESSION Playing Politics: The Psychology of Getting Things Done

Competencies: Leadership & Navigation, Communication, Relationship Management

Intended Audience: Midlevel

Workplace Application: You will learn new strategies for advancing your initiatives and priorities, and building better working relationships.

When most people think of office politics, they have a visceral negative reaction. But here's the thing: When you learn to navigate these unspoken rules of the workplace, you can achieve more than you ever dreamed! This is particularly important for you since you have to navigate many different types of people in creating a great place to work that cultivates talent and drives engagement. This session will teach you:

- The psychology behind how people at all levels make decisions at work, and
- How to use the dynamics of your organization to gain influence, advance your priorities, and use politics for good rather than for evil.
- How to build better working relationships with co-workers across your organization.

Presenter: Karlyn Borysenko, principal, Zen Workplace, Merrimack, N.H.

Talent Management

MEGA SESSION How a Best Place to Work Culture Impacts the 3 R's: Recruiting, Retention and ROI

Competencies: Business Acumen, Leadership & Navigation, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn that creating a "best place to work" culture is one differentiator you can take on to elevate your company to the next level.

Building a culture where you can drive profitability through retention, recruitment and employee engagement is an important differentiator. As a repeat Best Place to Work award recipient, the presenter will dive into areas where investing in employees can be financially beneficial to you. For example, you'll hear case studies on "wooing talent" through employee referral programs, as well as tips on how you can start your own programs and the potential ROI. This session will also dive into other engagement factors, such as wellness and corporate social responsibility initiatives.

By the end of the presentation, you will:

- Learn fun and cost-effective strategies for boosting employee engagement.
- Explore your role in becoming a best place to work.
- Discover what it takes to achieve maximum impact and drive organizational change.
- Determine the ROI behind an engaged corporate culture.

Presenter: Tony Chimino, CEO, chairman, Assurance, Schaumburg, Ill.

EmployME Engagement: How to Drive Employee Engagement in a Society That's All About Me

Competencies: Business Acumen, Leadership & Navigation, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn the five unique employee profiles within your organization and practical tips to develop each of them.

No two employees in your organization are alike, so how do you effectively manage your staff and drive up employee engagement while staying as productive as possible? What you do to fight back against job hopping, low employee engagement, and losing your most high potential employees to entrepreneurship? This session will outline the five phases of the employee life cycle and the four pillars of employee development. You will leave with a deeper understand of "what employees want" and how to give it to them in a way that is specifically meaningful to their unique stage in your organization. This session will help you:

- Understand the different employee development techniques needed to motivate a new hire (novice adopter) vs a seasoned influential employee (courageous influencer).
- Grasp the key marketing concept of segmentation and how it applies to launching and tailoring successful employee development programs at organizations of all sizes and industries.
- Recognize the tell-tale signs of a poorly managed/poorly motivated employee and what a manager should do instead.
- Position themselves as a true business leader by recognizing the link between strategic business objectives and effective human resource utilization.

Presenter: Joey V. Price, CEO, Jumpstart:HR, LLC, Columbia, Md.

Career Development Across Generations: Growing Talent for Today and Tomorrow

Competencies: Global & Cultural Effectiveness, HR Expertise, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn about the impact of generational differences on career development and how to create a multigenerational career development strategy with impact.

In a world where talent is king, effective career development is a critical business strategy. At the same time, a one-size-fits-all' approach doesn't make sense in a multigenerational workplace. How has the economy impacted baby boomer retirement? What to do with a frustrated Gen Xer who has been waiting to take on more leadership? How do you productively channel the energy of your millennials? Get out in front of these dynamics or risk losing your talent. This session will:

- Explore how changing workplace demographics impact succession management and career development.
- Review the unique career development challenges facing each generational group and specific retention strategies you can employ to address those challenges.
- Learn a step-by-step approach to creating a multigenerational career development strategy that combines succession management with employee engagement.
- Examine case studies from real-world organizations that are implementing successful career development programs and initiatives.

Presenter: Walter Ben Porr, senior business advisor, FMP Consulting, Arlington, Va.

The Forgotten "T" in LGBT Diversity: Best Practices for Creating a Transgender-Inclusive Workplace

Competencies: Ethical Practice, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn about best practices, market trends and legal obligations for creating an inclusive workplace for transgender employees.

When discussing how to create an LGBT-inclusive workplace, too often the employees represented by the last letter of the acronym are overlooked. Recent developments have brought the unique challenges faced by transgender employees into the national spotlight and have demonstrated the need for deliberate effort to create an inclusive workplace. So far, 19 states have passed laws that prohibit discrimination based on gender identity and expression. In addition, federal law has recently been interpreted to ban gender identity discrimination as a form of prohibited sex discrimination. Employees who have transitioned, are actively transitioning, or are considering transitioning can face additional challenges in the workplace, from notifying their supervisors and coworkers to changing their appearance, name, and preferred pronouns. This session will help you:

- Understand gender identity, gender expression, and gender transitioning, and how they are distinct from sexual orientation.

- Learn how to implement gender transition guidelines and other policies that affect transgender employees, such as gender-neutral dress codes, equal access to restrooms, and confidentiality.
- Understand the provision of benefits, such as medical leave and healthcare coverage for transitioning employees.
- Identify best practices for creating a comfortable work environment for customer-facing transgender employees.
- Recognize the importance of creating an inclusive culture, including consistently using employees' preferred names and pronouns.

Presenter: Todd A. Solomon, partner, McDermott Will & Emery LLP, Chicago, Ill.

Unlocking Marketing Strategy to Optimize Recruitment

Competencies: Communication, Relationship Management

Intended Audience: Midlevel

Workplace Application: You will learn a customer-focused approach for talent acquisition in order to better understand and powerfully connect with desired prospects.

Acquiring top talent involves you to think like marketers. In this session, you will learn the foundations of marketing strategy in order to apply these skills to develop a strategically sound recruitment plan. Marketing planning fundamentals include defining your audience (WHO), your message (WHAT) and the vehicles through which you will communicate (HOW). These marketing principals are paramount when developing an airtight recruitment strategy to ensure top talent is acquired for your organization. This session will help you:

- Attract talent in a new way by understanding the core elements of a strategic marketing framework that delivers prospect centric messaging.
- Make a meaningful connection with prospects by identifying a target insight and understanding how to activate that motivation within a recruitment plan.
- Ensure your prospect outreach and materials motivate via development of fresh recruitment communications and tactics which are aligned with your target prospect needs.

Presenter: Nancie Ruder, president and founder, Noetic Consultants, Bethesda, Md.

Built for Legacy: Three Keys to Leading Productive Teams That Matter

Competencies: Leadership & Navigation, Relationship Management

Intended Audience: Midlevel

Workplace Application: You will learn a relevant, bold, and practical approach to leading productive teams.

The best teams, the best organizations, are those that are able to sustain high levels of performance year after year. To do that, it requires that you understand and implement three crucial keys: one, that cultivating organizational, team, and individual identity is often the biggest determinant in hiring, retention, and engagement success. Two, that low performance, decreasing morale, and poisonous cultures are usually created by and evident in areas often viewed as "inconsequential." Three, that continued excellence requires an unwavering attack on complacency at every level. Not only will this session address all three keys in more detail, it will provide the tangible takeaways to begin making a significant difference immediately at work. At the conclusion of this session, you will:

- Understand why creating and solidifying organization, team and individual identity is the first foundation in hiring, retention, productivity, and engagement.
- Be able to recognize and identify the unspoken reasons for declining morale and culture.
- Understand how to create a more positive and productive environment.

- Learn how to drive a sustainable, engaged workforce and elevate productivity across your organization by pursuing activities and results that lie outside current comfort zones.

Presenter: Pete Smith, president, SmithImpact, Arlington, Va.

Violence in the Workplace – A Personal Experience

Competencies: Relationship Management, Critical Evaluation, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn how to implement a violence in the workplace program to include policy, prevention, training and worksite audit.

The session will provide key points of workplace violence prevention. You will be provided strategies and practical information on implementing a violence in the workplace program, policy and prevention plan. This will include tips on sensitivity training, selection tools, threat and risk assessment techniques, the importance of EAPs and suggestions on handling employee terminations. The presenter will also share her personal experience with workplace violence and the lessons she learned. After this session you will be able to:

- Know the warning signs regarding employees who could act violently in the workplace
- Train your managers and employees to recognize warning signs and alert leaders.
- Conduct training on violence in the workplace Develop and implement a workplace policy.
- Develop and implement hiring practices to reduce risk in hiring possible offenders.
- Conduct a workplace threat and risk assessment.

PRACTITIONER Presenter: Kathleen H. McComber, SHRM-SCP, president, The HEART Group, North Little Rock, Ark.

Tuesday, June 19

10:45 a.m. – 12:00 p.m.

Business & HR Strategy

MEGA SESSION Think Like a Business. Act Like a Business. Win Like a Business.

Competencies: Business Acumen, Communication, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn how to prove strategic value to your executive team.

There's a business language barrier separating HR from executives. More importantly, there's an operating approach that most "business departments" embrace that isn't modeled in HR. These disparities are holding you back at a critical time when our organizations need to focus on people and culture to create value at speed. It's time to reinvent our approach to HR, using a framework the rest of the business accepted long ago: the business model canvas. You will learn:

- About major themes changing the way businesses need to operate such as competitive abundance, value entropy, and differentiation decay.
- How to advocate for high-impact HR and have a rock-solid argument on why organizations today need to focus on people and culture to create value at speed.
- How to justify your seat at the table by getting the principles, the language, and an operating approach that will demonstrate the impact HR has on your business.
- How to think, act, win (and speak) like the rest of the business and how to use that canvas to reinvent your approach to HR, your approach to seeking budget, and your approach to architecting your initiatives.

Presenter: Rusty Lindquist, vice president, strategic HR insights, BambooHR, Lindon, Utah

The Trust Edge: How Top Leaders and Organizations Drive Business Results Through Trust

Competencies: Relationship Management, Leadership & Navigation, Business Acumen

Intended Audience: Senior-Level

Workplace Application: You will learn a fresh perspective about trust, and get actionable tools for solving organizational challenges.

Trust is a fundamental, bottom-line issue. Without it, leaders lose teams, salespeople lose sales, and organizations lose reputation, retention of good people, relationships and revenue. But with trust, individuals and organizations enjoy greater creativity, productivity, freedom and results. You will learn:

- The eight pillars of the most successful leaders and organizations.
- The actionable framework you can use immediately to build trust and solve your biggest challenges.
- The HOW-HOW-HOW process to spark momentum, see immediate results and inspire trust.
- The newest research on how to develop trust individually, in your team and in your organization – or go extinct in the new economy.

Presenter: David Horsager, CEO, Horsager Leadership Inc., Mahtomedi, Minn.

Understanding Metrics: How to Connect HR's Goals to Business Strategy

Repeated Wednesday at 11:30 a.m.

Competencies: Business Acumen, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn about business metrics and how to align them to your organization's goals.

As an HR Professional, you're required to add value to the objectives of your organization by ensuring that your department's goals align with your company's business strategy. For this parallel to occur, you must have a firm understanding of what key metrics consist of and how they impact the overall success of your organization. This session will help connect the dots between HR metrics and business strategy so that they become one and the same. You will learn how to:

- Identify the steps necessary for understanding why metrics matter to your business.
- How to find specific measurements within the scope of sales metrics, marketing metrics, web metrics, and customer service metrics.
- Identify how you can impact these metrics and how to frame your role by aligning business objectives to HR metrics.

Presenter: Ryan Kohler, CEO, ApplicantPro, Eagle Mountain, Utah

Control the Chaos: Four Steps to Excelling as a HR Department of One

Competencies: Business Acumen, Communication, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn how to take the reins and control your leadership position within your organization to get it all done as as HR department of one.

As an HR department of one, you are saddled with administrative tasks but have the desire to participate at a more strategic level. The executive team expects you to have CHRO depth of knowledge and your employees want answers to their questions now. Finance wants benefit bills yesterday and Operations needs new candidates. How do you navigate

to meet the needs of all your internal customers and still get your job done? Learn tips from a former sole practitioner and consultant to small businesses. This session will help you:

- Determine the strategic position of HR in your organization.
- Learn to set priorities to get results.
- Manage your vendors to get the help you need.
- Embrace technology to ease the administrative burden.

PRACTITIONER Presenter: Lori Kleiman, SHRM-SCP, managing director, HR Topics, Naples, Fla.

HR Compliance

MEGA SESSION Corporate Misbehavior: How to Deal with Bad Behavior from the Boardroom

Competencies: HR Expertise, Critical Evaluation, Communication

Intended Audience: Midlevel

Workplace Application: You will learn effective strategies on handling allegations of harassment and/or bias when the alleged perpetrator is in a position of power.

A spate of recent news stories highlights a troubling fact pattern in workplaces: an employee alleges harassment and/or discrimination and the alleged culprit is a high-level company executive. A number of challenging issues arise when the alleged perpetrator is a person in a position of power at the organization. Who should investigate the claim? Was anyone else aware of this conduct? Is there a broader problem with the corporate culture that should be addressed? Is one-on-one training for executives the remedy (pre- or post-allegation)? This session will examine these and other issues that may arise when the perpetrator occupies the C-suite. This session will help you:

- By providing crucial information on how to manage harassment and/or discrimination allegations against high-level executives.
- Identify anti-discrimination and anti-harassment policies you can implement, the unique issues that may arise when a perpetrator is in a position of power, best practices for conducting workplace investigations, and strategies to prevent reoccurrence.
- Understand the importance of consistently following company policy, the impact on workplace culture, and how to train executives to prevent discrimination and harassment from the top.

Presenters: Joseph L. Beachboard, shareholder, Ogletree, Deakins, Nash, Smoak & Stewart, P.C., Torrance, Calif.; and Dennis Alan Davis, director - client training, Ogletree Deakins, Vista, Calif.

MEGA SESSION Political Correctness at Work: How Much Is Too Much?

Competencies: Relationship Management, Ethical Practice, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn where to draw the line on political correctness in the workplace.

Political correctness has become pervasive in colleges and universities, often to absurd extremes. "Microaggressions," "trigger warnings" and "safe spaces." Is all of this coming to your workplace anytime soon? That depends on you and the policies you implement. A policy against harassment is surely necessary, but if it is drafted too broadly it might give rise to complaints from employees who are sensitive to the slightest provocation. An anti-bullying policy may seem like a good idea but how do you define bullying? Does freedom of speech apply at work? Should you attempt to control your employees' speech to prevent liability? This session will help you locate the right approach to these issues. This session will answer the following questions:

- How might an overbroad policy against harassment give rise to complaints about politically incorrect behavior?
- Should employers implement policies against bullying, and how should 'bullying' be defined for the workplace?

- Should political speech be treated differently for managers and non-management employees?
- How far can an employer go in enforcing dress codes?

Presenter: James J. McDonald, managing partner, Fisher & Phillips LLP, Irvine, Calif.

Immigration Whirlwind: What HR Needs to Know

Competencies: HR Expertise, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn how looming immigration changes could impact your diverse workforce.

With the fates of over a million work-authorized foreign nationals hanging in the balance, businesses are facing a potential unprecedented wave of disruption to their operations. In the current immigration climate, you need to stay ahead of the game. During this session, you will get the latest updates on the challenges with work visas for students, intracompany transferees, seasonal workers and more; and will learn whether proposals for a new “merit-based” immigration system might offer a solution. As an HR professional, you need to understand how looming immigration changes could impact your diverse workforce. During this session, you will:

- Learn how the President’s “Buy American and Hire American” policy might impact your workforce, specifically foreign nationals on H-1B, L, H-4, STEM-OPT and other visas for high skilled workers.
- Understand how the increase in scrutiny and denials of immigration applications may influence your sponsorship costs and impact your business plans.
- Learn tips for remaining compliant and preparing for government audits.

PRACTITIONER Presenters: Lynn Shotwell, executive director, Council for Global Immigration (CGI), Alexandria, Va.; and Steven Brown, senior director, Global Mobility, Nike, Beaverton, Ore.

Top 10 Things Employers Do to Get Sued by Their Employees in California

Competencies: Ethical Practice, HR Expertise, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn how to identify which mistakes your organization may currently be making and practical steps for implementing change.

Without realizing the potential consequences, organizations make some very common mistakes that create significant liability for you in California. What may seem to make good, business sense is often completely in violation of law. Many of these mistakes happen because the laws are not always intuitive, yet many are avoidable through better management training and consistent practices. We will explore the most common mistakes with some real world examples. This session will help you:

- Identify which of the most common mistakes may be happening in your organization.
- Understand how such areas as Final Paychecks, Workers' Comp, Overtime, Independent Contractors, Training, Pay, COBRA, Handbooks, FMLA/CFRA, and Probation should/should not be handled to avoid potential litigation.
- Learn from real-world stories and how they might have been handled differently.

Presenter: Lauraine Bifulco, president, Vantaggio HR, San Juan Capistrano, Calif.

“But We Don’t Bend that Way! Should We?”: A Guide to Workplace Flexibility

Competencies: HR Expertise, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn strategies on how to use workplace flexibility to attract and retain talent while staying in compliance with the law.

Workplace flexibility can be used to both attract and retain talent. This session will review workplace flexibility requirements under federal and state laws as well as proven methods and best practices to apply workplace flexibility strategies as a recruitment, accommodation and retention tool/resource. Workplace flexibility is not only part of many disability accommodation discussions but it is also called for in workers compensation light duty discussions, maternity, paternity and other family leave or sick leave plans. This session will review:

- The legal requirements that come with offering work flex policies.
- The common-sense benefits of workplace flexibility policies and practices.

Presenter: James Reidy, attorney, Sheehan Phinney Bass & Green PA, Manchester, N.H.

Pay Equity Compliance: Effective Strategies for Managing and Ensuring Fair Pay in the Workplace

Competencies: HR Expertise, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn the laws that govern pay equity, the statistical analyses involved in evaluating pay, and best practices for managing compliance.

Federal, state, and local agencies, along with several advocacy groups persistently bring attention to the issue of pay equity. In particular, the OFCCP and EEOC are committed to enforcement efforts to ensure fairness in pay. This session will provide an overview of current pay equity laws, and practical tips for complying with the regulations. You will also learn effective strategies for developing sound pay practices, uncovering potential pay disparities, and how to remedy instances of inequity. This session will provide you with:

- An overview of pay equity legislation.
- Proactive approaches to identifying potential pay disparities.
- Recommended best practices for correcting pay inequity.

PRACTITIONER Presenter: Michele Hester, SHRM-SCP, senior manager, Human Resources, Berkshire Associates, Columbia, Md.

Global HR

In collaboration with the WFPMA World Congress 2018

Revolutionizing Talent Development at Whirlpool Brazil: A Case Study

Competencies: HR Expertise, Global & Cultural Effectiveness, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn how to design and conduct highly-effective multicultural leadership programs.

In 2015, Whirlpool Brazil had the challenge of accelerating the development of managers and employees mapped in their talent pool. After the success of the pilot program, which accelerated the readiness of 41% of the participants and supported the evolution of 75% of the leaders in their internal evaluation, the need to transform this action into a global program capable of developing and preparing any leader in the organization was clear. Thus, the Global Program was launched, so far training more than 200 leaders from more than 15 different countries. This session will share the key learnings and challenges by highlighting the necessary adaptations in conducting a multicultural program that targets diverse leader profiles, so that you can also implement programs capable of effectively developing any leader of any nationality or organization. During this session, you will:

- Learn about the main methodologies, references and tools used in this global project, which will help you build effective and impactful development actions that are as great as those of other top leadership development centers around the world.

- Explore the challenges faced and the solutions created to make a successful global program possible, which includes reaching out to and involving different audiences, ages, genders, nationalities and experiences and generating sustainable behavioral changes that impact your business.
- Experience Whirlpool’s unique methodology in practice, preparing you to create leadership programs that consider diversity and are appropriate to a VUCA world that is fully interdependent and connected.

Presenter: Arthur Chagas Diniz, CEO, Crescimentum, Sao Paulo, Brazil

Cultural Competency & Humility Training: Leadership Development in Disguise

Competencies: Global & Cultural Effectiveness, Relationship Management, Ethical Practice

Intended Audience: Midlevel

Workplace Application: You will learn how to grow your cultural competency and leadership skills as well as take back tools and learning to your organization.

The social and political climate today is in dire need of honest conversations about diversity, inclusion, and belonging. These conversations can be difficult, yet they encapsulate everything that is leadership— trust, authenticity, calculated risk, honesty, and even foresight. So, how can you begin the conversations that will continue to advance staff, and the overall organization, in their cultural competency and leadership skills? This session will help you:

- Understand the variety of cultures (not just race) that include, but are not limited to sex, gender identity, gender expression, sexual orientation, age, military status, and socioeconomic status.
- Apply training, coaching, and management tools to ask questions respectfully (to learn more), enter situations humbly (to be open), accept feedback (to have constant growth), and give feedback (to help others grow & learn, this includes the expression of hurt/offense in a respectful way), and begin the sometimes difficult conversations in your various places of work or study.
- Evaluate your perceptions (self-awareness) of your privileges and challenges, as well as the covert messages presenting in training, management, or company practices.
- Create an initial training in your organization to begin the leadership and cultural competency conversation.

PRACTITIONER Presenters: Jamie Mikelle **Velazquez**, director of Staff Development; and CaMesha Reece, director of HR, Crittenton Service for Children & Families, Fullerton, Calif.

Professional Development

The Bullseye Principle: Influence Emotion to Motivate Action

Competency: Communication

Intended Audience: Senior-Level

Workplace Application: You will learn how to increase your ability to effectively exchange information with stakeholders by influencing behavior to achieve desired outcomes.

Since you play a critical role in every employee’s experience, from the C-suite to summer interns, effective communication is critical to professional and company success. From delivering clear and concise information to providing constructive feedback effectively, to leading effective and efficient meetings and listening actively to other’s views, to helping others consider new perspectives and openly discussing other points of view, your success depends on your ability to communicate. You will learn to master communication and influence behaviors to achieve desired reactions using the secret technique leaders and professional performers have used for centuries. This session will show you:

- How to influence behavior and achieve desired outcomes by influencing emotion.
- The power of aligning your voice and body language to clearly communicate your messages.

- A universal, three-step process for influential communication to help improve how you provide feedback, lead efficient meetings and/or deliver critical information.

Presenter: G. Riley Mills, co-founder & COO, Pinnacle Performance Company, Chicago, Ill.

Happiness at Work: Be Resilient, Motivated and Successful No Matter What

Competencies: Relationship Management, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn how to create a culture that is conducive to helping more of your employees live up to their fullest potential on a daily basis.

Most individuals function at a level far below what they are capable of. Many are actively unhappy and most do not feel true joy in their lives except on occasion. It is possible to greet each day with a sense of purpose; to commit intensely – and joyfully – to everything you do; to stop defining your life with “good” or “bad” labels; to create your own miracles no matter what life throws at you; to attract positive people, energy and actions into your universe. During this session, you will:

- Explore the notion of happiness in the workplace and learn why most people are mistaken about the causes of happiness.
- Learn how to create relationship quality of the highest standard.
- Learn how highly successful people explore their inner motives and discover their passions.
- Learn how to attract positive people, energy and actions into your universe.
- Learn the mind shifts you can engineer to achieve this and exercises that show you how for yourself and your entire workforce.

Presenter: Srikumar S. Rao, CEO & founder, The RAO Institute, Commack, N.Y.

Talent Management

MEGA SESSION Cultures That ROCK! Five Proven Ways to Develop and Sustain a Phenomenal Workplace

Competencies: Leadership & Navigation, Consultation

Intended Audience: Senior-Level

Workplace Application: You will learn how to create a workplace culture where employees thrive, perform and stay on purpose !!

Employees want to work for a company with a culture that ROCKS! HR has the opportunity to create and own a culture where people can thrive and perform. This session offers a strategic approach on how to intentionally define, mold and champion all aspects of culture. You will receive proven tools that impact retention, attract talent and develop leadership. It will be unconventional, non-traditional and of course . . . it will ROCK! This session will show you how to:

- **Define Culture** – Too often culture is assumed and ambiguous. It is essential that you develop culture strategically to influence the activity of your organization at all levels.
- **Align Staff** – Having employees in roles that allow them to work from their strengths makes an organization efficient and gives Leadership the ability to set expectations and stretch goals.
- **Use Generational Strengths** – Contrary to the movements in the industry, generations in the workplace are a cultural strength of knowledge and performance.
- **Allow Permission** – Employees need to be given permission to perform and not just reviewed on how they're doing. Removing obstacles at all levels of management is key to outstanding performance.

- **Own the Culture** – you need to be strategic and incorporate culture as an on-going factor in your company’s strategic plan and keep the human factor present in all efforts.

PRACTITIONER Presenter: Steve Browne, SHRM-SCP, executive director, human resources, LaRosa's, Inc., Cincinnati, Ohio

MEGA SESSION Follow Me: How to Grow Yourself and Your People

Competencies: Relationship Management, Leadership & Navigation, Communication

Intended Audience: Midlevel

Workplace Application: You will learn leadership skills required to develop exceptional leaders, retain great employees and grow a remarkable culture to be known as a great employer.

Fewer than half of today's employees believe that their companies deserve their loyalty. Unfortunately, leaders too often confuse profits with purpose and disregard the principles that drive people. This session will share the process for developing exceptional leaders and retaining great employees. No matter where you are at on the leadership ladder, this session will show that great cultures are intentional and they are cultivated by people who are engaging, transparent and maintain a style of communication that is frequent, authentic and deep. You will learn a fresh vision of the leader you can be, and identify the knowledge, skills and attributes necessary to grow yourself and your people. This session will show you how to:

- Establish tangible, easily defined and monitored strategies to improve performance.
- Gain consensus and motivate people to work together efficiently and effectively as a team.
- Produce a great workplace through the development of great leaders.

Presenter: Steve Gilliland, CSP, CPAE, speaker and author, Steve Gilliland, Inc., Mocksville, N.C.

Radically Rethinking Empowerment and Engagement: Transform Your Approach to Developing Women Leaders

Competencies: Leadership & Navigation, Critical Evaluation, Business Acumen

Intended Audience: Senior-Level

Workplace Application: You will learn how to reframe developing women leaders as a competitive advantage by moving from empowerment to creating space for action.

Conventional wisdom says if you shuttle women into leadership development programs they will be engaged, take action and become formidable leaders – not so fast. The reality, women enter and exit leadership development programs with less strategic tools than their male counterparts. So, how are we failing to connect their goals with the intended outcome? What is the missing value equation that most organizations overlook? Empowerment and engagement are not enough to move the leadership needle forward. Organizations must understand how unconscious, self-limiting patterns of thinking erode leadership contribution. Radically upending how we develop women leaders demands that we move from empowerment and engagement to deeper introspection and action. You will learn how to:

- Deploy a deliberate approach to developing women leaders that evaluate blind spots, limiting beliefs, and spurs women into action.
- Evaluate what development tools should be abandoned to ensure you are developing women effectively.
- Apply the five tenets of action based leadership development which includes coaching woman to embrace their power.
- Introduce the Five P Leadership Model, for your high-potential, high-achieving future leaders and learn how to deploy the model to the bench of talent that operates behind them.
- Ask the critical questions every aspiring women leader must answer before entering your leadership development program.

Presenter: Margaret P. Spence, president & CEO, C. Douglas & Associates, Inc., West Palm Beach, Fla.

Designing the Inclusive Employee Experience

Competencies: Global & Cultural Effectiveness, HR Expertise, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn how to guide your organization in designing an inclusive employee experience specific to your organization.

Your organization likely says wonderful things about inclusion, but can anyone explain what it actually is? If inclusion is our product (and it should be our first product), we should know its characteristics. This session will equip you to guide your organization in designing an inclusive employee experience, actionable for, and specific to your organization. This is how we make it real. This session will help you:

- Understand the necessity of having great clarity regarding what it means to be fully included in their organization.
- Understand the foundational concepts relative to the experience of being included (psychological safety, trust, empathy, etc.).
- Understand a design process and participate in several short writing exercises toward clarifying what inclusion means.
- Learn how to take the process back to your organization and design an inclusive employee experience.

Presenter: Joe Gerstandt, speaker, author, joegerstandt.com, Omaha, Neb.

Total Rewards

Benefits Compliance, Health Reform, and You

Competencies: Critical Evaluation, Leadership & Navigation, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn how to properly address and manage the web of compliance requirements your employee health benefits package is subject to.

The Affordable Care Act, and its associated employer mandate, brought a renewed focus on benefit plan compliance requirements. It wasn't just that the health insurance package had to meet certain guidelines – you suddenly had to comply with a complex web of regulations that required a new, more holistic approach to managing benefit offerings. We'll examine the lessons learned, and discuss how to build a robust, compliant benefit management plan that can adapt to changes in the future. This session will help you:

- Learn about the web of regulatory requirements that apply to employee health benefit plans as a result of the government's reform efforts.
- Understand how both HR and Benefits compliance need to be addressed as a single effort, not in silos as is traditional in most companies.
- Gain knowledge in how to build a holistic, compliant employee benefit management plan that addresses these compliance requirements.

Presenter: Mark Lam, vice president, employee benefits compliance, Assurance Agency, Schaumburg, Ill.

Benefits in the Workplace: An Update and Competitive Practices for Impact in 2018

Competencies: Consultation, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn about the common trends on how to use competitive practices and behavioral science to design and evaluate your benefits program to ensure it is meeting the strategic objectives of your organization.

Each year SHRM conducts a large-scale survey to examine trends in the strategic use of benefits. This survey is used to investigate how organizations are making use of their benefits to enhance their talent management strategies and the lives of their employees. In this presentation, data collected from the survey will be used as a launch pad for describing how you can make better use of competitive practices and findings from behavioral science to make your benefits programs more strategic and impactful. This session will cover:

- The most prevalent trends in benefits.
- How your organization can optimize your benefits program.

Presenter: Alexander Alonso, PhD, SHRM-SCP, senior vice president, Knowledge Development & Certification, SHRM, Alexandria, Va.

MASTERS SERIES

2:15 p.m. – 4:15 p.m.

MASTERS SERIES Mastering Civility: A Manifesto for the Workplace

Competencies: Communication, Relationship Management

Intended Audience: Senior-Level

Workplace Application: This Masters Series will discuss the varied ways incivility wrecks performance and robs your organization's bottom line.

Incivility is prevalent in organizations and it's getting worse. It is silently chipping away at people, organizations, and our economy. The costs of incivility are rising too. This session will explain what civility buys you and will share recommendations for what leaders should do to enhance your effectiveness and craft a more civil, thriving work environment. From the leading authority on workplace incivility, Christine Porath, will show why it pays to be civil, and reveals just how to enhance effectiveness in the workplace and beyond by mastering civility. Sights, insensitivities, and rude behaviors can cut deeply and hijack focus. Even if people want to perform well, they can't. Ultimately incivility cuts the bottom line. This Masters Series will help you:

- Understand the costs and benefits of civility. What does incivility cost you, your team, and organization? What does civility buy you, your team, and organization?
- Reflect on how civil you are and link the consequences to your actions.
- Learn the fundamentals of civility as well as what you can put into play to enhance your communication and influence.

Presenter: Christine Porath, professor of Management, The McDonough School of Business, Georgetown University, Washington, D.C.

Tuesday, June 19

2:15 p.m. – 3:30 p.m.

Business & HR Strategy

MEGA SESSION Moving from Chaos to Clarity: Five Components of a Compelling Strategy

Competencies: Business Acumen, Critical Evaluation, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn how to create a one-page strategic plan to help develop and execute both your professional and personal goals.

When you hear “strategy” do your eyes glaze over? We often hear about strategic business considerations or even being strategic partners but what does that really mean, how does it look and what is the ultimate impact? Strategy and “being strategic” is not a descriptor; it is a framework, behavior and mindset that fuels and guides everything that you do in order to achieve what you desire most. It is the process that helps leaders move from concept to execution – the gap between the vision and getting it done. This session will:

- Clarify what you do well that enhances your competitive positioning – what you have available to respond to opportunities and to support the changes needed to leverage those opportunities.
- Highlight specific areas that create challenges as well as the capabilities needed to change.
- Identify the options and opportunities and the risks for each.
- Help you determine the external risks –those you do not control – and measure their impact.
- Show you how to measure effectiveness and ensure that improvements do not cause problems in other areas.

Presenter: LaFern Batie, business strategist & executive coach, The Batie Group, LLC, Tampa, Fla.

Stop Speaking HR. Start Speaking Business Results!

Repeated from Monday at 4:00 p.m.

Please click [here](#) for details.

The Changing Nature of Work and the Worker: Five Global Trends Impacting HR Strategy

Competencies: HR Expertise, Global & Cultural Effectiveness, Business Acumen

Intended Audience: Midlevel

Workplace Application: You will learn how to expand your thinking on your current HR strategies and where you will need to go in the future.

The world is changing. Who (or what) does the work for the organization, the type of work performed, and how and where that work is performed is undergoing nothing less than a seismic shift, and there is much more to come. This session will outline global trends that will change the way you think about your HR strategies relating to talent acquisition, talent management, and engagement. The organization that gets ahead of the curve of change will be the one that most successfully leverages its human capital to obtain competitive advantage. You will learn:

- How work has and will continue to change along with worker expectations.
- How machine learning will impact (but not replace) human work in the workplace.

Presenter: Gary B. Kushner, CBP, president and CEO, Kushner & Company, Portage, Mich.

Taking a Facilitative Approach in Your Organization

Competencies: HR Expertise, Communication, Relationship Management

Intended Audience: Senior-Level

Workplace Application: You will learn 10 principles from the Facilitator’s Methodology to guide groups to successful outcomes.

Your role requires you to harness your ability to properly scope your client’s needs while mitigating dysfunction among clashing business units. How do you inspire engagement and commitment? How do you facilitate change where it matters? You will learn a comprehensive methodology that has helped HR leaders achieve successful group outcomes within their organizations. By attending this session, you will be able to:

- Use key facilitation strategies to guide groups.
- Improve group sessions and interactions.
- Gain higher levels of buy-in and commitment to action.
- Differentiate the three reasons people disagree and strategies for resolving disagreement.
- Implement the secret way to phrasing questions that elicits responses your group needs.

Presenter: Michael Wilkinson, founder and CEO, Leadership Strategies, Inc., Atlanta, Ga.

HR Compliance

What's Going on with Health Care Reform: The Latest Impacts on Your Employee Benefits Programs

Competencies: HR Expertise, Critical Evaluation, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn about the changing health care regulations and how to adapt your group health plans to comply with new and/or proposed changes.

Since 2009, you have been adapting your health plans to comply with the various requirements of the changing health care laws. With President Trump's efforts to repeal or replace past regulations, more change is on the horizon. This session will provide an overview of the current health care reform initiatives and determine their impacts on your employee benefits programs. During this session we will:

- Review health care reform initiatives under the Trump Administration.
- Discuss the outcome of these efforts and how they will impact your employee benefits programs.
- Review the timing to comply with these changes.

Presenter: David Lindgren, senior manager, compliance & public affairs, Flexible Benefit Service Corporation (Flex), Rosemont, Ill.

Navigating the ADA Minefield: How to Avoid Getting Sued Over Employee Leaves and Accommodations

Competencies: HR Expertise, Critical Evaluation, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn how to limit your organization's potential legal exposure by properly handling employee accommodations involving medical leaves.

The most common type of employment lawsuit plaintiff today is the employee who got fired while on, or after returning from, a medical leave. This session will highlight mistakes in handling leaves that will almost certainly get your business sued, including failing to reinstate an employee following a leave because you realized you didn't really need him, firing an employee who fails to return from FMLA leave, terminating an employee who is deemed "permanently disabled" under workers' compensation, and changing an employee's job duties while he/she is away on leave. This session will learn:

- Best practices in handling difficult and complex ADA accommodations involving medical leaves.
- How to effectively navigate the interactive process.
- How to bid farewell to a disabled employee while vaccinating yourself against a future lawsuit.
- How to handle multiple leave extensions and how to know when you are finished with the interactive process.

Presenters: Shayna Helene Balch, partner; and Pavneet Singh Uppal, regional managing partner, Fisher & Phillips LLP, Phoenix, Ariz.

Protests, Progress and the New NLRB: The Trump Effect on the NLRA and Employee Relations

Competencies: Communication, Leadership & Navigation, Consultation

Intended Audience: Senior-Level

Workplace Application: You will learn all there is to know about the new Trump Labor Board and key strategies for effective labor/employee relations in 2018.

President Trump hit the delete button on eight years of Democratic control of the NLRB and the pro-union activities of the Obama Board. The era of a pro-union NLRB is officially over. This change has also ushered in an increase in union organizing and “organic” and spontaneous employee protests. This session will cover the key new practices and decisions at the NLRB as well as the new tactics and organizing strategies being deployed by labor unions. We will conclude with an interactive discussion of how to develop a comprehensive seven-step program for effective employee relations. This session will help you will learn how the Trump Labor Board has changed:

- The standard for “PCA” issues on your handbook, policies and practices.
- The rules concerning conducting union elections and appropriate units for elections.
- The strategies for effectively developing pro-employee labor relations practices.
- How to successfully and legally manage union organizing campaigns.

Presenter: Timothy A. Davis, managing partner, Constangy, Brooks & Smith, Kansas City, Mo.

Global HR

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Performance Management at the Global Level: The Significant Challenges We Don't Face in the U.S.

Competencies: Communication, Relationship Management, Global & Cultural Effectiveness

Intended Audience: Senior-Level

Workplace Application: You will learn how to ensure global compliance with special procedural requirements related to performance management and discipline outside of the U.S.

Understanding evolving laws and trends in ensuring compliance with international and U.S. laws governing your Company's international presence, and strategic proactive measures to attain optimal performance management on an international level are pertinent. This session will provide a comprehensive overview of the differences between other jurisdictions outside of the U.S. and the various compliance obligations with respect to performance management in the U.S. and will highlight the unique requirements in maintaining a proper performance management program.

Understanding compliance obligations, necessary procedures, disciplinary processes, and common mistakes made when managing performance. Specific and detailed performance management procedures are absolutely necessary for compliance. This session will help you:

- Understand evolving international laws.
- Establish strategic global operations tailored to business needs related to performance management, ensuring compliance with both U.S. and foreign laws.
- Implement and maintain proactive measures to attain optimal global performance from the workforce.
- Understand the special procedural requirements related to performance management and discipline outside of the U.S.

Presenter: William David Wright, partner, Fisher & Phillips LLP, Radnor, Pa.

The Global HR (ROI) Scorecard – Understanding the Real Value of Global HR in the Organization of Tomorrow

Competencies: Relationship Management, Business Acumen, Consultation

Intended Audience: Senior-level

Workplace Application: You will learn the key principles of the ROI process for HR and how to link it to an HR scorecard that is relevant to your business.

HR can only survive in the future if it can prove its value to senior leaders. You may have a seat at the table, but not for long. Its credibility, leadership and proven results support the proposition that HR adds real value on a global level, but can you prove it? This session will help you:

- Understand the business case for ROI in Global HR and training projects.
- Understand the key steps in the HR ROI process.
- Calculate ROI for all HR and training projects using the fully loaded cost model.
- Link HR value priorities to a Global HR scorecard that drives business results and positions HR as a credible business partner, leader and generator of value.

PRACTITIONER Presenter: John Fillingham, SHRM-SCP, director, HR performance, Matchett Group, Essex, England

Professional Development

MEGA SESSION What Makes a Leader: Emotional Intelligence and the Keys to High Performance

Competencies: Communication, Relationship Management, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn about the business and scientific case for emotional intelligence as a key to great leadership and star performance.

There are four parts to emotional intelligence (EI): self-awareness and self-management, which are the basis of leading yourself; and social awareness and relationship management, which are essential for leading others. Strengths in all four parts are the basis of high performance leadership. Within each of the four parts of EI there are learned abilities, or competencies, that are crucial for outstanding leadership. For instance, for self-management some of the learned leadership abilities are: emotional balance, adaptability, and positive outlook. This presentation will:

- Describe in detail the 12 crucial EI competencies.
- Show how weakness in a competency causes troubles in leadership.
- Explore what research has found about the unique contribution of these EI competencies to high performance leadership.
- Share examples of leaders with strengths in various competencies.
- Explain how to develop strength in the EI competencies.

Presenter: Daniel Goleman, author, psychologist

MEGA SESSION Beyond the Title: How to Lead and Influence When You Think You Have No Power

Competencies: Communication, Relationship Management, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn how to lead others, both upward and laterally through the power of persuasion.

In HR, there is the unique opportunity to be leaders without formal authority. Leading is not about titles and “symbols” of power, but rather it is about achieving results through others. However, working relationships can be complex, requiring you to be adaptable in your approach. This session will illustrate how you can positively influence others to achieve organizational success by leading upward and laterally through the power of persuasion. During this session, you will learn how to:

- Evaluate the significance of upward and horizontal leadership.
- Identify when and how to ask the right questions.
- Remove obstacles that hinder growth and the sharing of knowledge.

- Recognize behaviors that create a culture of continuous growth and development.

Presenter: Natasha Bowman, founder, Performance ReNEW, Bronx, N.Y.

Talent Management

MEGA SESSION Creating a Coaching Culture

Competencies: Leadership & Navigation, Relationship Management, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn practical tips to develop an internal coaching culture while transforming your organization and setting yourself apart as an HR pro.

Coaching used to be a last-ditch-effort to save poor performers. Nowadays, this critical tool helps team members flourish within every level of the company. Learn to create a coaching culture to advance the capabilities of high-potential performers and beyond. Leverage internal coaches by developing coaching skills in managers and subject matter experts. Transform your organization into a coaching culture while enhancing employees' overall effectiveness, communication skills and business acumen under the guidance of internal coaches. This session will:

- Define coaching and the impact it will have on your organization.
- Demonstrate practical steps to build a coaching culture.
- Illustrate how to create conditions within your organization for coaching to thrive.

PRACTITIONER Presenter: Sarah Noll Wilson, talent and development manager, ARAG, Des Moines, Iowa

Spreading Contagious Enthusiasm™ -- Creating a Culture of Kindness

Competencies: Relationship Management, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn how to build a culture that embraces and instills kindness to positively impact your employee engagement.

As we become more technologically advanced, busier, and more stressed than ever before, we often don't even see the opportunities around us every day to be kind. Our workplaces, our cities, and our homes are in desperate need of more simple kindness and caring. Come and learn an acronym to awaken you to those chances to make a small difference in someone's day:

K = Kinesthetic

I = Imaginative

N = Neighborly

D = Deliberate

From the CEO to the frontline worker, you will leave with many inspirational, concrete and simple ways to change your culture and your lives to ones of kindness and caring. Not only will it impact your bottom line, but it will also add more purpose and joy to each day of your life and the lives of others with whom you interact.

Presenter: Barbara A. Glanz, CSP, Hall of Fame speaker, author, Barbara Glanz Communications, Inc., Sarasota, Fla.

Talent Intelligence: Building the Workforce of the Future

Competencies: Business Acumen, HR Expertise, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn how you can get a leg up on the competition by leveraging data through talent intelligence, cutting through the noise to learn who's qualified, who's interested, and who's available.

It is increasingly recognized that your company's most important asset isn't your product, technology, or the service you provide. It's your people. It's no secret that in this open talent market, finding and landing the right people for your organization is increasingly challenging. More information is readily available on careers, companies, and candidates with more options, and on the flip side: there is more competition and more noise. But with challenge comes opportunity. By leveraging data through talent intelligence, you'll be able to identify, hire, and engage the best, most diverse candidates and build your workforce of the future. This session will:

- Define what talent intelligence is and why it matters.
- Discuss what you need to know to apply talent intelligence to HR and talent acquisition at your organization.
- Describe the future of talent intelligence and artificial intelligence and the potential impact on HR and talent acquisition.

PRACTITIONER Presenter: Eric Owski, head, talent insights and talent brand, LinkedIn, San Francisco, Calif.

Engagement: The \$500 Billion Problem and Why HR is the Solution

Competencies: Business Acumen, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn how to design an engagement strategy on top of a business acumen foundation to get meaningful results that directly impact your company's bottom line.

Research published in *Harvard Business Review* found that 95% of employees are unaware of or do not understand their company's strategy. Our own research has found that the vast majority of employees, 90%, don't understand important business metrics. The results are workforces that are unaligned and disengaged. Here's the good news, as an HR leader, you're in a unique position to step up and solve this problem. In this session, you'll be introduced to the idea that the best places to work are in a virtuous cycle, and you'll be given practical steps for accelerating this cycle at your company.

This session will help you:

- Know what your CEO and CFO wish you'd talk more about.
- Identify the top two levers of employee engagement.
- Commit to three steps to link your people and profit strategies.

Presenter: Ben Cook, president, Acumen Learning, Orem, Utah

Interviewer Boot Camp

Repeated Wednesday at 11:30 a.m.

Competencies: Communication, HR Expertise, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn interviewing methods that maximize the flow and quality of candidate information so you can improve your quality-of-hire.

You are expected to be skillful interviewers, but let's face it...in today's environment interview-savvy job candidates have learned how to ace interviews and make themselves sound like Super Stars...even when they're not. It's the interviewer's responsibility to gather quality candidate information to make a sound hiring decision despite this environment. This session will teach powerful interviewer techniques that give interviewers, of any skill level, the upper hand. During this session, you will:

- Explore more effective methods for gathering critical information from job candidates.
- Learn interviewer techniques that get candidates to open up and talk more freely with you.
- Analyze traditional interview questions to determine if they're actually helping or hurting your hiring process.
- Discover creative ways to expose a candidates "real" weaknesses rather than accept prepared, canned answers.

- Learn about an interviewing process that goes beyond standard skill-assessment to identify candidates who will best help your organization achieve your goals.

Presenter: Carol Quinn, CEO, Hire Authority, Delray Beach, Fla.

Total Rewards

Successful Variable Pay Programs In Action: A Case Study Using a Proven Eight-Step Design Approach

Competencies: HR Expertise, Business Acumen, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn about a proven eight-step methodology for successfully designing and implementing variable pay programs.

Organizations everywhere are wrestling with the major cost issue of containing fixed base salary expenses, in addition to designing compensation reward programs that more directly align employee goal accomplishments with their pay. This session will use a real-world case study organization to demonstrate a proven eight-step approach to help ensure the successful design and implementation of variable pay programs: from assessing organizational culture all the way through to determining specific lump-sum schedules and payouts. This methodology can be adapted to any organization...so come with your questions, and learn the premier approach for rewarding employees! This session will review:

- The reasons and justifications of why many organizations are evolving to comprehensive variable pay programs to help contain fixed expenses, to better recognize superior employee performance, and to truly align overall goal accomplishments with compensation rewards.
- A practical, hands-on template (based on the eight-step methodology) that you can use as a road map and guiding principles for developing variable pay programs within your organization.

Presenter: John A. Rubino, president, Rubino Consulting Services, Pound Ridge, N.Y.

Millennials & Mobile: Outfitting American Eagle's Workforce with Rightsized Employee Benefits

Competencies: Communication, HR Expertise, Business Acumen

Intended Audience: Senior-Level

Workplace Application: You will learn tips to engage mobile, millennial employees with personalized benefits plans.

As personalized employee benefits gain importance in attracting/retaining talent, how can you communicate plans while managing employee satisfaction? Learn how American Eagle partnered with Benefitfocus to design affordable, personalized benefits plans and effectively communicated options to their 44,000+ employee base, resulting in 350% increase in HDHP selection in the latest enrollment. The session will also reveal how American Eagle adopted mobile technology to communicate plan options and achieved 69% open enrollment participation via mobile app. This session will show you how to:

- Design and implement mobile open enrollment strategy for a large and dispersed workforce; support business objectives and mirror culture without compromising employee satisfaction.
- Leverage and apply technology to design and offer cost-effective, personalized coverage options for a diverse workforce; utilize analytics tools to understand utilization, predict future outcomes and control costs.
- Provide tools, resources and education to help employees efficiently shop for, enroll in, manage and exchange health care plans and benefits as well as guide employees to the combination of benefits that best protects their health and financial wellness.

PRACTITIONER Presenters: Tammy Fennessy, benefits manager, American Eagle, Pittsburgh, Pa.; and Jeff Oldham, senior vice president, sales, Benefitfocus, Charleston, S.C.

**Tuesday, June 19
4:00 p.m. – 5:15 p.m.**

Business & HR Strategy

MEGA SESSION Making Your Case to the C-Suite: Why You Should Be at the Table

Competencies: Communication, Relationship Management, Business Acumen

Intended Audience: Senior-Level

Workplace Application: You will learn how to speak to the C-suite in business terms and effectively communicate your objectives to key business decision makers.

Employees are a business's biggest asset but all too often businesses lose valuable strategic insight by not properly having HR represented at the boardroom table. Enter the CHRO. To become a part of strategic decision-making, you must effectively communicate across the C-suite. This session will teach the C-suite language – a critical first step in initiating a meaningful conversation about HR strategically interacting with them to achieve the business's overall vision and objectives. This session will cover:

- Why it's your responsibility to learn how to effectively communicate at a C-suite level if you want to be a part of the C-suite.
- How to build relationships with key C-suite decisions makers.
- Key topics and messages that resonate most with each C-suite executive (CEO, CFO, COO).
- How to hone your communications skills and talking points that align with those C-level executives.

PRACTITIONER Presenter: Sheryl Simmons, chief human resources officer, Maestro Health, Chicago, Ill.

Gaining Actionable Insight Through People Analytics

Repeated from Monday at 10:45 a.m.

Please click [here](#) for details.

HR Compliance

MEGA SESSION Seven Steps to Creating Bulletproof Documentation

Competencies: HR Expertise, Critical Evaluation, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn the seven steps to create documentation that will withstand the scrutiny of a judge or jury.

You hear it from your legal counsel all the time: document, document, document. But, in reality, they never teach you or your managers how to effectively transcribe your verbal coaching, counseling or disciplinary conversations into solid, bulletproof documentation. Learn the seven steps to creating “bulletproof” documentation along with words to avoid, red flags for discrimination and the benefits and hazards of electronic documentation. Walk away with a usable framework and tips for perfecting your documentation. This session will help you:

- Learn to document expectations, policy violations, performance issues and consequences.
- Properly document an employee's explanation and action plan.
- Understand which words and phrases to avoid when documenting.

- Learn about documentation disasters that create liability.

Presenter: Allison West, Esq., SHRM-SCP, SPHR, principal, Employment Practices Specialists, Pacifica, Calif.

H.A.Y.N.L., or Handbooks Are Your New Liability

Competencies: HR Expertise, Relationship Management, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn practical solutions to the expansion of the NLRB and EEOC powers and will leave with practical take-aways and templates to ensure your handbooks are not a risk to your organization.

The NLRB and the EEOC have honed a laser-like focus on employee handbooks in both the unionized and non-unionized sectors. This focus has led to countless lawsuits and charges, yet organizations still are not “doing it right” according to these agencies. This session will provide a deep dive into those elements of your employee handbook that are most likely to run afoul of NLRB and EEOC edicts. This program will educate you on the latest trends and changes in the legal landscape with respect to language in handbooks and a close examination into the following:

- Understanding the NLRB and the EEOC's new edicts and decisions relative to handbooks for union and non-union workplaces.
- Understanding how to adopt proactive measures that will protect your company from being dragged into lawsuits or agency charge.
- Providing the tools with which to make sound business decisions and recommendations to company leadership with respect to handbooks.
- Focusing on and critiquing specific policies and practices that must be implemented, revised, removed, or discontinued.

Presenter: John Alan Doran, attorney, Sherman & Howard L.L.C., Scottsdale, Ariz.

The New Common Wage and Hour Mistakes That Cost Companies Millions

Competencies: HR Expertise, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn how to review your wage and hour practices to identify mistakes that could result in costly litigation.

With the rapid changes in the law, it's easy to focus on new issues and forget about the key reasons that employers get sued. Despite all the focus on compliance, simple mistakes allow DLSE claims, single-employees suits, and wage and hour class actions to clog the system and make millions for employee-side attorneys who pursue them. Further, every time you adapt to current lawsuit trends and implement prevention strategies, plaintiff's attorneys develop new hot claims to attack you with. This session will review the common mistakes seen recently and the current trendy claims from the plaintiffs' bar. You will learn:

- To identify some of the most common wage and hour mistakes such as not having updated class action waivers, incorrect methods for calculating overtime on bonuses, and not double-checking payroll records.
- Recent case law regarding on-call, rest breaks, exemptions and more.
- Tools to audit your organization's wage and hour practices.

Presenter: Danielle Hultenius Moore, partner, Fisher & Phillips, San Diego, Calif.

Top 10 Ways to Make Your Harassment Prevention Training Impactful and Consequential

Competencies: Communication, HR Expertise, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn about innovative techniques you can implement to make your harassment and diversity training sessions engaging, informative and immediately impactful.

Comprehensive studies show that conducting bad training – harassment prevention or diversity training in particular – is worse than providing no training. This session will focus on practical training solutions that have been tested and proven to be successful. This session will show you:

- What the research says about why bad training can be counterproductive.
- How to use better techniques in your presentation, including using innovative tools such as teaching about bystander training, using real-life fact patterns that have specific and valuable learning lessons, and using appropriate humor to keep participants engaged.
- How to create handouts you can use for maximum benefit during the training sessions and that will assist learners long after they attend your training session.

Presenter: Patti C. Perez, shareholder, Ogletree, Deakins, Nash, Smoak & Stewart, P.C., San Diego, Calif.

Managing Mental Health Conditions in the Workplace

Competencies: Consultation, Business Acumen

Intended Audience: Senior-Level

Workplace Application: You will learn practical tips for responding to known and suspected mental health conditions among your workforce.

Claims for disability discrimination and failure to accommodate based on mental health conditions are on the rise, and the Equal Employment Opportunity Commission has increased its enforcement actions in this arena. Employers are often in the dark about how to respond to signs of possible mental health conditions and requests for accommodations. This session will discuss these issues, including recent case examples, and offer best practice tips to prepare organizations of all sizes to respond to the needs of employees with mental health conditions. This session will help you understand:

- How to address signs that an employee may have a mental health condition.
- What constitutes a “reasonable accommodation” for mental health conditions.
- The importance of detailed job descriptions when defending a disability discrimination claim involving a mental health condition.

Presenter: Janet Hendrick, partner, Fisher Phillips, Dallas, Texas

A Strategic Approach to a Legally Compliant and Effective Background Screening Program

Competencies: HR Expertise, Business Acumen, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn the numerous complexities surrounding the use of criminal records in the hiring process.

To avoid bad hiring decisions, organizations are utilizing pre-employment background screening as a risk management tool. However, background checks are increasingly subject to litigation including class actions, legislation and regulation. You need a strategy to comply with your due diligence obligations, the Fair Credit Reporting Act (FCRA), allegations of discrimination and the “Ban the Box” laws. This session will audit key areas of legal compliance to help you hire the best while avoiding legal fallout. This session will:

- Review why employers utilize criminal records in order to promote due diligence.
- Help you understand the sources of criminal records and how they are located and reported.
- Help you understand the impact of the EEOC Guidance and “Ban the Box” laws on the on the use of criminal records.

- Show you why re-entry programs can help you and why they are important to society as a whole.
- Show you how to audit your current practices for legal compliance and best practices.

Presenter: Lester S. Rosen, attorney and CEO, Employment Screening Resources (ESR), Novato, Calif.

Global HR

In collaboration with the WFPMA World Congress 2018

“You're Fired!” “No I'm Not”: Strange Situations and Stranger Results When Managing a Global Workforce **Competencies: HR Expertise, Global & Cultural Effectiveness, Consultation**

Intended Audience: Midlevel

Workplace Application: You will learn solutions to implement and mistakes to avoid when managing a global workforce.
As HR professionals, we face many challenges when operating across borders: different laws, different cultures, and different languages, to name a few. How to manage these differences is the essence of International HR. In this session, we'll discuss common scenarios in global employment and mobility that lead to traps for the unwary and often turn into cautionary tales for the practitioner, as well as recent developments and changes in the law in key jurisdictions. This session will help you:

- Enhance your ability to manage a global workforce and understand different employment considerations in different jurisdictions.
- Mitigate your risk and enhance compliance by anticipating issues before they become big problems.
- Apply best practices to actual global employment situations.

Presenters: David Ellis, partner; and Kerry Weinger, partner, Baker & McKenzie LLP, Chicago, Ill.

Is Global HR Still Relevant?

Competencies: Global & Cultural Effectiveness, Leadership & Navigation, Consultation

Intended Audience: Senior-Level

Workplace Application: You will learn how the competency of Global and Cultural Effectiveness is being impacted by the ebb in globalization.

The decades old trend toward further globalization seems to be in retreat. What is the impact on the practice of global HR? Is international experience more or less relevant than in the past? How can HR practitioners with international responsibilities adapt to the ever changing attitudes toward diversity in an international context. This session will cover:

- How reverse globalization is impacting the practice of HR - everywhere.
- What is the impact on the competency of Global & Cultural Effectiveness.
- How can advocates for cultural intelligence/wisdom better position the business case for a global mindset.

Presenter: Brad Boyson, SHRM-SCP, executive director, SHRM, Dubai, United Arab Emirates

Professional Development

MEGA SESSION The New Golden Rule: Adjusting Styles to Work Better Together

Competencies: Communication, Relationship Management, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn the inside secrets for fostering great interpersonal relationships at work.

Have you ever heard someone say, “I will NEVER understand her!”, “That’s not how I would have reacted”, or “We will just NEVER get along.” If so, you’re not alone. HR reports spending 24 to 60% of their time dealing with employee disputes. The reality is that you spend more time with the people at work than you do with your own family, yet only 55% of people actually like their co-workers. You will learn the secrets to working with even the most difficult team members, and will share why the “golden rule” is wrong when it comes to workplace communications. This session will help you:

- Understand your unique communication style and how it plays out on their team.
- Recognize the distinct style of coworkers, managers, and direct reports.
- Learn to value and appreciate the different qualities that each individual brings to the team.
- Adapt to, welcome, and respect various personalities among team members to move toward a common goal.
- Learn to work successfully and efficiently as part of a solid and high-functioning team.

Presenter: Jennifer Lee, director of learning and development, JB Training Solutions, Chicago, Ill.

Defining and Communicating Your Personal Brand to Help Your Career and Your Organization Grow

Competencies: Communication, Relationship Management, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn how to effectively position yourself to create opportunities for professional growth within your organization, your industry and in your career.

The concept of personal branding may seem like a catchphrase being thrown around by authors and self help gurus; however, the concept isn’t new. You already have a personal brand whether you know it or not. Your personal brand is an important aspect of your career, and impacts everything from future career aspirations to your existing compensation opportunities. Once you understand what drives you, as well as the qualities and skill-sets that are unique to you, you can effectively manage your brand and communicate your best attributes to the constituencies that matter.

This session will help you:

- Understand what is included in your personal brand, what isn’t, and why it matters.
- Discover how personal branding relates to managing and growing your career.
- Create your own personal brand statement, and understand how to use it.
- Incorporate your “whole self” into your personal brand to create personal and professional opportunities.
- Develop an action plan for effectively communicating and promoting your personal brand.

Presenter: Jennifer McClure, CEO, Unbridled Talent LLC & DisruptHR LLC, West Chester, Ohio

Talent Management

MEGA SESSION The Neuroscience of Engagement: The Deeper Science of Learning, Change, and Peak Performance

Competencies: HR Expertise, Relationship Management

Intended Audience: Midlevel

Workplace Application: You will learn about the latest research and discover brain-based, practical strategies to increase engagement at your organization.

When we are truly engaged at work, we operate on another level of commitment, emotionally invested in our organization and fulfilled by what we accomplish. Research on engagement routinely focuses on its correlation with high performance and business results. But in terms of understanding how to truly lift and sustain engagement across an organization, we also need to be mindful of the neuro and biological drivers of engagement. During this session, you will:

- Gain fresh insights into managing workplace interactions.

- Learn how to frame learning experience so you minimize threat, maximize reward, and measurably drive engagement.

Presenter: David Rock, director, NeuroLeadership Institute, New York, N.Y.

Using Culture Data to Solve Business Problems

Competencies: Business Acumen, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn how to translate the data from your workplace surveys into measurable results for the organization.

We're collecting a lot of workforce data these days, but we're not doing much with it. This session will show you how to connect the dots within your culture analytics in ways that allow you to solve real problems inside your organization. Stop asking for your "seat at the table," and start using your deep culture knowledge to drive results. That'll get their attention. This session will provide you with:

- An understanding of the kind of culture data you need in order for it to be actionable.
- A framework for developing concrete interventions inside an organization based specifically on culture data.
- Practical tips for prioritizing change efforts and interventions to ensure they are successful.

Presenter: Jamie Notter, founding partner, WorkXO, Washington, D.C.

The Tech Skills Gap is More Complicated Than You Thought, But Closing It is in Your Reach

Competency: HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn how to source, interview for, train, and foster applied technology skills at every level in your organization.

The technology skills gap is a well-known issue in American employment circles. And yet, research tends to focus on only one aspect of the problem – the shortage of hard tech skills. But there is another, perhaps even more critical dimension to the technology skills gap: the lack of applied tech skills in the workplace. For our 2017 Technology Skills Gap research, the Career Advisory Board asked hiring managers, HR professionals, and C-suite executives to reflect on the importance of applied tech skills as well as the challenges they face in recruiting and retaining tech-savvy talent. In addition to exploring the researching findings, this session will provide concrete guidance on how to recruit and develop employees with the right set of applied tech skills and how to foster a workplace environment in which applied tech skills can flourish. This session will help you:

- Understand how applied technology skills differ from hard technology skills, and why the former have become essential for every type of employee in the mid-21st century workforce.
- Learn techniques for identifying and interviewing for essential applied technology skills in applicants at all levels.
- Devise strategies for developing and updating applied technology skills in your current workforce, including formal and informal training, mentorship, and intrapreneurship.

Presenter: Alexandra Levit, chair, Career Advisory Board, Chicago, Ill.

Recruiting Diversity: Let's Get Tangible

Competencies: Relationship Management, HR Expertise, Global & Cultural Effectiveness

Intended Audience: Midlevel

Workplace Application: You will learn the essentials of recruiting diversity and how to build a tangible action plan to consistently attract and engage high-quality diverse candidates.

It is no secret that diversity is essential to success and that talent acquisition plays a critical part. Unfortunately, many struggle to consistently attract and engage quality candidates from diverse groups. This session will help with this endeavor through tangible and easy-to-implement strategies to enhance your recruitment practices. This session will:

- Provide several tangible recruiting diversity tools, identify and reduce the barriers embedded in one's sourcing and screening processes to increase the number of quality diverse candidates in the applicant pool.
- Describe the unique needs of different groups during the recruitment process in order to engage and excite potential hires by assessing your talent market.
- Help you build an easy-to-implement recruitment action plan that respects the needs of diverse groups and protects your employment brand.

Presenter: Kathryn Christie, director, Talent Academy, Self Management Group, Toronto, Ontario, Canada

Action is the Key: Taking Employee Survey Data and Creating Lasting Improvement

Competencies: HR Expertise, Business Acumen, Critical Evaluation

Intended Audience: Senior-Level

Workplace Application: You will learn how to establish productive action plans from survey data to enhance morale and productivity.

In order to be successful in today's business environment, you need not only survey your staff for feedback but you must respond and create action plans that address employee issues to improve engagement. All the data suggests that a more engaged workforce creates better employee relations, reduced turnover, greater customer satisfaction, and higher quality metrics. Too many organizations conduct the survey and analyze the data but never create and implement lasting action plans. This session will give you a clear, cogent, and practical guide to action planning and implementation.

This session will provide you with:

- An analysis of the common trends in employee survey data and identify the top areas of interest to employees.
- Strategies for implementing action planning processes that address those top concerns identified from whatever survey instrument your organization uses.
- Ideas on getting leadership commitment to the action planning process and create accountability for follow-through.

Presenter: David Rittorf, president, Modern Management, Inc., Grayslake, Ill.

How to Cut Turnover By 40% or More!

Competencies: HR Expertise, Business Acumen, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn specific, sequential steps that have proven to cut employee turnover.

Learn how three companies in manufacturing, call centers, and health care cut turnover by greater than 40% within one year, all by using the same, business-driven approach. No longer do engagement surveys, exit surveys, or salary surveys drive actions. Instead leaders on all levels are accountable for their talent, and are given tools to succeed. Take home a retention solution that works! You will learn:

- The strongest method to motivate your CEO to drive engagement and retention.
- How each organization built their retention improvement around retention goals.
- That accountability drives retention solutions.

Presenter: Richard Finnegan, CEO, C-Suite Analytics, Longwood, Fla.

Total Rewards

Caregivers: The Employee Group Your Wellness Programs Still Aren't Reaching

Competencies: Critical Evaluation, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn how to address, support, and measure the current well being of employee caregivers using a caregiver risk assessment.

The statistics are clear: caregiving monumentally affects the workplace and the physical, mental, and financial well-being of employees. There is a growing need to support this overly stressed demographic of the workforce, and statistics show us it is not just limited to Generation X and baby boomers, but also Millennials. We will review the physical, mental, and financial impacts of employee caregiving, and will identify ways that you and the leaders of your company can empower and provide support for employee caregivers. This session will:

- Identify current trends and statistics of employee caregiving across generations.
- Discuss how innovative tools can improve the physical, mental, and financial aspects of employees well-being.
- Explore a caregiver risk assessment and how you can utilize this tool to understand the well-being of your employees.

Presenter: Jeryn Laengrich, chief service officer and senior vice president, Cariloop, Dallas, Texas

Meaningful Wellness: Developing an Employee Wellness Strategy That Matters

Competencies: HR Expertise, Business Acumen, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn how to develop an effective, engaging wellness program without adding significantly to your own workload in the process.

The inconvenient truth about employee wellness programs is they often look great on paper but fall short in terms of what really matters: engagement, impact and ease of implementation. Through the integration of a few key components, you can create the ROI and engagement you're seeking without sending your own work schedule off the rails. This session will provide the tools and resources you need for a successful program. Following this session, you will be able to:

- Understand key concepts to build employee engagement.
- Tie engagement to key organizational outcomes.
- Identify specific ways in which the individual and organizational efforts can work smoothly in tandem.

Presenters: Brad Cooper, chief executive officer, U.S. Corporate Wellness, Inc.; and Suzanna Barnett Cooper, co-founder and chief learning officer, Catalyst Coaching Institute, Littleton, Colo.

Wednesday, June 20

10:00 a.m. - 11:15 a.m.

Business & HR Strategy

MEGA SESSION The New Dimensions of Work: Are You Prepared?

Competencies: Leadership & Navigation, Consultation, Critical Evaluation

Intended Audience: Senior-Level

Workplace Application: You will learn how mobile tech, data science, social communities and the cloud are reshaping the 21st century employee experience.

Technology is rapidly changing the workplace in ways that were once unimaginable, prompting you to rethink how you are attracting, engaging, and developing your people. Yet workforce management practices often remain unchanged or outdated, creating a stark disconnect between the culture an organization envisions and the reality your employees experience. Understanding these new dimensions of work will allow you to elevate the employee experience and drive better business outcomes. This session will help you:

- Understand the significance of allowing employees to work their way by delivering the kinds of consumer-grade experiences that empower and engage individuals, from any place and on any device.
- Reimagine existing workforce processes to allow everyone, from white collar managers to front-line workers, to work smarter through simplified access to high value information and better insights to drive more informed decision making.
- Realize the value of and build the business case for working in a modern cloud with workforce solutions that take advantage of the latest technologies and coexists seamlessly with existing HRIS systems.
- Recognize the shared future of workforce management and human capital management, including the impact this intimate relationship has on your ability to help your employees be more effective, productive, and engaged.

PRACTITIONER Presenters: Christopher Mullen, director, human resources, housing & dining services, Colorado University, Boulder, Colo.; and Jennifer Ardery, product marketing manager, Kronos, Chelmsford, Mass.

MEGA SESSION HR on Purpose!! Five Ways to Own, Lead and Integrate HR Throughout Your Organization

Competencies: Leadership & Navigation, Communication, Relationship Management

Intended Audience: Senior-Level

Workplace Application: You will learn how to develop tangible, strategic value and lead HR.

HR is a critical function in organizations but too often we sell ourselves short versus leveraging the value and strength we bring each day. This session will show you tangible ways to own your role, effective ways to integrate across departments, and how to build and sustain the human factor in the workplace. This session will cover:

- **Owning HR** – HR is at a crossroads where we need to own who we are and what we bring to organizations. We are not a support function. We are a leadership/development arm of the company.
- **The Human Factor** – you have the ability to personalize and practice HR at the individual level. Done well this leads to building the whole into an organization filled with people who truly perform in their roles.
- **The Power of Context** – Giving employees context around why we have parameters and processes is a shift from the traditional organization.
- **Development not Measurement** – You must develop employees from the C-suite to management to front-line supervision, which takes a complete break from how companies currently approach employees.
- **Approach is Key** – You have the responsibility to model the behavior you want to see in others. It's not good enough to design programs, performance must be visible and consistent. You set the standard and direction of culture strategically across the organization.

PRACTITIONER Presenter: Steve Browne, SHRM-SCP, executive director of HR, LaRosa's, Inc., Cincinnati, Ohio

MEGA SESSION Leading with Trust: Five Skills Every Leader Must Master

Competencies: Relationship Management, Leadership & Navigation, Communication

Intended Audience: Senior-Level

Workplace Application: You will learn how to become the kind of leader that others naturally want to follow.

Now more than ever, the ability to trust and be trusted is at the heart of healthy businesses and successful leaders. This session will explore practical ways to apply the five primary skills of trustworthy leaders: listen, risk, improvise, partner, and know yourself. The result? An approach to leadership that is simple, effective, and deeply rewarding. You will learn:

- **RISK:** Learn four concrete ways to be a more courageous leader.
- **LISTEN:** Discover the hidden driver of influence that gets your advice heard and taken.
- **IMPROVISE:** Find out two ways to immediately boost your executive presence.
- **PARTNER:** Learn three best practices that will have even your most difficult stakeholders want to collaborate with you.
- **KNOW YOURSELF:** Discover the one leadership habit that trumps all others.

PRACTITIONER Presenters: Andrea P. Howe, founder, The Get Real Project, Washington, D.C.; and Gary S. Jones, SHRM-SCP, chief human resources officer, Grizzard Communications Group, Atlanta, Ga.

HR Metrics That Matter: Learn How to Drive Sustainable Business Processes

Repeated from Monday 2:00 p.m.

Please click [here](#) for details.

Lost in Translation: Positioning HR as a Strategic Business Partner

Competencies: Business Acumen, Consultation, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn how to identify actionable ways to be a more effective strategic business partner.

The HR function is often not seen as an essential business partner. But there are proven steps you can take to claim HR's reposition and demonstrate effective, strategic value. The key is finding ways to drive and demonstrate HR's contribution in a language that business leaders understand. That means effectively using data and aligning HR and recruitment goals with business strategies already in play and familiar to the organization. In this session, we'll explore how you can communicate more effectively with the business, using data and aligning to strategies and goals that business leaders respond to. This session will show you how to:

- Translate HR functions into a language the business understands.
- Influence stakeholders and obtaining buy-in.
- Interpret business data to use to guide your HR strategy.

PRACTITIONER Presenter: Mary Faulkner, head of talent, Denver Water, Denver, Colo.

Agility Shift: People Practices, Models and Metrics to Create a More Agile, Competitive Organization

Competencies: HR Expertise, Business Acumen, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn how to shift your HR strategies to create a more agile and competitive organization.

Agile organizations are more productive and profitable. Your company's ability to effectively respond to the unexpected and unplanned and quickly turn challenges into opportunities starts with your people practices. You will learn best practices and models from the world's most nimble companies to improve results in your organization. You will also discover which metrics to track to sustain your success and leave with new ideas you can put into practice today. This session will help you:

- Understand the business case for improving agility.
- Discover necessary shifts at the levels of leadership, teams and the entire organization.
- Understand the importance of balancing organizational stability and flexibility.

- Learn how to assess your current level of agility to prioritize time and resources and improve effectiveness.
- Discover which metrics to track to sustain agility.

Presenter: Pamela Meyer, principal, Meyer Creativity Associates, Inc., Chicago, Ill.

HR Compliance

Help! My California Employee Needs Leave. Now What?

Competencies: Ethical Practice, HR Expertise, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn California leave rules so you can reduce your organization's legal risk and maximize employee engagement.

This session will demystify California leave law by identifying leave rules that are different for California employees. It will provide a comprehensive and in-depth discussion about California and federal leave laws and delve into the interrelationship and sometimes conflicting requirements of those laws. Specific topics to be discussed include how FMLA intersects and overlaps with the California Family Rights Act and California's Pregnancy Disability Leave Law. The session will also cover the intersection of unpaid leave with state and local paid sick time benefits and SDI and PFL benefits provided by the State of California. You will learn:

- How to comply with and enforce California leave rules so you can effectively manage employees, reduce organization litigation risk and maximize employee engagement.
- How multi-state employers can use ethical practice in determining how to comply with California leave rules which may conflict with employee rights in states other than California.
- How to audit your company's compliance with California leave rules while utilizing the attorney-client privilege, ensuring legal compliance and mitigating risk.
- Best practices for determining whether leave is a reasonable accommodation under both federal and California law.

Presenter: Brenda S. Kasper SPHR-CA, partner, Kasper & Frank LLP, Carlsbad, Calif.

"Just in Time" Scheduling: What Every Employer Should Know

Competencies: HR Expertise, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn best practices to comply with "predictive scheduling" legislation mandates.

Many employers, particularly in retail and hospitality, face scheduling challenges related to fluctuating demand, employee absences and turnover, and juggling part-time workers. This can be hard on employees, making it difficult to plan for family care, take on another job, and have predictable income. Low income workers, and often women, suffer most from unpredictable schedules. In response, San Francisco, Seattle and New York have set the trend toward employee-friendly legislation that mandates "predictive scheduling" – making it easier for hourly workers to know when their next shift is planned. Bills are active in at least 13 states, D.C, and many local jurisdictions. So, where does that leave you? This session will cover:

- Predictive scheduling rules across jurisdictions.
- Differences in retail, food service and hospitality industries.
- Predictability pay – who gets it and when.
- Short notice staffing challenges.
- Best practices for managing hours originally scheduled and hours actually worked.

Presenter: Beth Baerman, director, Compliance & Communications, Attendance on Demand, Northville, Mich.

Be Prepared, Not Scared! Strategic Immigration Tactics in a Changing World

Competencies: Business Acumen, Global & Cultural Effectiveness, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn about the immigration issues impacting businesses new to foreign hires or international travel, and how to prevent problems rather than react to them.

All companies need to be prepared for increased enforcement of immigration laws – even those that don't often send people overseas or that have small foreign national populations. But with the daily burdens faced by HR managers, immigration compliance may not always be a top concern. As scrutiny of foreign business visitors and international workers increases, don't wait until problems arise. Be prepared for the challenges your employees may face in working and/or living overseas. This session will help you:

- Independently identify travel situations that could present problems for traveling employees or overseas assignees.
- Create a plan for how and when to seek legal advice and/or assistance for traveling employees.
- Communicate potential consequences of immigration noncompliance to senior business leaders and employees, to help them understand the importance of immigration and prevent problems.

Presenter: Michael Turansick, partner, Fragomen, Del Rey, Bernsen & Loewy, Chicago, Ill.

Help! The Auditors are Coming! Audit Your Independent Contractors Before the Government Does!

Competencies: Critical Evaluation, Ethical Practice, HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn how to correctly classify contractors and perform internal audits to protect your organization from costly governments fines.

Distinguishing between independent contractors and employees has never been an easy task. And while the consequences for getting it wrong have always been significant, the stakes just got higher. The Federal government has allocated \$25 million and 100 new investigators to detect and deter inappropriately classified independent contractors and they project that this effort will raise \$7 billion from employers over the next decade. Come refresh your understanding about the rules regarding independent contractor classification, understand the way penalties are calculated and learn some practical how-to's that will help you establish that someone is truly a contractor. This session will:

- Review the various government agency rules regarding independent contractor vs. employee classification.
- Explain of how audits are triggered and how penalties are calculated.
- Review the practices for hiring and managing independent contractors to help ensure compliance.
- Show you how to perform an internal audit to shore up your practices before you get a costly knock on your door.
- Show you how to correct mis-classified individuals.

Presenter: Lauraine Bifulco, president, Vantaggio HR, San Juan Capistrano, Calif.

Global HR

In collaboration with the WFPMA World Congress 2018

Conducting Background Checks as a Global Company: Adapting to Regional Perceptions

Competencies: Critical Evaluation, HR Expertise, Global & Cultural Effectiveness

Intended Audience: Senior-Level

Workplace Application: You will learn how to work with candidates in foreign countries to ease concerns about the process.

Global companies know differing regulations will dictate background checks in foreign countries. You may not realize that candidates' perceptions of background checks are just as important as not every country is as "background-check friendly" as the U.S. This session will provide an overview of how background checks are viewed in other countries and what you can do to mitigate concerns of wary candidates, so background checks don't turn into a hurdle to hiring qualified candidates. This session will review:

- How candidates in foreign countries may view background checks.
- How this view could affect your process.
- How to communicate with those candidates more effectively.
- What your on-the-ground HR departments need to know.

Presenter: Catherine Aldrich, vice president, operations, HireRight, Irvine, Calif.

The 4th Industrial Revolution: A Brazilian Perspective on Trends and Challenges

Competencies: Global & Cultural Effectiveness, Business Acumen, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn about global trends, potential roadblocks, lessons learned as well as what we should expect from the upcoming years on issues that will impact the workforce.

The Fourth Industrial Revolution is ground zero for one of the most important challenges our generation must address. On one hand, it opens the possibility of boosting organization results by leveraging exponential technologies in the workplace – e.g. artificial intelligence, robotics, analytics, biotech, but on the flip side it may negatively impact the concern about unemployment rates across nations. Among the top initiatives we envision for HR include fostering global mobility and using technology as a lever to transform the workforce. This session will help you:

- Lead your organization to desired results by understanding how to appropriately plan by leveraging the stakeholders within your organization.
- Understand that, as business leaders, you must be sensitive to the need of preparing your workforce to digital transformation.
- Show your employees how to produce value through different and collaborative ways.
- Understand your role and its potential impact during the transformation era.

Presenters: Marcelo Godinho, partner; and Oliver Kamakura, partner Ernst & Young, Sao Paulo, Brazil

Talent Management

MEGA SESSION A 10-Step Employee Engagement Roadmap to Building an Engaged and Productive Workforce

Competencies: HR Expertise, Business Acumen, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn 10 practical steps to engage employees, while also learning how to make the business case to prioritize employee engagement.

Are you seeing higher voluntary turnover? Are you struggling with retention? Learn what successful companies do via practical best practices and case studies. This session will guide you through an employee engagement roadmap that will help you build a more engaged workforce while following 10 practical steps. Focus areas will include: why you need to think like marketers; connect your hiring to your brand; why your performance appraisal system has become the fax

machine; why money is now important to Gen Y and especially Gen X; why empathy is the new black; reward and recognition systems that WORK. This session will help you:

- Create the business case that employee engagement is a business driver.
- Connect one's hiring to your marketing efforts.
- Create a culture of transparency, communication, accountability, and measurement.
- Learn new approaches to performance management.
- Leverage EMPATHY as a leadership driver.

Presenter: Bob Kelleher, author, The Employee Engagement Group, Danvers, Mass.

Don't Let the Best Ones Get Away! How to Entice and Engage the Best Candidates with Pre-Boarding
Competencies: HR Expertise, Global & Cultural Effectiveness, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn how companies are recognizing the importance of "pre-boarding" to drive employee engagement.

Finding the right talent continues to be a major challenge today. Once the candidate has signed, don't lose them before their first day on the job! Learn how you can use technologies and techniques typically associated with onboarding to get your candidates prepared and feeling good about the decision to join your company – by creating lasting connections that help them become passionate, productive team players – from day zero. This session will help you:

- Discover why companies are transforming the traditional approach to talent acquisition with a new emphasis on pre-boarding.
- Learn how to customize tactics to increase employee engagement before your new hire's first day on the job.
- Gain insight into how your organization can use technology traditionally associated with onboarding to get candidates excited about their new position and prepared for their first day.
- Brainstorm how to prepare recruiters and hiring managers to incorporate pre-boarding into the employee experience, supporting optimal management of all an employee's life stages.

Presenters: Claire Schooley, president & owner, Claire Schooley Consulting, Berkeley, Calif.; and Cecile Alper-Leroux, vice president, HCM Innovation, Ultimate Software, Weston, Fla.

Pursuing Purpose in Building Your Brand

Competencies: Communication, Ethical Practice, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn how to craft and communicate an inspiring story to attract and retain the right talent.

Purpose is defined as the reason for which something is done or created or for which something exists. In this session, we'll examine the definition of purpose and the power it has to shape your life, career and company. You'll discover a unique process to differentiate your organization and build a brand that attracts and engages the right talent. Come for stories that will inspire you and leave with ideas that will make an impact. During this session you will:

- Learn to uncover purpose in your life and your organization.
- Discover unique ways you and your company can make a positive impact in the world.
- See how the power of purpose can differentiate your company and attract the right talent.

PRACTITIONER Presenter: Matt Kaiser, director, Recruitment, Children's Healthcare of Atlanta, Atlanta, Ga.

Demystifying Succession Planning: It's Easier Than You Think!

Competencies: HR Expertise, Relationship Management, Business Acumen

Intended Audience: Senior-Level

Workplace Application: You will learn how to create or improve your succession planning process to ensure you are keeping your talent pipeline full for future needs.

A cornerstone component of any talent management strategy is succession planning. Succession planning is a necessary and fundamental planning process to ensure the viability of your business. More than 75% of all companies still don't have a formal succession planning strategy. Why? Because developing, implementing, funding and managing succession planning can be challenging and cumbersome. The good news is that it doesn't have to be! You are most often deemed the business group responsible for driving the understanding of the performance potential of existing employees and mitigating talent risks in the workforce. Learn how easy succession planning can be! This session will:

- Discuss the key factors to consider in building a succession plan that is scalable, sustainable, and most importantly engaging so you know your talent better than you ever have before.
- Shatter the barriers and assumptions about succession planning and learn how to overcome them with practical tool and tactics.
- Provide actionable next steps no matter where you are in the planning process.

Presenter: Kelly Renz, SHRM-SCP, president & CEO, Novo Group, Inc., Brookfield, Wisc.

From Spreadsheets to Heartbeats: Turning Technical Leaders into People Leaders

Competencies: Leadership & Navigation, Business Acumen, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn how to create an effective in-house management training program with a small budget.

Organizations continue to promote technically proficient employees into management roles. So how do we get these newly promoted leaders up to speed? For many organizations, these new leaders learn by skinning their knees and making mistakes along the way -- often costing the organization in lower productivity and turnover. Progressive-thinking organizations recognize managing people has a unique skill set and the key to retention and productivity is good front line managers. A holistic management development program will give these new managers the foundation they need to succeed. No money in your budget for training? Don't fret! You can develop a meaningful management development program in-house using your own leaders as your training team. That's exactly what we did at a global pharmaceutical company. This session will show you how to:

- Select resources and build the curriculum.
- Create excitement and "good buzz" around the program.
- Ensure active participation and commitment through a program that participants enjoy.

Presenter: Theresa M. Hummel-Krallinger, president, High Five Performance, Inc., North Wales, Pa.

Total Rewards

Understanding Health Savings Accounts

Competencies: Communication, HR Expertise, Business Acumen

Intended Audience: Senior-Level

Workplace Application: You will learn how understanding HSA accounts can help you help your employees and your company save money on health care and better prepare for retirement.

This session will review the advantages of High Deductible Health Plans (HDHP) and Health Savings Accounts (HSA). We will discuss the role HSA plays in controlling and reducing health care costs as well as the corporate benefit of employee

engagement in health care spending decisions. We will also review the rules and the options available to employees using HSA plans. We will cover the investments offered in HSA accounts and the fiduciary implications of investing in the HSA. This session will review:

- How HDHPs and HSAs work.
- How using HDHPs and HSAs can save your employees and your company money while providing better outcomes for both.
- The role HSAs play in getting employees ready to retire and how to best use health savings accounts and retirement plans.
- Who is the HDHP and HSA right for? Why health and retirement benefits need to be communicated together.

Presenter: Kevin Mahoney, senior vice president, senior institutional consultant, The Mahoney Group of Raymond James, West Nyack, N.Y.

Wednesday, June 22 11:30 a.m. – 12:45 p.m.

Business & HR Strategy

MEGA SESSION The Six Competencies You Need to Remain Relevant in a World of Disruption and Change Competencies: Leadership & Navigation, Relationship Management, Business Acumen

Intended Audience: Midlevel

Workplace Application: You will learn about the competencies, strategies, and mindset you must model to remain relevant and thrive.

The ability to remain relevant in the future is crucial to every HR professional at every level. Disruption is everywhere. Those who succeed will need to master six crucial and unique competencies that will enable you to remain relevant in a world transformed by rapid change and uncertainty. This session will provide the specific strategies and mindset you must model and develop to avoid disruption, stay ahead of change, and remain relevant and create and sustain an organization that thrives in the future. You will learn:

- Why and how the HR profession (and every job in your organization) will potentially be disrupted in the future.
- The six competencies that you must master to flourish in the future.
- Three steps you must take today to guarantee your relevance and the relevance of your team tomorrow.

Presenter: Randy G. Pennington, CSP, CPAE, president, Pennington Performance Group, Addison, Texas

Understanding Metrics: How to Connect HR's Goals to Business Strategy

Repeated from Tuesday at 10:45 a.m.

Please click [here](#) for details.

MEGA SESSION How to Be a Successful Internal HR Consultant

Competencies: Relationship Management, Business Acumen, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn all of the essential attributes and competencies to possess and master in order to be a successful internal HR expert and consultant.

In many organizations around the world, HR has finally achieved the status and importance it deserves. In fact, senior executives are increasingly turning to you to work closely with them as business partners in developing a cadre of the

“best and brightest” employees. This step-up in prestige and responsibility has presented you with new and difficult challenges, as well as tremendous opportunities. Do you have what it takes to be a premier internal HR consultant? You will learn:

- The specific implications of the evolving role of the HR professional around the world.
- The types and quality of knowledge, skills, competencies, behaviors, and reputation that are essential in order to become a successful internal HR expert and consultant.
- How to position yourself effectively so you are perceived by executives and managers as a credible business partner within your organization.
- Useful tips and techniques that will help you contribute effectively to the success of your organization as the internal “go-to” HR expert - and to advance within your own career.

Presenter: John A. Rubino, president, Rubino Consulting Services Pound Ridge, N.Y.

Demystifying HR for the Department of One

Competencies: HR Expertise, Critical Evaluation, Communication

Intended Audience: Midlevel

Workplace Application: You will learn a roadmap to help tackle all that you have on your plate - with a plan of attack, an HR DOO is the best job around.

HR doesn't have to be mysterious in small business. Leaders know how important compliance and employee management is but who has the time? The typical small business person is doing all they can to keep customers coming in the door and profits on the bottom line. This session will walk those who are doing HR on your own and will show you what you need to know to meet the needs of the organization – and keep your sanity! This session will give you the answer you need to implement changes that will transform your business. Walk away with tools you can use tomorrow!

This session will help answer the following questions:

- Am I doing what I need to keep us out of trouble?
- What is the best way to benchmark practices?
- How can I implement strategic programs while still getting all the admin done?

PRACTITIONER Presenter: Lori Kleiman, SHRM-SCP, managing director, HR Topics, Naples, Fla.

The Five Driver System: Building and Leading a High-Performance Organization

Competencies: Business Acumen, Consultation, HR Expertise

Intended Audience: Senior-Level

Workplace Application: You will learn to how to design, build, and lead an organization that consistently performs at its highest potential.

Every organization is perfectly designed to get the results it's getting. The Five Driver System (5DS) shows how your organization operates not as a collection of individual parts, but how it operates as a business system. The Five Drivers (Strategy, Process, Structure, Culture, and People) are the physics of business performance. The ability of an organization to compete is determined by the effectiveness of its business system, not simply by its products. This session will help you:

- Evaluate the effectiveness of the Five Drivers that determine the performance of their organization.
- Understand and communicate the difference between indicators of performance and drivers of performance.
- Use the Five Driver System to design an organization that is aligned with the needs, priorities, and expectations of customers.
- Use the Five Driver System to identify strengths and weaknesses, then determine where to focus improvement efforts.

Presenter: Timothy Kight, founder and president, Focus 3, Dublin, Ohio

HR Compliance

From the Files of the Bizarre: The Latest, Most Unusual Employment Law Cases

Competencies: HR Expertise, Critical Evaluation, Ethical Practice

Intended Audience: Midlevel

Workplace Application: You will learn about the most bizarre employment cases and how you can avoid them.

On a daily basis, courts across the country issue employment-related decisions that involve either unusual facts or just absurd holdings. This session will provide an informative and highly-entertaining review of the most bizarre cases of the last several years. Also, the session will address the lessons learned from these bizarre cases. This session will:

- Explore the unique claims brought by today's workforce.
- Discuss the trends in the employment law arena that may give you cause to worry.
- Provide you with tips on how to avoid such lawsuits altogether.

Presenter: Joseph L. Beachboard, shareholder, Ogletree, Deakins, Nash, Smoak & Stewart, P.C., Torrance, Calif.

Conducting Internal Investigations: What to do When Employees Don't Play Nice in the Sandbox

Competencies: HR Expertise, Critical Evaluation

Intended Audience: Midlevel

Workplace Application: You will learn how to limit your organization's potential legal exposure by properly conducting internal investigations.

Conducting workplace investigations is a necessary but challenging process. There is no one size fits all response to an employee complaint and investigation tactics must be tailored to fit the nature and severity of the allegations. However, when properly conducted, investigations can significantly decrease your exposure to liability. Proper investigations can also positively impact employee morale by ensuring that employees have a respectful and safe work environment. You will learn:

- How to effectively manage employee complaints.
- The proper steps for conducting an internal investigation.
- The right and wrong way of dealing with he said/she said scenarios and innuendos.
- How to use investigation techniques to keep potential discrimination and retaliation claims at bay.

Presenters: Shayna Helene Balch, partner; and Pavneet Singh Uppal, regional managing partner, Fisher & Phillips LLP, Phoenix, Ariz.

What to Expect When You Are Expecting: Protections for Pregnant Workers

Competencies: HR Expertise, Critical Evaluation, Consultation

Intended Audience: Midlevel

Workplace Application: You will learn about the latest developments, court rulings, and best practices for accommodating pregnant workers.

Recent pregnancy discrimination cases have resulted in high-profile publicity and enormous awards against employers. A recent Supreme Court decision requiring light-duty accommodations has made the pregnancy analysis even more complex. This session will address this fast-developing area of the law and will provide lessons that can be applied to your workplace right away. This session will help you:

- Navigate the array of laws and legal guidance, from the Pregnancy Discrimination Act to the Americans with Disabilities Act, and from the Family and Medical Leave Act to the EEOC's Enforcement Guidance on Pregnancy Discrimination and Related Issues.
- Identify the types of pregnancy-related ailments that are considered “serious health conditions” under the FMLA and “disabilities” under the ADA.
- Learn from with real-world scenarios on sick leave, light-duty assignments, and lactating employees.

Presenter: Lara de Leon, shareholder, Ogletree, Deakins, Nash, Smoak & Stewart, P.C., Costa Mesa, Calif.

Employment Law and Health Issues: Chemical Sensitivities, Bed Bugs, Zika and Flu Shots, Oh My!

Competency: HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn the employment law implications of employee health issues and how you may identify and effectively handle such issues.

Employment law is likely the last topic on your mind when a disease outbreak is making headlines or there is a virus going around the office. However, you must tread cautiously when faced with employee health issues as several employment laws may be at issue including the ADA, Title VII, OSHA, and others. From bed bugs and flu shots to Zika and chemical sensitivities, we will discuss what steps you can take to ensure you are prepared. This session will:

- Address legal issues you can face regarding chemical sensitivities and allergies in the workplace, infectious disease, and other illnesses.
- Review recent case law and agency guidance regarding the safety and health of employees
- Discuss best practices you can use when faced with certain employee health issues.

Presenter: Janet Goldberg McEnergy, attorney, Stearns Weaver Miller, Tampa, Fla.

Global HR

In collaboration with the WFPMA World Congress 2018

Data Privacy: An International Overview

Competencies: Communication, Ethical Practice, Global & Cultural Effectiveness

Intended Audience: Senior-Level

Workplace Application: You will learn how to develop and implement a global data privacy compliance program.

This session is designed for U.S.-based HR professionals with a strong understanding of U.S. data privacy rules and who have general responsibility for management of issues related to the global workforce. We will discuss how to manage the significant requirements imposed abroad against the broad and frequently varied rules here in the U.S. A primary objective will be to highlight the HR-related issues associated with employee privacy against your interests, as well as the protection of company trade secrets and confidential information. This session will provide an overview of:

- The compliance obligations in many jurisdictions, including the EU, Canada, Mexico, Brazil as well as other nations.
- Common U.S. practices that can create compliance issues in many other jurisdictions, providing practical information to reduce risk.
- Various components necessary for consideration when facing the strategic requirements to a compliant global data privacy policy.

Presenter: William David Wright, partner, Fisher & Phillips LLP, Radnor, Pa.

Organizational Transformation Through the Implementation of a Corporate Leadership Development Program: A Case Study of CCU

Competencies: Global & Cultural Effectiveness, Business Acumen, Leadership & Navigation

Intended Audience: Senior-Level

Workplace Application: You will learn how CCU implemented a leadership development program and the impact this program had in transforming their organization.

The need to adapt to competition and changing market conditions, as well as the preparation for the future of the company in a global market, led CCU to define a new corporate leadership culture for its companies. The project included the creation of a corporate leadership model based on CCU's principles with a set of leadership competencies. Additionally, the definition and implementation of a leadership development program based on these competencies through all global operations were also created. This session will to help you decide how and if your company wants to develop/enhance a leadership development program by answering the following questions:

- What leads an internationally operating company to adopt a radical change in leadership culture across different business units?
- How do you align HR solutions and training methods with your business strategy to develop HR into a strategic partnership in this transformation?
- How do you cope with cultural diversity across business units in multiple countries/locations during the leadership program implementation?
- What strategies can you use to obtain internal key stakeholders buy-in and support?
- How should the leadership and competency model be designed across the organization?
- What metrics should be used to measure the program's efficiency and effectivity across all global business units?

PRACTITIONER Presenters: Felipe Arancibia, chief human resources officer, Cia Cervecerias Unidas SA (CCU), Santiago Chile; and Sebastian Teply, consultant and head of operations, Cegos Latin America, Santiago, Chile

Professional Development

MEGA SESSION Bambi vs. Godzilla: How to Deal With Difficult People

Competencies: Communication, Relationship Management, Leadership & Navigation

Intended Audience: Midlevel

Workplace Application: You will learn who the difficult people are in the workplace, what they do, and what you can do about it.

Unfortunately, every business has its share of difficult people to deal with. Some may be customers, some may be co-workers -- but either case, dealing with them in a way that leads to success is a critical skill. This session will humorously reveal the six basic difficult personality styles that are out to drain you and your organization of vital energy. You will learn how to stay empowered in the face of negative, reactive, and draining people and laugh while they do it. "Bambi vs. Godzilla" will help you understand negative behavior, and to increase your skill level in dealing with difficult personality types. This session will help you:

- Uncover six basic difficult personalities while discovering what they do, why they do it, and what you can do about it.
- Learn how to not react to reactive people.
- Develop strategies for empowering your communication style and moving negative behavior toward positive results.

- Understand how to increase your behavioral repertoire when confronted with a difficult person.
- Explore how to create an energized culture and climate in your office.

Presenter: Bruce D. Christopher, psychologist, humorist, Bruce Christopher Seminars, Eden Prairie, Minn.

MEGA SESSION Professional Acumen: How to Lead with an Assertive Voice

Competencies: Leadership & Navigation, Communication, Relationship Management

Intended Audience: Midlevel

Workplace Application: You will learn step-by-step communication techniques that actually work during difficult professional interactions.

Most professionals are faced with difficult interactions where your integrity can be compromised. Leading with your assertive voice allows you to be clear and concise across diverse audiences while maintaining a professional tone. You will learn how to balance your personal appeals and better understand how to structure a message that best suits your communication style. Step-by-step methods for dealing with intense conversations and correcting broken relationships will also be discussed. This session will help you:

- Learn how to communicate in your most effective assertive tone.
- Understand how to best frame/outline and deliver a message for an intended audience.
- Apply professional responses that are free from excuses and other disconfirming messages.
- Learn how to set healthy boundaries, deliver bad news, say no, foster accountability and manage another's expression of anger.

Presenter: Jody Janati, college lecturer, University of Minnesota, Duluth, Minn.

Talent Management

Interviewer Boot Camp

Repeated from Tuesday at 2:15 p.m.

Please click [here](#) for details.

Making Performance Appraisals Matter: The Essential Elements of Effective Performance Appraisals

Competencies: Leadership & Navigation, Communication, Relationship Management

Intended Audience: Midlevel

Workplace Application: You will learn an approach to performance appraisals that is easy to re-teach, and easy to incorporate within any organization to bring about greater results.

Consistent feedback to team members about their performance is an essential element necessary for creating a positive, productive, and profitable work environment. Conducting effective performance appraisals is the capstone of this management discipline. From preparation, to delivery, to follow-up, this approach will help you dramatically improve the value of annual reviews. The result? Employees will become more fully engaged because they will better understand how they're "measuring up" and what specific improvements are expected. This session will:

- Show you why several common practices in the evaluation process may be working against you.
- Help you learn to leverage performance appraisals by creating an open dialogue; allowing input from the person being evaluated and helping them realize their own strengths and weaknesses.
- Show you how to multiply the impact of evaluations and the input from the person being evaluated to create a growth strategy tailored to engage them and help them contribute more to the team's productivity.
- Help leaders with your day-to-day coaching of employees.

Presenter: Randy Anderson, productivity improvement specialist, E3 Professional Trainers, Lubbock, Texas

Total Rewards

Beyond the Next Paycheck: Financial Wellness for Young Workers

Competency: HR Expertise

Intended Audience: Midlevel

Workplace Application: You will learn how to start exploring financial wellness services for their workforce.

Financial insecurity is a national problem affecting workers across the country. This insecurity affects you as individual worker performance and morale suffer in turn. Young, lower-income workers, are especially vulnerable and need support to develop their finances. This session will discuss the connection between financial insecurity and the workplace, the financial issues young, lower-income workers grapple with, and strategies you can consider to help this developing worker group. In this session, you will:

- Learn what financial issues young, low- and moderate-income (LMI) workers are grappling with today.
- Explore ways you can support the financial wellness of your young, LMI employees.
- Identify where to learn more about workplace-based financial wellness services.

Presenter: Pamela Chan, project director, Human Insights, Prosperity Now, Washington, D.C.