

28th HR Shared Services Transformation Summit

June 8-10, 2021 ♦ Virtual Conference

Pre-Conference Workshops • June 8th • Starts at 11:00am EST

11:00am	Opening Remarks
11:15am	<p>Workshop A – Planning, Designing and Implementing Your HR Shared Services Organization</p> <p>Transformational change is now more important than ever in our new normal. In this 2-hour workshop, Karla Younger, who has led multiple shared services transformations in her decades-long HR shared services career, will go through the need-to-do check list to plan for, develop and implement solutions for your HRSSO. Some of the items on the check list include:</p> <ul style="list-style-type: none">• Planning – define scope, align to business priorities, review business case framework, develop a roadmap, assess people capability, plan stakeholder engagement and communication, ensure leadership support• Design and develop - standardize and optimize processes, find quick wins, design service or operating level agreements, define metrics and control points to implement and measure, align to best practices, create governance framework• Implement – plan readiness for deployment and hypercare support, ensure ongoing optimization and sustainable measurement of metrics and control points, include communications to the organization on progress <p>Whether it's a full scale implementation, an optimization project, or a technology change, you'll leave with frameworks and examples for business cases, stakeholder analysis, and roadmap development.</p> <p><i>Speaker: Karla Younger, former VP, HR Services, The Coca Cola Company</i></p>
1:15pm	20 Minute Break
1:35pm	<p>Workshop B – Practical Solutions to Real Shared Services Dilemmas: Getting from Good to Great</p> <p>ScottMadden's research shows that top-performing HR shared services organizations' staffing levels are approximately two to five times more efficient while operating costs are 20%-40% lower than peer organizations. Whether you are in the early stages of operations or have an established service delivery model primed for growth, there are key levers you can adjust for immediate and long-term improvements. During this workshop, we will introduce a proven framework to help you determine if your operations are aligned with leading practices, and if not, how to get there. We will provide insights into real-life organizational transformations, including challenges faced and practical, achievable solutions to help you better navigate your journey. Join us to help you realize your shared services goals and share learnings from these client studies:</p> <ul style="list-style-type: none">• Global financial services institution leverages benchmarking to identify deficiencies and accelerate performance• Entertainment company embraces service management technologies to advance overall customer experience and launches skill and competency study to identify knowledge gaps, improve clarity of roles and responsibilities, and identify training opportunities• Healthcare organization refines integration of processes and service management technologies while embarking on robust change management journey• Professional services organization evaluates insourcing vs. outsourcing benefits to improve overall service delivery <p><i>Speakers: Courtney Jackson, Partner, ScottMadden, Inc.; Patricia Ferris, Partner, ScottMadden, Inc.</i></p>
3:35pm	End of Workshop Day

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Main Conference Day One • June 9th • Starts at 11:00am EST

11:00am	Chairperson's Remarks
11:15am	How HR Teams Are Using Analytics to Solve Business Challenges People analytics continues to be a growth area for most HR organizations. However, analytics capabilities and resources vary across every organization. In this session, we will spend our time in three main areas: <ul style="list-style-type: none">• Sharing tips and considerations on how to leverage people analytics—regardless of where you are on your shared services journey• Walking through how an HR organization tackled a long-standing culture and inclusion challenge using analytics• Discussing how an HR shared services organization began using analytics and the key issues they tackled out of the gate <i>Speaker: Matt Shait, Director, ScottMadden Inc.</i>
12:00pm	10 Minute Break
12:10pm	Panel Session: Centralizing Automated Payroll under HR for Streamlined Employee Experience With the shift to a remote work world, the continued need for automated payroll is obvious. As companies automate their payroll processing, many discovered that shifting the functional oversight of payroll from finance to HR made a lot of sense. This session will focus on some of the benefits of automating payroll under HR. These include: <ul style="list-style-type: none">• Easier and faster payroll processing for HR shared services professionals working virtually• Streamlined employee access to everything HR in one place• Connectivity across HR functions with cloud solutions <i>Speakers: Teresa Walla, Senior Manager, HR Shared Services, Republic Airways; Sudhir Kumar, Global Head of Payroll, Nokia</i>
12:40pm	10 Minute Break
12:50pm	Case Study: Ways that Automated Onboarding Can Benefit Your Business The onboarding process is one that can make or break a new employee's first impression of their company. A smooth onboarding process sets the tone for company culture, helps them feel comfortable in their new position, and helps with employee retention. Many companies have resorted to automating onboarding, especially as the shift to remote work has made in-person onboarding difficult at best. This session will: <ul style="list-style-type: none">• Detail how Florida Power & Light went from manual to automated onboarding processes,• Address key metrics attained after the automation roll out that proved ROI on the strategy• Highlight the bumps in the road that were immediately addressed and how the company pivoted to right the ship <i>Speaker: Lisa Perino, Director HR Operations, Florida Power & Light</i>
1:20pm	10 Minute Break
1:30pm	Virtual Interactive Discussion Group: Reaching Diversity, Equity and Inclusion (DEI) Goals in Virtual Hiring Processes <ul style="list-style-type: none">• How executing on DEI goals can be an avenue for employee retention among a millennial and Gen Z workforce• Ways that the development of inclusive and fair workplace culture lead to better outcomes and value creation• Tools and strategies that can be used to move towards DEI goals in areas like recruitment, hiring, talent development and succession <i>Speaker: Vijay Rao, VP, Global Head of People Operations, Okta</i>
2:15pm	5 Minute Break
2:20pm	Virtual Interactive Discussion Group: Making the Most of Your Employee Portal With the shift to remote work, the employee HR portal is where most of your organization's staff interacts with HR. This session will dive into: <ul style="list-style-type: none">• Ways to organize your portal for effective and streamlined user experience• Strategies for data integration with varied solutions• How to measure employee engagement and tweak your portal to satisfy employees <i>Speaker: Courtney Usmani, Manager, People Direct, Safelite Group; Jonathan Luk, Director, ScottMadden, Inc.</i>
3:05pm	End of Conference Day

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Main Conference Day Two • June 10th • Starts at 11:00am EST

11:00am	Chairperson's Remarks
11:15am	<p>The Return to – and Future of – Work and the Impact on the HRSS Center and Workforce</p> <p>Many organizations are slowly bringing workers back to the office, but what should that office look like now? While remote work is here to stay in some capacity, many organizations are trying to figure out where they stand in balancing remote and in-office work, and the accompanying workforces. Shared services organizations are at the front lines of these decisions and their wide-ranging impacts on HR. Some questions that this session will explore include:</p> <ul style="list-style-type: none">• What must the physical HRSS Center look like with a new hybrid work model?• How will HRSSOs remain competitive and attractive to potential new hires?• How can organizations manage employee engagement with new hires that have never been to the office?• What technologies are being evaluated or used to increase efficiencies in a remote or hybrid work environment? <p>Speaker: Lesley St. Pierre, Sr. Director, Human Resources, Global HR Shared Services, Seagate</p>
11:45am	10 Minute Break
11:55am	<p>Panel Session: Developing and Strengthening Workplace Culture in a Hybrid Environment</p> <p>Shared services have proven resilient in these uncertain times. However, as many industries still have not rebounded, keeping employees engaged, bought in and as productive as possible is essential. Maintaining a healthy and strong company culture is integral for employee retention, development and good mental health outcomes. In this session, a panel of HRSSO leaders will:</p> <ul style="list-style-type: none">• Divulge the departments, technologies, and processes involved in culture-building with the HRSSO• Discuss initiatives to address “zoom fatigue” and other areas affecting emotional well-being <p>Speakers: Yojana Hidalgo, People Services Lead, Mondelez International; Shawn Brown, Director of Shared Services, ETX Energy; Sanjeev Kumar Sahgal, Head of HR Strategy, World Bank Group; Giulio Possenti, Head of HR Shared Services and People Analytics, Success Academy Charter Schools</p>
12:25pm	10 Minute Break
12:35pm	<p>Transitioning to a Global HR Shared Services Delivery Model</p> <p>This session will dive into how Arcadis pivoted from regionally aligned HR shared services support to a global, function based operating model. It will explore subjects including:</p> <ul style="list-style-type: none">• Approaches to process alignment & standardization• Technology enablement & automation• Structured post go-live support planning• Lessons learned and roadmaps for the future <p>Speaker: Meg Lesniak, Head of Global People Services, Arcadis</p>
1:05pm	10 Minute Break
1:15pm	<p>Virtual Interactive Discussion Group: Roadmaps for your Organization's HRSSO after Mergers and Acquisitions</p> <p>Bringing together varied HR shared services organizations at multiple companies after a merger or acquisition is a huge challenge. In this roundtable, we will discuss:</p> <ul style="list-style-type: none">• Ways that companies have reduced redundancies• Managed and consolidated multiple enterprise solutions contracts• Maintained accurate data entry in crucial systems like payroll• How to expand existing HRSSOs to cover new components of merged companies <p>Speaker: Tom Nesteruk, Vice President of HR Shared Services, AdventHealth</p>
2:00pm	5 Minute Break
2:05pm	<p>Virtual Interactive Discussion Group: Strategies for Maintaining Strong Internal Communication with Employees Within Your Organization</p> <p>Many people within organizations fear change—if they do something one way, it can be hard to switch things up. Topics for discussion include:</p> <ul style="list-style-type: none">• Communicating and engaging with employees on new tools, programs and initiatives• Educating employees to take advantage of everything that your HR shared service organization offers• Strategies for gaining and maintaining executive leadership's support on new HR initiatives <p>Speaker: Marissa Hedengren, Global HR Service Delivery Leader, Iron Mountain</p>
2:50pm	End of Conference Day