



2019 **Career**  
**Development**  
SEMINAR

Cultivating a Development Culture  
in Your Organization

October 3–4, 2019  
The Conference Board  
New York, NY

# Agenda

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## Day One

Thursday, October 3, 2019

9:00 – 9:15 am

### Chairperson's Welcome and Opening Remarks

John Messman, Program Director, The Conference Board

9:15 – 10:15 am

### Total Talent Mobility: Strategic Purposes, Barriers and Best Practices

The Conference Board (TCB) recently published research on talent mobility. In a nutshell, the data points to the emergence of an expansive and holistic approach—termed *total* talent mobility—that helps organizations achieve a range of strategic purposes in a volatile, hypercompetitive environment. Council discussions within TCB related to career development recognize that the field is larger and more integrated within the organization than in the past lending credence to the idea of an “expansive and holistic approach.” In this session, we will review the 10 strategic purposes of total talent mobility, the primary barrier(s) to each purpose, and the best practices to alleviate those challenges.

**Robin Erickson**, Principal Researcher, Human Capital, **The Conference Board**

**Amy Ye**, Research Associate, Human Capital, **The Conference Board**

10:15 – 10:45 am

### Networking Refreshment Break

10:45 – 11:45 am

### A Cultural Key Element: Creating a Leadership Mindset Around Development

Previous acquisitions with Dell's Products & Operations division resulted in different levels of leadership skill and maturity which could not support the business strategy, caused a disjointed experience for team members, and sub-optimized operational efficiency. This session will present on how Dell utilized a multi-pronged approach with HR and Business Unit leaders, voices of the customer, and an integrated communications strategy, to support the creation of a development culture needed for long-term success.

**Leslie Ashley**, Global Talent Development Lead, **Dell**

11:45 am – 12:45 pm

### The Strengths Revolution: Chapter 2 in the continuing story of ADP's Evolution into a Strengths-Based Organization

While ADP is well known for helping other companies in the HR space, they also spend significant time focusing on their own organization and building a culture that helps employees grow and thrive. We'll hear about how this “Strengths-based” culture has evolved over time and what kind of business results have been achieved, in part, through its implementation.

**Doreen Coles**, Sr. Director, Career Growth & Development, **ADP**

**Corina Fisher**, Senior Director, Global Talent Solutions, **ADP**

12:45 – 1:30 pm

### Networking Lunch

1:30 – 2:30 pm

### Evolving the Culture – Maintaining the Momentum When Change Happens

SunTrust Bank has a well-established organizational culture built upon Purpose. It permeates all aspects of the business from strategic decision making to career growth and development. SunTrust is soon to merge with BB&T making the new organization the sixth largest banking institution in the United States. What happens when an engrained, successful development culture faces integration with another culture? How is momentum maintained while being shifted in a different direction? How does it keep its relevancy when new aspects of culture are introduced? Hear how this story of change unfolds in real time and what the professionals are experiencing and doing to address the issues.

**Nora Adams**, Talent Consultant, Career Strategies, **SunTrust Bank**

**Nick Patriciu**, Senior Strategist - HR Business Consulting, **SunTrust Bank**

2:30 – 3:30 pm

### Making Jobs Better for a Competitive Advantage: Innovative job design strategies to improve hiring and retention of entry-level workers

A good job is defined by numerous elements —wages, supervision, benefits, culture— and every worker or company might value a different combination. In today's competitive labor market, employers-of-choice in many sectors are exploring how to make their jobs better to attract talent and grow careers at all levels – including low-skill, entry-level positions where turnover is highest. The National Fund for Workforce Solutions is a nonprofit network of community and business leaders testing specific job re-design strategies to improve the performance of companies and the economic lives of workers. In this session, we will review the National Fund's job design framework and highlight results and best practices from their grant-funded job quality portfolio of work with over 75 businesses, from small manufacturers to large health systems.

**Kelly Aiken**, Vice President of Programs, **National Fund for Workforce Solutions**

3:30 – 4:00 pm

### Networking Refreshment Break

4:00 – 5:00 pm

### Pipelines and Pathways in Healthcare: Building and Sustaining a Talented and Committed Workforce

In this session, we will hear from a panel of professionals in the healthcare industry who are working on workforce and career development initiatives that are positioned strategically to help the organization accomplish its business objectives. These panelists attended the 2018 Career Development Seminar and have formed and stayed together since then to help network, benchmark, and share practices from their respective organizations. Hear what the successes and challenges are in developing culture and growing careers in healthcare.

For sponsorship opportunities, please contact [michael.felden@conferenceboard.org](mailto:michael.felden@conferenceboard.org)

Panelists:

**Angela Little**, Talent Development Project Manager, **Bronson Center for Learning**

**Kimberly Peavy**, Program Manager Talent Acquisition, **Cleveland Clinic**

**MJ Ryan**, Senior Director, Workforce Development & Economic Opportunity, **Partners Healthcare System**

Moderator:

**Richard Helgans**, Director, Workforce Development, **UNC Health Care Human Resources**

5:00 – 5:15 pm

### **Chairperson's Closing Remarks**

**John Messman**, Program Director, **The Conference Board**

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## **Day Two**

Friday, October 4, 2019

9:00 – 9:15 am

### **Chairperson's Welcome and Opening Remarks**

**John Messman**, Program Director, **The Conference Board**

9:15 – 10:15 am

### **Expand and Adapt: Standing Up A Growth-Based Career Management System**

Having nearly doubled in size due to recent mergers and acquisitions, as well as adopting a new career architecture, Cigna realized the need to reconsider and rebrand their approach to career management. The outdated idea of vertical career paths no longer worked in increasingly agile and flattening organizational and team structures. This presentation will highlight the best practices, lessons learned, and challenges with implementing a new, growth-based approach.

**Dr. Lauren Ganem**, Enterprise Lead, Career Management and Mentoring, **Cigna**

10:15 – 10:45 am

### **Networking Refreshment Break**

10:45 – 11:45 am

### **The More, The Merrier: Growing a Development Culture in A Unionized Environment**

Creating a development culture in an organization can be challenging enough, but what happens when additional considerations have to be made, coordinated and in some cases formally negotiated with unions representing employees. At Kaiser Permanente, over 168,000 healthcare workers are represented by four international unions. In this session, we will hear about what it takes to deal with a third-party advocate while simultaneously cultivating a development culture involving their members.

**Danielle Pollard**, Workforce Planning Consultant, National Workforce Planning & Development, **Kaiser Permanente**

11:45 am – 12:45 pm

### **Building a Talent Pipeline: An Award-Winning Career Development Program**

In this session, we will hear about an award-winning program that was recognized for exemplary practices in workplace learning and talent development. Learn how they built an internal career development program for sales roles that surpassed their own expectations for results. Discover how unique collaboration efforts drove greater results. Discuss the criteria and metrics for evaluating success, the commitment to driving continuous improvement and how this has made a difference in the success of the organization.

**Melanie Dumas**, Assistant Vice President, Training - Life Insurance Division, **Pacific Life Insurance Company**

**Lakin Kohl**, Sales Training Specialist - Life Insurance Division, **Pacific Life Insurance Company**

12:45 – 1:00 pm

### **Chairperson's Conference Wrap-Up and Closing Remarks**

**John Messman**, Program Director, **The Conference Board**

# REGISTRATION INFORMATION

**Online** [www.conferenceboard.org/careerdevelopment](http://www.conferenceboard.org/careerdevelopment)

**Email** [customer.service@conferenceboard.org](mailto:customer.service@conferenceboard.org)

**Phone** 212.339.0345

*8:30 am – 5:30 pm ET, Monday – Friday*

<b>Pricing:</b> <b>REGISTER EARLY AND SAVE!</b>	
<b>Members</b>	<b>\$1,795</b>
<b>Non–Members</b>	<b>\$1,995</b>

Fees do not include hotel accommodations.

## Location

### The Conference Board Conference Center

845 Third Avenue

(Between 51st and 52nd), 3rd Floor

New York, NY 10022

Customer Service: **212.339.0345**

## 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 \$150 off each person's registration. One discount per registration. Multiple discounts may not be combined.