



The 2019 **Resilience**
at Work
CONFERENCE

Thriving as Individuals and
Teams in Business

October 15–16, 2019
Hilton Boston Back
Boston, MA

www.conferenceboard.org/resilience

Presented with assistance from:



Conference Day One

Tuesday, October 15, 2019

Registration and Continental Breakfast: 7:30– 8:30 AM

Optional Special Session: 8:00 – 8:20 AM

Mindful Moment and Movement

Participants are invited to take part in a mindful moment and movement session. Centering and breathing exercises will be facilitated to support participants to become still and focused, followed by gentle office yoga. You will learn practices that you can bring back and use in your work environment.

Ananda Leeke, Chief Mindfulness Officer, **Ananda Leeke Consulting**, and Author of *Digital Sisterhood*

Beth Kanter, Author, *Happy Healthy Nonprofit* & Trainer

Welcome and Opening Remarks: 8:30 – 8:40 AM

Christine Beer, Co-Program Director, **The Conference Board**
Gregg Mauro, Co-Program Director, **The Conference Board**

General Session A: 8:40 – 9:40 AM

Rely on Resilience: Transform How Teams Think and Grow in the Face of Change

Our brains are wired for the negative. With the pressure and pace of change, from adopting new technologies to the ever-evolving social workplace norms, there is a pervasive growth of anxiety, anger, and aggression in the workplace. Unchecked, these symptoms lead to burnout, employee engagement challenges and ultimately turnover. We have to fight back against this negative hardwiring to transform change from a threat to an opportunity; to teach individuals and teams how to adapt and grow. In this session, Dr. Shatté will share the science of resilience and explore how to rewire how you think as HR leaders to become agents of real change within your workforce.

- Get people to think clearly and stay focused in the face of change and challenges
- Navigate the negative thinking styles in your organization and emotional barriers to productivity to prevent burnout
- Align people around organizational values—the true North Star of collaboration
- Connect people to a sense of meaning and purpose

With 25 years in the field of resilience and positive psychology, Dr. Shatté will illustrate these skills with case studies from organizations at the leading edge of resilience and agility.

Andrew J. Shatté, PhD, Chief Science Officer & Co-founder, **meQuilibrium**

General Session B: 9:40 – 10:30 AM

The Well-Way: How to Achieve High Engagement and Performance by Leading with Wellbeing at the Forefront

In this session, Dr. Marleece Barber will discuss how leading with well-being as a central part of your management strategy (Intimate Leadership) will create a culture of connection, energize teams, and super-charge individual and organizational performance. Resilience training is part of an

overall organizational culture shift from healthcare and benefits to a broader frame of health and well-being. How do leaders at all levels of the organization leverage health and well-being strategy to support individuals, business performance, and the success of the organization's products? Why should resilience capability be viewed from an overall organizational health and well-being strategy? In this session, participants will learn about a long-term practice and data-driven decision-making strategy, and practical approaches for understanding and responding to organizational distress. Participants will take-away approaches for visioning and evolving health, well-being, and resilience capabilities of individuals and management teams.

Marleece Barber, MD, Chief Medical Officer, **Lockheed Martin**

Refreshment Break 10:30 – 10:55 AM

General Session C: 10:55 – 11:45 AM

The Energy of Purpose-driven Leadership: Drivers of Individual and Team Performance

Current case studies show why Purpose-driven Leadership is a significant driver of resilience for individuals in organizational settings. In this session, you will learn about business drivers and human drivers for a business case to integrate purpose-driven leadership into a major public-school district, with positive impacts, starting with leaders, and following through to administrators, teachers and students. In this session, Dr. Home H.C. Nguyen will discuss approaches to overcome complexities and challenges for leadership and resilience initiatives for your organization.

Dr. Home H. C. Nguyen, Ed.D, Founder, Executive Coaching and Facilitation, **Mindkind Institute**

Luncheon: 11:45 AM – 12:35 PM

Concurrent Session D1: 12:45 – 1:35 PM

Resiliency: Me to We

This session details what Bill Jensen has learned about personal resiliency during behind-closed-doors coaching sessions with senior executives. One CEO recently said that leadership today is “relearning being human.” Having that kind conversation takes a courage — brave enough to start and stick with — a conversation that truly matters. In this session you will learn about how leaders dive deeper into their personal resiliency journeys and then translate that into team journeys.

Bill Jensen, PhD, CEO, **The Jensen Group**

Concurrent Session D2: 12:45 – 1:35 PM

How to Build a Resilient Workforce

Fact: people spend more of their waking hours at work than anywhere else – more than the time spent with family and friends, or on any leisure activity. The ever-increasing sources of workplace stress and anxiety are magnifying the responsibility of the employer. Your people need your support more than ever before; they need tools, training and resources to become and remain masters of change that can handle anything thrown their way. They need a level of comfort with ambiguity that allows them to see opportunity in change. These high-performing all-stars, fueled by the power of resilience, will lead your workforce into the future, but first you need to show them how. Learn from a panel of forward-thinking HR leaders at today's leading companies to discover what it truly means

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to build a resilient workforce. In this session, you'll learn actionable takeaways to:

- Overcome common obstacles to gaining leadership support
- Develop a strategic plan that embeds resilience into your culture
- Select a resilience technology to assess, train and track progress overtime

Sari Kalin, MS, RD, LDN, Manager, Well-Being Programs, Corporate Benefits, **Liberty Mutual Insurance**

Andrew J. Shatté, PhD, Chief Science Officer & Co-founder, **meQuilibrium**

Jill Sochor, Global Leadership and Professional Development, Manager, **Ford Motor Company**

Concurrent Session E1: 1:45 – 2:35 PM

Human and Digital: The Digital Age and the Importance of Human Connection

With the emergence of an abundance of technology entering the workplace, maintaining human connection is becoming critical. Charles Ashworth will discuss the impacts of tools like artificial intelligence, chatbots, machine learning, and augmented reality are automating areas where humans have traditionally interacted to achieve results. In this session, you will learn ways to balance these solutions with the need for human connection and well-being. Participants will learn from examples of HR practices and discuss how technology can distance us from human connection, roadblocks we might encounter, and how we can marry technology with human connection to drive successful outcomes.

Charles Ashworth, Chief People Officer, **Copper**

Concurrent Session E2: 1:45 – 2:35 PM

Building Behavioral Health in the Construction Industry: A Model for Optimal Workplace Resilience

A national poll of U.S. employees found that 76% struggled with at least one issue that affected their mental health. Behavioral health problems, including substance abuse, can harm employee performance and wellbeing in significant ways. In the construction industry, the risks are far greater; a recent study, published by the Centers for Disease Control and Prevention (CDC) found that 20% of all men who died by suicide in the United States were in the construction/extraction industry. In this session, Dr. Lisa K. Desai and Jamie Evans will discuss a comprehensive plan designed and implemented for Turner Construction, a leader in the field, to better condition their work force through behavioral health education, awareness, and support. Participants will learn effective strategies to reduce mental health stigma; the role of leaders, managers and team members in building a culture of resilience and support; use of peer-to-peer training; effective education and programming in the areas of depression, anxiety, substance and alcohol abuse, and gambling; and online mental health screening.

Lisa K. Desai, PsyD, Director of Mental Health Screening and Research, MindWise Innovations, Powered by **Riverside Community Care**

Jamie Evans, Director of Safety, **Turner Construction**

Refreshment Break 2:35 – 3:05 PM

Concurrent Session F1: 3:05 – 3:55 PM

Conquering Technology Distraction and Burnout to Be More Present for Yourself, Team, and Organization

You're amazing at what you do. You're deeply committed to your career and creating value for your organization and the clients you serve. But you're overwhelmed by the barrage of emails, calls, texts, tweets, and meetings that consume your daily life and bring productivity to a screeching halt. In this session, Meico Marquette Whitlock will discuss how to combat technology burnout so that you spend more time on mission-critical activities and so teams can mindfully use technology to improve productivity. This session will help participants uncover the real reason you're overworked and overloaded by your technology and what you can do about it, assess your digital distraction score and learn strategies for improving it, and commit to taking at least one substantive, concrete action step to live a more balanced and intentional life after leaving the session.

Meico Marquette Whitlock, CEO, **Mindful Techie**

Concurrent Session F2: 3:05 – 3:55 PM

Purpose-driven Mindfulness with Proven Outcomes: A Validated Study of the Skills and Subskills Developed Through Mindfulness Practice, and How To Integrate The Skills Into Everyday Moments

One size does not fit all when it comes to addressing behavioral and mental health — mindfulness and resilience interventions are far too often applied in a generic fashion, without a practical application to everyday life or chronic conditions. In this session, Dr. Ruth Wolever will present groundbreaking validated research on the eMCC™, the first taxonomy of the skills and sub-skills learned through the practice of mindfulness, and how the application of each unique mindfulness skill can be targeted — like Precision Medicine Model — to specific behavioral health issues and everyday moments for maximum impact. Dr. Colette Edwards also will add how Humana brought a practical approach to their organization to help individuals better manage their health and well-being.

Z. Colette Edwards, MD MBA, National Medical Director, Associate Health and Well-Being, **Humana**

Dawa Tarchin Phillips, President, **International Mindfulness Teachers Association**, CEO, **Empowerment Holdings**

Zev Suissa, Chief Innovation Officer, **eMindful**

Dr. Ruth Wolever, Director of Vanderbilt Health Coaching, **Vanderbilt Osher School of Integrative Medicine**, Chief Science Officer, **eMindful**

General Session G: 4:10 – 5:00 PM

Partnering Excellence: Drive Better Health and Business Outcomes

A person's capacity of resilience to stressors depends on a supportive work environment and a health strategy which addresses social, financial, emotional, cognitive, and physical determinants of health. In this session, Dr. Sharon Smith will discuss an approach to partnerships with business leaders, site leaders, wellness champions, and wellness clinics, which drives evidence-based health programming for specific

population needs of business units. Dr. Smith will share case studies to explain an evolving health and partnership strategy, approaches for understanding how determinants of health are interrelated, and examples of improved outcomes. Participants will learn from examples of how evidence-based approaches to health help people to mitigate stressors in their work environment and achieve optimal health outcomes and business performance.

Pamela Corson, PhD, LPC, CADC, CEAP, VP Behavioral Health, **Prudential Financial, Global Health Organization**
Sharon E. Smith MD, MBA, FACP, VP and Chief Medical Officer, Global Health, **Prudential**

Conference Day Two

Wednesday, October 16, 2019

Continental Breakfast: 8:00 – 8:30 AM

Optional Special Session: 8:00 – 8:20 AM

Mindful Moment and Movement

Participants are invited to take part in a mindful moment and movement session. Centering and breathing exercises will be facilitated to support participants to become still and focused, followed by gentle office yoga. You will learn practices that you can bring back and use in your work environment.

Beth Kanter, Author, *Happy Healthy Nonprofit* & Trainer

General Session H: 8:30 – 9:20 AM

Getting Real About Workplace Mental Health

Join Ken Dolan-Del Vecchio, one of the leaders behind Prudential's 2017 American Psychological Association Organizational Excellence Award, for a fiercely honest conversation about workplace mental health. Through discussions sparked by real life workplace stories about addiction, depression, suicide, and the everyday ups and downs of organizational life, you'll gain:

- Clarity on the importance of mental health to business success
- A framework for understanding the links between mental health, overall health, and diversity/inclusion
- Certainty regarding the role of leadership
- Strategies you can apply immediately

Come prepared to listen, share, and be inspired to action.

Ken Dolan-Del Vecchio, LMFT, SPHR, Founder & President, **GreenGate Leadership**, VP, Health and Wellness, **Prudential (Retired)**

General Session I: 9:20 – 10:10 AM

More than Mindful: Purposeful...Unlocking Individual and Organizational Resilience

A rapidly growing body of evidence suggests that organizational and individual health and resilience have one common denominator: a strong, self-transcendent sense of

purpose. Change at the individual level happens more rapidly and with less resistance when the change strategy is anchored in the person's "why," or purpose. Studies show that having a

strong sense of purpose reduces the risk of anxiety and depression and enables people to recover more quickly when faced with challenges or crises – the definition of resilience. This session will cover the latest in neuroscience, transformational organizational and wellbeing strategy, and real company case studies. Audience members will walk away with evidence-based practical ways to help employees build resilience actively by exercising their purpose "muscles," and to create greater organizational effectiveness by building a purpose "hub" that unifies their health and talent strategies.

Steve Escaravage, M.S., Senior Vice President, Strategic Innovation Group, **Booz Allen Hamilton**
Eric Zimmerman, Chief Innovation Officer, **Kumanu**

Refreshment Break 10:10 – 10:30 AM

General Session J: 10:30 – 11:20 AM

Wellbeing Leadership: Fostering Whole-Person Leadership, from the Inside Out

This session will highlight the University of Minnesota's Earl E. Bakken Center for Spirituality and Healing's (CSH) Wellbeing model and its application in fostering resilient, whole-person leadership. Topics to be covered:

- An overview of the six dimensions of the Wellbeing Model developed by CSH founder and director, Mary Jo Kreitzer, PhD.
- How the model is being employed to address burnout and support physician leaders and others in healthcare.
- Examples of CSH's Wellbeing tools and practices that support resilient, whole-person leadership.

Mariann Johnson, Mindfulness and Wellbeing Instructor, Earl E. Bakken Center for Spirituality & Healing (CSH), **University of Minnesota**

General Session K: 11:20 AM – 12:10 PM

Resilience Through Crisis: Leading Through Your Organization's Greatest Challenge

Facing threats from natural disasters to cyberattacks to active shooters to egregious misbehavior, today's managers are more likely than ever to face a true crisis. It is a make-or-break "you're It" moment calling for team as well as individual resilience. Drawing upon more than 15 years of field research and case studies, Eric McNulty, Associate Director of Harvard's National Preparedness Leadership Initiative, will share insights and practical tools from his work with leaders from major corporations and government agencies to foster their personal crisis leadership capabilities as well as those of crisis management teams around the world. You will learn about approaches and tools for creating unity of effort, making crucial decisions, and taking effective action in the midst of high-pressure, high-stakes situations.

Eric J. McNulty, MA, Harvard-affiliated Author, Speaker, Educator, Associate Director of **Harvard's National Preparedness Leadership Initiative**, Co-author: *You're It: Crisis, Change, and How to Lead When It Matters Most* (PublicAffairs, 2019).

12:10 – 12:20 PM

Conference Wrap-Up & Closing Remarks

For sponsorship opportunities, please contact gregg.mauro@conferenceboard.org

Christine Beer, Co-Program Director, **The Conference Board**
Gregg Mauro, Co-Program Director, **The Conference Board**

Conference Adjourns: 12:20 PM

REGISTRATION INFORMATION

Online www.conferenceboard.org/resilience

Email customer.service@conferenceboard.org

Phone 212.339.0345

8:30 am – 5:30 pm ET, Monday – Friday

Conference Price:	
Members	\$1,795
Non-Members	\$1,995

Fees do not include hotel accommodations.

Location

Hilton Boston Back Bay

40 Dalton S

Boston, MA 02115

Phone: **(617) 236-1100**

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.