



2019 **Employee
Engagement and
Experience**
SUMMIT

Engaging Teams, Winning Organizations

Pre-Conference
November 13, 2019
How Can Organizations Establish a
Culture of Employee Engagement?

Conference
November 14 –15, 2019
Hilton McLean Tysons Corner
McLean, VA

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Pre-Conference Agenda

How Can Organizations Establish a Culture of Employee Engagement?

Wednesday, November 13, 2019

Is your organization a place where employees are motivated, committed, productive, and willing to go above and beyond? Is your culture conducive to fostering employee engagement? In this seminar, participants will learn what constitutes a highly engaging culture and how organizations create and sustain such cultures. Participants will also discover what makes an engaging leader and work with peers to design personalized engagement action plans. Don't miss the opportunity to help your company boost engagement!

Join thought leaders, researchers, and engagement executives to explore:

- The eight critical elements of a highly engaging culture
- Initiatives that highly engaged organizations have developed to create and sustain a culture of engagement
- The 12 critical behaviors of highly engaging leaders and what organizations can do to support and develop these leaders
- Customized strategies that can be used to improve employee engagement in your own organization

Workshop presenters:

Patrick Hyland, Ph.D., Director of Research & Development, **Mercer Sirota**

Rebecca L Ray, Ph.D., Executive Vice President, Human Capital, **The Conference Board**

AGENDA

12:30 – 1:00 pm
Registration

1:00 – 3:00 pm

How Can Organizations Create A Culture of Engagement?

Is your organization a place where employees are motivated, committed, productive, and willing to go above and beyond? Is your culture conducive to fostering employee engagement? In this session, participants will learn what constitutes a highly engaging culture and how organizations create and sustain such cultures. Learn about the eight critical elements of a highly engaging culture and work with peers to design personalized engagement action plans.

3:00 – 3:15 pm

Networking Refreshment Break

3:15 – 5:15 pm

How Can Organizations Build Highly Engaging Leaders?

Discover the 12 critical behaviors of highly engaging leaders and what organizations can do to support and develop these leaders. Participants will reflect on the qualities of engaging leaders in their own organizations and work in small groups to action plan how they can support leaders in employee engagement.

5:15 – 5:30 pm

Synthesis & Next Steps, Adjournment

Day One

Thursday, November 14, 2019

8:00 – 8:30 am

Registration and Breakfast

8:30 – 8:45 am

General Session A

Welcome

Rebecca Ray, Ph.D., Executive Vice President, Human Capital & Executive Director, The Engagement Institute™, **The Conference Board**

8:45 – 9:45 am

General Session B

Making Hilton a Great Company to Work for All

If you have ever wondered what it takes to transform a culture and in so doing secure the #1 spot on Fortune's 100 Best Companies to work for list, then this is your chance. In this session, Hilton will share how they have built a culture where all Team Members thrive.

Stefani Raggio, Vice President, HR Operations, **Hilton**

9:45 – 10:45 am

General Session C

Diverse by Nature, Inclusive by Choice – How Hilton Creates a Sense of Belonging for Team Members

Following on from the opening session, this panel of Team Member Resource Group leaders will share the approach that Hilton takes to foster a culture of inclusion and engagement where team members feel that they can bring their best selves to work.

Moderator:

Idris Stover, Sr. Manager Diversity & Inclusion, **Hilton**

10:45 – 11:15 am

Networking Break

11:15 am – 12:00 pm

General Session D

What We Learned from Studying Engaged Teams

The latest research from The Engagement Institute™, the 2019 DNA of Engagement: How Organizations Create and Sustain Highly Engaged Teams reveals that a surprising number of teams can't actually explain their purpose or how it connects to wider business objectives; an issue because a well-defined purpose is one of the five essential components of an engaged team. Hear other findings as well as the effective strategies organizations including CarMax, Quicken Loans and Visa use to keep their teams fired up and focused directly from those executives who are making it happen.

Moderator:

Amanda Popiela, Researcher, Human Capital, **The Conference Board**

Panelists:

Whitney Garner, Associate Relations Director, **CarMax**

Greg Sottolano, Vice President, Visa University, **VISA**

KimArie Yowell, Vice President, Talent Development, **Quicken Loans**

12:00 – 1:30 pm

Lunch & Guided Tour of Hilton's Groundbreaking Innovation Gallery

- Group A: 12:00 pm Guided Tour + 12:30 pm Lunch + Free Time
- Group B: 12:00 pm Lunch + 12:30 pm Guided Tour + Free Time
- Group C: 12:00 pm Lunch + Free Time + 1:00 pm Guided Tour

This your chance to experience first-hand the impact innovation is having at Hilton. The Innovation Gallery showcases a variety of technologies, design elements and products to enhance the customer experience. The Gallery is Hilton's opportunity to articulate Hilton's 100-year journey in Innovation.

1:30 – 2:15 pm

Concurrent Sessions E1 & E2

E1: Building & Sustaining Engaged Teams in the Financial Sector

Massive disruption of the financial sector is the current state of affairs these days. Disruptive change has come in the form of regulation, AI and technology, new types of competition and new forms of payment to name just a few.... transforming the industry and impacting customers and commerce. Looking at the situation from different vantage points, our panelists will identify the current shocks to the system as well as the work they are doing to keep workers engaged and performing, even in these times of significant change.

Moderator: **Rebecca Ray**, Ph.D., Executive Vice President, Human Capital & Executive Director, The Engagement Institute™, **The Conference Board**

Panelists:

Josh Greenwald, Chief Talent Management Officer, **TIAA**

Tasleem J. Kassum, Head of Employee Engagement and Internal Communications, Corporate Communications, **World Bank Group**

Kyle Helmstetter, ISD Engagement & Communication, **Navy Federal Credit Union**

E2: Engaging Your People's Hearts and Minds

How are you engaging your people? What's your method? Is it through dull, never-ending PowerPoints delivered as a one-way street or are you creating a narrative that engages your people throughout the process? To be effective, leaders need to engage their people by capturing their hearts and minds.

It's time to free leaders from their misconceptions about what great leadership looks like. Only 30% of professionals report being engaged at work; as leaders, we simply can't accept that. The change must start with us. But what's causing this lack of engagement, and how do we fix it?

Best-selling author and recognized expert, Jim Haudan of Root Inc. will discuss the five leadership blind spots that perpetuate employee disengagement, deter growth, and hinder overall performance. You'll learn what leading companies are doing differently to create thriving workplaces through the power of storytelling, engagement, trust, purpose, and truth telling.

Jim Haudan, Chairman & Co-Founder, **Root, Inc.**

2:15 – 2:50 pm

Networking Break (Group D Innovation Tour)

2:50 – 3:35 pm

Concurrent Panel Sessions F1 & F2

F1: Building & Sustaining Engaged Teams in the Federal Government

Some would say that federal agencies have a built-in advantage when it comes to connecting workers to the mission...what is more noble than defending our country, supporting the innovative spirit of America and combating threats and protecting the integrity of the financial system. And yet, political strife, sequestration and harsh public system can make the daily contribution seem disconnected from the mission and purpose that drew them to the agency. Hear how leaders of various agencies have successfully kept engagement and performance on an upwards trajectory.

Moderator:

Tamie Klumpyan, Program Manager, Facilitator, Consultant – Building Inclusion, **University of Wisconsin - Madison**

Panelists:

Agata Gluszek, Ph.D., Engagement and Organizational Development Consultant, Office of the Comptroller of the Currency, **Department of the Treasury**

J. Russell Robinson, Jr., EdD, Senior Training & Engagement Advisor, Office of the Director, **United States Department of Health and Human Services**

Frederick Steckler, Chief Administrative Officer, **U. S. Patent and Trademark Office**

F2: The Science of Care: How to Deliver a More Human Employee Experience

HR leaders are scrambling to attract, retain and develop talent through a better employee experience – an unavoidable yet ambiguous trend. Most start with measurement, but struggle to turn results into action or establish the cultural norms that support employee well-being and deliver an individualized sense of care. Through primary and secondary research, customer stories and lessons learned, you'll leave with a business case and tangible strategies to create an employee experience where every employee knows their company cares.

Julianne Tillmann, Ph.D., Director of Research, Limeade Institute, **Limeade**

Lauren Franklin, Brand Manager, **Limeade**

3:35 – 3:45 pm

Transition Break

3:45 – 4:30 pm

Concurrent Sessions G1 & G2

G1: Building & Sustaining Engaged Teams in Healthcare

While the overall culture of an organization is important, most work is done in teams. Employers need to ensure that every team embodies the overall culture and delivers in terms of engagement and experience while recognizing that every team has its own identity depending on its members and the work it does. To better focus the discussion, we have created several sessions looking at the challenges in different industries; this one is focused on health care.

Moderator:

Adam Pressman, US and Canada Business Segment Leader, Employee Research and Engagement, **Mercer | Sirota**

Panelists:

Laura Stokes, Organizational Effectiveness Director, **Vizient**

Joel Quast, Director, Organizational Development & Change Management, **Novo Nordisk**

David L. Gonzales, Global Chief Diversity Officer, **Bristol-Myers Squibb**

G2: Building Engaged Teams for the Next Hundred Years

Start-ups and new ventures bring enthusiasm and a belief in the promise of the future. There's hard work, for sure, but it's easy to tap into that excitement and passion to build a high-performance culture. Perhaps much harder is to sustain engagement for the second hundred years. Hear from executives at iconic companies who are successfully doing just that.

Moderator:

Sherry Gosiengfiao, Talent Management Head, **Ayala Corporation**

Panelists:

Camlin McGowan, VP, Colleague Experience, HRIS & Automation, **American Express**

Fred Whipple, VP HR US Employee Relations/D&I, **Shell Oil Company**

Seth Zimmer, Ph.D., AVP, Organizational Assessment and Development, **AT&T**

4:30 – 4:45 pm

Transition Break

4:45 – 6:30 pm

General Session H

Camp Corral, Golden Corral, and Rideau Recognition Invite You to A Collaborative Painting Session and Reception

Tap into your inner "Monet" and join world-acclaimed artist and Rideau Recognition President, Peter W. Hart, Camp Corral CEO Leigh Longino, and Golden Corral Corporation's Sr. Vice President of Communication & Strategy, Shelley Wolford, as they share the remarkable story of Camp Corral and invite you to join them in a fun, collaborative painting session and reception all in support of Camp Corral's summer camp program for the children of wounded, injured, ill, or fallen military families. Camp Corral sends over 21,000 children to week-long summer camps across the United States at no cost to their families. Join us for this fun, interactive, and hands-on reception and community event to hear about the amazing things that can happen when a corporation and a non-profit join forces with a celebrated artist to create a unique, memorable experience for the deserving children of our nation's military heroes.

Day Two

Friday, November 15, 2019

8:00 – 8:45 am

Registration and Breakfast Roundtables

8:45 – 9:00 am

General Session I

Opening Remarks

Rebecca Ray, Ph.D., Executive Vice President, Human Capital & Executive Director, The Engagement Institute™, **The Conference Board**

9:00 – 9:45 am

General Session J

Engagement and The Future of Work

The world of work is changing. In recent years, a number of factors—including artificial intelligence, globalization, and the gig economy—have dramatically altered the way we work. In many organizations, these changes have impacted the employee contract, shifting what employees expect from their organizations and what organizations expect from their

employees. So, what's the best way to engage the workforce of the future? During this session, Dr. Hyland will review these trends, discuss advances in engagement research and practice, and discuss how the field needs to evolve in order to meet the needs of tomorrow's workforce.

Patrick Hyland, Ph.D., Director of Research & Development, **Mercer | Sirota**

9:45 – 10:30 am

General Session K

The Intersection of Engagement and Inclusion

Hot off the presses is new research, a collaborative effort to articulate the ways in which inclusion and engagement are intertwined. We don't think it's possible to have engaged employees who are high performing, innovative, committed and loyal without creating a sense of belonging for them. Hear from leaders in the Diversity & Inclusion and Engagement spaces about what they found to be critical and what ideas you will find useful as you look at the culture at your organization.

Moderator:

Robin Erickson, Ph.D., Principal Researcher, Human Capital, **The Conference Board**

Panelist(s):

Susan Degrand, Employee Engagement, Inclusion & Diversity (EID), **University of Wisconsin – Madison**

Jon G. Munoz, Vice President, Global Diversity & Inclusion, **Hilton**

Francisca Phillips, Manager, Diversity & Inclusion, **Royal Caribbean Cruises, Ltd.**

10:30 – 10:45 am

Refreshment Break

9:45 – 10:30 am

General Session L

The Diversity Journey at Bristol-Myers Squibb

Despite increased regulation, disruption in the bio-pharma space and massive acquisition activities, Bristol-Meyers Squibb has been on an inclusion journey for many years and has one of the most interesting approaches to the use of Employee Resource Groups (ERGs) to drive business results. Hear about the mission, the successes, the lessons learned and future plans.

David L. Gonzales, Global Chief Diversity Officer, **Bristol-Myers Squibb**

11:30 am – 12:15 pm

General Session M

Transitions & Transformation: How America's Veterans Are Engaging The Workplace

Every year, approximately 200,000 men and women leave U.S. military service and return to life as civilians, a process known as military to civilian transition. To ease this transition into civilian life, the Transition Assistance Program (TAP)

provides information, tools and training to ensure service members and their spouses are prepared for the next step post-military, led by the Transition to Veterans Program Office (TVPO) of the Department of Defense. These veterans, connected now to the new mission and purpose of the hiring organization, become highly engaged teammates, strong leaders and productive employees. Hear how the DoD partners with these top companies to make sure that these veterans are positioned for success as well as the impact on engagement that these new hires have on colleagues and customers.

Moderator: **Michael C. Miller**, Director, Private & Public Engagement, Defense Personnel and Family Support Center, **U.S. Department of Defense**

Panelists:

Brigadier General (U.S. Army, Retired) Gary M Profit, Senior Director of Military Programs, **Walmart**

John McGarrity, Executive Director, Talent Acquisition, **USAA**

Angel R. Smith, Director, Microsoft Azure, **Microsoft**

12:15 – 12:30 pm

General Session N

Closing Remarks

Rebecca Ray, Ph.D., Executive Vice President, Human Capital & Executive Director, The Engagement Institute™, **The Conference Board**

12:30 pm

Conference Adjourns

REGISTRATION INFORMATION

Online www.conferenceboard.org/engagementsummit

Email customer.service@conferenceboard.org

Phone 212.339.0345

8:30 am – 5:30 pm ET, Monday – Friday

Pre-Conference Pricing:	
Members	\$750
Non-Members	\$875

Conference Pricing:	
Members	\$1,895
Non-Members	\$2,095

Fees do not include hotel accommodations.

Location

Hilton McLean Tysons Corner

Hilton McLean Tysons Corner

McLean, VA

Tel: **+1-703-847-5000**

For hotel reservations visit: <https://book.passkey.com/go/EEES>

Hotel cut-off date: October 22, 2019

Cancellation Policy

Full refund until three weeks before the meeting. \$500 administration fee up to two weeks before the meeting. No refund after two weeks before the meeting. Confirmed registrants who fail to attend and do not cancel prior to the meeting will be charged the entire registration fee.

Team Discounts per Person

For a team of three or more registering from the same company at the same time, take \$300 off each person's registration. One discount per registration. Multiple discounts may not be combined.