

20th Annual
Talent Management Strategies Conference

TALENT 2020

The New Future of Work • Reinventing
Leadership • Talent and AI

VIRTUAL EVENT
OCTOBER 06 – 07, 2020

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Learn how global Talent leadership from *Walmart, Procter & Gamble, Novartis, Adobe, Dow Jones* and many more are adapting to unprecedented change and shaping new futures in talent management strategy.

By attending this event, participants will be able to:

- Gain insights on how leaders are envisioning the new future of work
- Discover ways to reinvent leadership to uncover potential and develop the next generation.
- Learn how recruitment is being reinvented through digital platforms
- Explore how to develop leaders ready to partner with AI
- Gain insights into the talent initiatives likely to have the greatest impact in 2021

Agenda

Tuesday, October 6, 2020

Chapter One: The New Future of Work

11:00 – 11:15 am (All Times ET)

Welcome and Introduction

Barbara Rodriguez, Head, Enterprise Succession Management & Organization Capability, **Johnson & Johnson, Conference Chair**

11:15 am – 12:00 pm

Unleashing Extraordinary Talent in Extraordinary Times

Many of us began 2020 focused on the battle for talent amidst a historically tight labor market. Soon, however, 2020 brought us all new battles to wage: to keep people engaged, connected, safe, and skilled for what lay ahead during a time of unprecedented challenges. Now we ask: How do you unleash people's power to be extraordinary, during a time of truly extraordinary change?

In this session, EY People Advisory Services experts and clients will explore ways in which you can unleash human power by supporting the 'whole self' at work – wherever work takes place; by future-focused learning; and by leveraging technology to engage your workforce and continue to put your people first.

Moderator:

Tamra Chandler, Partner, People Advisory Services, **EY**

Panelists:

Meg Stevens, Global Director Talent Management, **Corteva Agriscience**

Estrella Parker, CHRO, **Satellite Healthcare**

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Veresh Sita, Chief Digital Information Officer, **F5 Networks**

12:00 – 12:45 pm

CONCURRENT SESSIONS

Newskilling for Tomorrow's Demands: Insights from Those Leading the Way

Walmart and JPMorgan Chase are among the most active and innovative businesses leading efforts to connect more of the workforce to the skills that will be in demand in the 2020s. Discover the innovations in forecasting, training, community college partnerships, apprenticeships and more that they are employing to expand economic opportunities for employees, and the pool of job-ready talent for employers.

Shana DeSmit, Vice President, RGM – Central, **Walmart**
Jennie Sparandara, Head of Workforce Initiatives, Global Philanthropy, **JPMorgan Chase**

How 2020 Has Reshaped Our Organizations and Our Talent Mission

An exchange among Talent leaders sharing experiences and insights on keeping employees safe, supported, and connected during a time of unprecedented challenges. How have organizations been changed by the experiences of 2020? How have our missions as Talent leaders changed? What changes do we expect to remain going forward?

Moderator:

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

Panelists:

Judy Winter-Giella, Vice President Talent Management and Development, **Broadridge**

Deny Magos, Vice President, Talent and Performance, **Nielsen**

Blake Lowry, Global Head of Talent, **Amgen**

12:45 – 1:00 pm **BREAK**

1:00 – 1:30 pm

CONCURRENT SESSIONS

The New Normal: Building and Scaling Culture with a Remote Workforce

Livongo, which went public in 2019, stands at the intersection of two disruptions that have only grown in importance. First is its innovative digital health model of managing chronic conditions through data science, real-time insights and personalized coaching. And second is its remote workforce, which – long before pandemic lockdowns – included members of every function as well as the CEO. How was a culture built and employees attracted, retained and developed in a distributed workforce, all while Livongo was cited as a best place to work? What can enterprises leading remote workforces by necessity learn from one that successfully does so by design?

Meena Narayanan, Vice President- People & Culture, **Livongo**

Leadership Tools for the New Work Ecosystem

As a result of COVID-19, the workplace has undergone rapid, disruptive changes, triggering a global conversation around how organizations must adapt in order to reboot and recover. In this session, Mike DePrisco of the Project Management Institute will speak to the nature of our new work ecosystem and explore how managers and leaders can find – and use – the right tools and resources for their team to continue to deliver value in our continuously changing environment.

Michael DePrisco, Vice President, Global Experience & Solutions, **Project Management Institute**

Chapter Two: Reimagining Leadership and Teams

1:30 – 2:00 pm

The Democratization of Coaching: Transforming Leaders and Driving Diversity

With the shift to digital, accelerated this year by the pandemic, virtual coaching can become available to talented people far deeper into the organization - opening more diverse talent pipelines and getting transformational learning experiences to the people who need it most and who might not have had the opportunity otherwise.

This session will lead you on a journey to discover how democratized coaching can boost employee retention and create a more inclusive workforce, explore case studies of organizations with transformative results, and take a glimpse into what the future can look like for human development.

Dan White, Program Director, **Ezra, a division of LHH**

2:00 – 2:30 pm **CONCURRENT SESSIONS**

Coca-Cola's Journey to Define Leadership

In late 2019 and early 2020, Coca-Cola embarked on a journey to define what leadership meant for the organization. This work was grounded in best practices, in science, and in the company's unique culture. In this session, learn why Coca-Cola prioritized this work, the process of building the leadership model, and how it has served as the organization's north star during these remarkable times.

Tapaswee Chandele, Global Head of Talent & Development, **The Coca-Cola Company**

How U.S. Bank is Developing New Leaders for New Consumers

Even before 2020, consumer preferences in retail banking were evolving rapidly; this year those changes came at light-speed. Discover how U.S. Bank created a new learning journey empowering employees with skills, behaviors and mindsets needed to better serve customers in an ever-changing environment. Learn how key capabilities for future challenges were identified, how the learning journey was designed, and how those efforts have continued through 2020's disruptions.

Jennifer Mercer, PhD, Senior Vice President, Enterprise Education & Development, **U.S. Bank**

2:30 – 3:00 pm **BREAK**

3:00 – 3:30 pm **CONCURRENT SESSIONS**

Developing HiPo Talent While Scaling from Startup to Enterprise

CNBC recently described identity management platform Okta as “one of the cloud success stories of the decade.” For the past few years, in addition to helping the business scale for rapid growth, one of Okta's top HR priorities has been leadership development of its internal HiPo talent. Yet this priority faced significant limitations, with a startup-lean workforce in which each individual took on multiple roles and could ill afford to be pulled out to focus on a “cumbersome” development program. Learn how, even under those constraints, Okta built a successful program to develop, engage and retain top talent.

Jen Ryan, Director, Learning & Development, **Okta**

Giving Leaders the Tools to Create a Caring Employee Experience

As the world is navigating and combatting the pandemic and the many effects it is having on our lives, employees and organizations are preparing for what's next. However, it's not about returning to pre-pandemic operations, it's about looking ahead and creating a new way of working that bolsters organizations for the future and creates an environment where employees can truly thrive. The pandemic gives us the chance to be more intentional about many components of the employee experience to show care.

In this session, Dr. Liz Pavese-Kaplan, Sr. Director of the Limeade Institute will discuss the importance of care and will arm leaders with the tools to take a more humanistic approach to work. Join this session to learn:

- The Science of Care and why it matters for the future of work
- What supporting a whole person, humanistic approach looks like
- Practical tips for creating a culture that cares

Dr. Liz Pavese-Kaplan, Sr. Director, **Limeade Institute**

3:30 – 4:10 PM

Day One Capstone: Leading in a Time of Transformation

The world as we know it is transforming, rapidly and radically. Leaders are being pushed to drive change without knowing the rules of the new game. Along the way, as established giants fall and new giants arise, leaders are learning a humble truth: to transform their organization and their people particularly during times of change, they need to transform themselves. What are the 20th-century mindsets, values and behaviors that are holding us back today? How should leadership - and leadership development - be reimagined in this time of transformation?

Prof. Hitendra draws from his research at Columbia Business School, his innovations in digital learning, and his work with Fortune 500 corporations to lay out the thesis that leadership in our fast-evolving age will require a new approach that:

1. Offers an authentic path to leadership, where behaviors arise from a leader's inner core
2. Gives leaders the flexibility to choose and change their approach based on the situation they are in
3. Radically simplifies the path to leadership mastery, by eliminating the complexity of past frameworks and tools

The audience will walk away with five learnings, all grounded in the latest science of human potential:

1. How leaders today have to be "everything - and the complete opposite"
2. The Five Core Energies of a leader
3. A simple pathway for getting to Leadership Mastery
4. The power of MicroPractice to close the learning-doing gap
5. How to build a high-performance team to operate in today's turbulent times.

Dr. Hitendra Wadhwa, Professor, **Columbia Business School**

4:10 – 4:15 pm

Recap and Introduction to Roundtables

Barbara Rodriguez, Head, Enterprise Succession Management & Organization Capability, **Johnson & Johnson**, **Conference Chair**

4:15 – 4:30 pm **BREAK**

4:30 – 5:15 pm

Closing Discussions

Connect with fellow attendees and speakers to share experiences and insights. We will be going deeper into some of the topics explored today and discuss related subjects.

Wednesday, October 7, 2020

Chapter Three: Recruitment Reinvented

11:00 – 11:15 am (All Times ET)

Welcome and Introduction

Barbara Rodriguez, Head, Enterprise Succession Management & Organization Capability, **Johnson & Johnson**, **Conference Chair**

11:15 am – 12:00 pm

How Procter & Gamble Reinvented Its Recruitment Process

Learn how Procter & Gamble reinvented its recruitment process, one already famously successful in attracting high performance talent. Discover how an explosion in technology and platform options was leveraged to align the recruitment process with evolving business strategies and see the results that followed.

Laura Mattimore, Vice President, Global Talent, **The Procter & Gamble Company**

12:00 – 12:30 pm

Exclusive Research: How AI is Changing Talent Acquisition

Artificial intelligence (AI) technologies have the potential to increase the efficiency of recruitment processes, improve employment brand, bolster recruitment marketing, improve candidate and hiring manager experience, optimize sourcing, and enhance the quality of hires, all while driving down costs and streamlining boring and repetitive tasks. Drawing from new Conference Board research, this session will provide a deeper understanding of what AI is from a non-technical perspective, highlight common issues with employing AI in talent acquisition, explore the impact of AI on the roles and skills of talent acquisition professionals, and show how organizations can support TA to ensure successful implementation of AI.

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

12:30 – 12:45 pm **BREAK**

Chapter Four: Talent Strategy in the Cognitive Corporation

12:45 – 1:30 pm

The Deeply Human Skills Made More Valuable by AI

The Future of Jobs report by The World Economic Forum predicted that in 2020, primarily because of the rise of

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automation, the top three fundamental skills needed in business will be deeply human:

1. Complex problem solving
2. Critical thinking
3. Creativity

Artificial Intelligence can and will be used to amplify these human skills to produce previously impossible, “superhuman” results. Discover how Adobe is using human-centric AI to level up human innovation and design great customer and employee experiences.

Chris Duffey, Senior Strategic Development Manager, **Adobe**; Author, *Superhuman Innovation: Transforming Business with Artificial Intelligence*

1:30 – 2:00 pm **BREAK**

2:00 – 2:30 pm **CONCURRENT SESSIONS**

Thriving Amidst Constant Change: How Data-Driven Development Builds Resilient Mindsets

The year 2020 could serve as the definition of a VUCA world. What employees – indeed, what each one of us – need now is the mindset to face the unknown with confidence, and the tools to help in the moments that matter. As The World Economic Forum noted, “individuals’ mindset and efforts will be key... for people to become creative, curious, agile lifelong learners, comfortable with continuous change.”

Learn how to use the science of resilience and personalized, data-driven cognitive development and coaching to improve the wellbeing and performance of employees. Discover how to help them get comfortable being uncomfortable – asking for social support when they need it, and rebounding quickly and successfully in times of peak stress – so that employees will not only survive but thrive in challenging environments.

Dr. Andrew Shatté, Chief Knowledge Officer and Co-Founder, **meQuilibrium**

Blending Digital and Social Learning for Continuous Development and Organizational Growth

Memorial Sloan Kettering Cancer Center is evolving both in geographic footprint and through digital experiences to better serve healthcare consumers, and that requires employees’ continuous development beyond the classroom.

Explore how, even before remote learning became a necessity, MSKCC developed modular learning methods integrated through an online pathway, including:

- Design decisions;
- Lessons learned in matching development needs with content and media variety;

- Embedding motivation and feedback mechanisms

Anika Gakovic, PhD, Director, Learning, Talent and Organization Development, **Memorial Sloan Kettering Cancer Center**

Capstone Conversations

2:30 – 3:00 pm

Empowering Transparent & Unbossed Leadership

In times of uncertainty the value of transparency shines through, as team members hunger to understand where things stand with their organizations, their career paths, and their leaders. At Novartis, this value has long been cultivated, including by encouraging leaders to share their own vulnerability and lead the way in role modeling unbossed leadership. Learn how this embrace of “transparent and vulnerable” leadership is an underlying value that reinforces and enables the organization’s success in building an inspired, curious and unbossed culture; how it enhances the employee experience; and how it is strengthening support and connection during the exceptional challenges of 2020.

Teresa Sankner, Head Talent Management and Leadership Development, **Novartis**

3:00– 3:15 pm **BREAK**

3:15 – 3:45 pm

Developing Data-Driven Innovators

Ramin Beheshti came to the role of Chief Product and Technology Officer at Dow Jones with a mission: to develop engineers who had seen themselves at “the IT department” into innovative collaborators across the **organization**; and to develop non-technologists across the organization into enthusiastic data-driven innovators. Learn the organizational, talent, and culture changes that made it happen, and the results that followed.

Ramin Beheshti, Chief Product and Technology Officer, **Dow Jones**

3:45 – 4:30 pm

The Future of Talent: Innovations with Impact and Trends for 2021

For our closing session, we welcome the legendary “father of modern HR” Dave Ulrich, Rensis Likert Professor at the Ross School of Business, University of Michigan. He will share new research on the talent initiatives with the greatest impact on employee, strategy, customer, and investor results. Based on this Organization Guidance System research, we will explore trends going forward, and gain insights on confronting a Talent landscape transformed by the challenges of 2020.

Dave Ulrich, Rensis Likert Professor at the Ross School of Business, **University of Michigan**

4:30 – 4:45 pm

Conclusion: Continuing the Conversation

Barbara Rodriguez, Head, Enterprise Succession Management & Organization Capability, **Johnson & Johnson, Conference Chair**

REGISTRATION INFORMATION

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