



8th Annual

# Performance Management CONFERENCE

A Fresh Look at Best Practices  
in the Current Era

VIRTUAL EVENT

November 30 – December 01, 2021

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# Performance Management Conference

A Fresh Look at Best Practices in the Current Era

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## DAY ONE

November 30<sup>th</sup>, 2021

Noon – 12:10 pm ET

### Introduction and Welcome

*What Keeps You Up at Night?* Taking a pulse on the evolution of Performance Management practices in an era of the pandemic and social justice.

**Harris R. Ginsberg, Ph.D.**, Program Director,  
**The Conference Board**

12:10 – 12:40 pm ET

### A Human-Centered Approach to Performance Management Design

The way we work is changing for the better – shifting toward networks of fast-moving, project-based teams, high collaboration, and continuous feedback. Therefore, the way we manage performance should evolve too. According to Gallup, only 2% of HR leaders say their current performance management practice delivers exceptional value. So, what do you replace the traditional annual review with? The answer: A modern, human-centered approach that empowers employees to take control of their own development.

Join Rosette Cataldo, Vice President, Performance and Talent Strategy at Workhuman as she shares the mindset, toolset, and skillset to modernize performance management. Explore how to create a culture where people are comfortable giving feedback up, down, and across an organization. The result is helping employees – and organizations – realize their full promise and potential.

**Rosette Cataldo**, Vice President, Performance and Talent Strategy, **Workhuman**

12:40 – 12:45 pm ET **Break**

12:45 – 1:15 pm ET

### Connecting People to Possibilities

Join Chris Winton for a fireside chat where he'll focus on the importance of enabling employees to explore career opportunities and how to build the paths to achieve them. As a dynamic leader, speaker, author, and coach with more than two decades of experience shattering expectations in corporate America, Chris will share his insights and reflections on a wide range of topics – including what it means to meet people where they are, investing in your employees, and his personal strategies on how to feel empowered and ignite your career.

**Chris Winton**, SVP HR, **FedEx Ground**

1:15– 1:20 pm ET **Break**

1:20 – 1:50 pm ET

### Shifting Baxter's Focus to "Net Promotion"

Learn how Baxter transitioned from eliminating their dependence on performance ratings in 2016 to implementing monthly check-ins and not collecting documentation in 2017, to sustaining a new approach for managers and employees. Learn how a rich measurement practice of leveraging data and results tied to manager effectiveness and manager "net promoter scores" from 2018 to today.

**Danielle Dietrich**, Senior Director, Talent Planning & Organizational Effectiveness, **Baxter**

1:50 – 1:55 pm ET **Break**

1:55 – 2:25 pm ET

### Eliminating Bias in Performance Management Practices

Workforce issues have elevated many challenges during the pandemic. Join Angela Lane as she discussed the current research on gender diversity in receiving feedback on performance and development. Apply research-based findings in creating a fairness culture; specifically, implement fair practices for managers and employees that ensure that all employees receive authentic, evidence-based and actionable feedback on a regular basis that supports performance excellence and career development.

**Angela Lane**, Vice President - Global Talent, **AbbVie**

2:25 – 2:30 pm ET **Break**

2:30 – 3:00 pm ET

### Reimagining Performance Management

Lynn Turner, SVP & Chief Human Resources Officer, joined Lehigh Valley Health Network (LVHN) with a vision to create an exceptional colleague experience. Lynn knows a work environment that encourages compassion and innovation, coupled with colleagues who are fulfilled personally and professionally, leads to success. This colleague-centric philosophy underpinned heroic efforts throughout the pandemic and garnered LVHN the following recognition in 2021: Great Place to Work certification and a Fortune Best Workplace in Healthcare and BioPharma.

We brought this colleague-centric philosophy into our new Performance Management process, which launched in June 2020. Our goal was to partner together to strengthen professional skills and make LVHN an even better place to work, grow and receive care. For our Performance Management redesign, we took a commonsense approach that emphasized flexibility, streamlined the process and leveraged new technology. Our reimagined process focused on:

- Reframing the purpose of Performance Management at LVHN from an annual event to an ongoing process
- Aligning individual and team goals to health network priorities
- Strengthening the partnership between colleague and supervisor by introducing coaching conversations and a mid-year review
- Streamlining the process by replacing an outdated system

**Kelly Payne**, Senior Consultant, Leadership & Organizational Development, **Lehigh Valley Health Network**

**Matt Maidman**, Manager, Colleague Rewards/Compensation, **Lehigh Valley Health Network**

3:00 – 3:05 pm ET **Break**

3:05 – 3:35 pm ET

### **Creating the Right Development Programs for Your Business at Your Scale**

Learn how OrderGroove has taken a coaching approach to performance management from peer-to-peer coaching roundtables for managers to ongoing check-ins on development (with no ratings!) and an agile approach to new training and employee programs. Learn how determining the right program and the right "heaviness" (or lack of heaviness) for your company based on your size and stage can lead to increased employee engagement and career development.

**Karen Weeks**, SVP of People, **OrderGroove**

3:35 – 3:40 pm ET **Break**

3:40 – 4:10 pm ET

### **Transforming Performance Management to Performance Optimization at Pfizer**

Pfizer's CEO and Chairman feels strongly that the company should recognize not only what people do, but also how they do it. The new process has been streamlined to focus on what matters most and also has included key leadership behaviors that align to the company's values. The goal is to challenge employees to be bold on what they seek to achieve, while also taking feedback as a guide to growth. This approach to performance is what the company believes is required to achieve Breakthroughs that Change Patients' Lives.

**Wendy Mayer**, VP, Candidate Experience, **Pfizer**

4:10 – 4:15 pm ET

### **Conclusion**

**Harris R. Ginsberg**, Ph.D., Program Director, **The Conference Board**

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## **DAY TWO**

### **December 1<sup>st</sup>, 2021**

Noon – 12:10 pm ET

### **Introduction, Welcome**

**Harris R. Ginsberg**, Ph.D., Program Director, **The Conference Board**

12:10 – 12:40 pm ET

### **Developing Tailored Learning Paths to Accelerate Performance Management**

Participate in a fireside chat to learn how EDF Renewables fast-tracked learning paths that are tailored to meet employees' real time learning demands; hear how their on-line system

delivers global performance support and fulfills requirements for technical, safety, and leadership expertise. Additionally, EDF Renewables aligned their customized learning initiatives with streamlined change management practices that delivered meaningful supporting data.

**Shawn Fisher**, Human Resources Information System Analyst/LMS, **EDF Renewables NA**

**Scott Klein**, Enterprise Customer Success Manager, **Go1**

12:40 – 12:45 pm ET **Break**

12:45 - 1:15 pm ET

### **Transforming Talent & Performance at Fidelity Investments**

Join us for an interactive session to learn about Fidelity Investments' journey to integrate a talent and performance management culture, processes, and technology. How does a complex company --overseeing \$10.4 trillion of Assets Under Administration and helping 4.1 million customers achieve their financial dreams-- integrate and align the efforts of its ~50,000 associates world-wide. This session will look at the strategic foundations for a multi-year change journey regarding real-time goals, quarterly check-ins, everyone-to-everyone feedback, and growth.

**Grant Hobson**, VP, Talent Management, **Fidelity Investments**

1:15 – 1:20 pm ET **Break**

1:20 – 1:50 pm ET

### **Integrating Talent, Performance, and Compensation**

Breaking down domain silos sounds like a noble goal; at Bristol Myers Squibb, an integrated talent philosophy has helped the Talent Management team overcome the silos and link Performance Management to other Talent processes. In addition, a collaboration with the Total Rewards team evolved leader accountability in managing the link between compensation, differentiating in talent, and performance.

**Scott Matarese**, Senior VP, Total Rewards, **Bristol Myers Squibb**

**Melissa Perrotto**, Executive Director, Talent Management and Early Career, **Bristol Myers Squibb**

1:50 – 1:55 pm ET **Break**

1:55 – 2:25 pm ET

### **Panel: What's the Starting Point in Reimagining Performance Management?**

Join three seasoned HR leaders as they chart a course to transform performance management in their organizations. Learn their secrets and the lessons learned along the way: respect the culture, acknowledge the context, forge alliances with leadership, and have courage to take the steps necessary to charter a new course of action. The panel will explore challenges they each faced when joining an organization as a change agent and organizing their resources and perspectives to re-imagine performance practices.

**Wendy Branche**, VP, Talent Management, **Visa**

**Deny Magos**, VP, Performance and Talent, **Nielsen**

**Annette Gabriel**, VP, Human Resources, **SEMA4**

2:25 – 2:30 pm ET

## **Closing Comments**

**Harris R. Ginsberg**, Ph.D., Program Director,  
**The Conference Board**