

# IMPACT. RESULTS. ROI For the CLOs of Today and Tomorrow

March 20-23, 2017 • Hyatt Centric Fisherman's Wharf, San Francisco, CA • www.chieflearningofficerweek.iqpc.com



# WELCOME TO CHIEF LEARNING OFFICER WEEK: SILICON VALLEY

Speed has become the new mantra for the learning and development profession. In today's anytime, anywhere world, technology has spurred a more mobile workforce, disrupting workplace productivity, collaboration and engagement.

To align with the business is simply not enough – for learning organizations to thrive in today's fast times, they must leverage themselves as organizational advisors and talent decision-makers. As the entire Talent Organization shifts to an employee-centric hub, companies are increasingly realizing they need a next generation talent organization to approach hiring, training, developing and retaining as one path, to win the battle for talent and serve the needs of today's workforce.

Successful change starts at the top. Bringing together today's chief learning leaders with tomorrow's successors, this four day summit will uncover ways to:

- Enhance their 21st century learning ecosystem with social, mobile, collaborative, and bitesized learning
- Creating behavioral change redesigning entire processes or ways of thinking
- Accelerate the impact of leadership development programs
- Implement design thinking to transform workplace engagement
- Prioritize mindfulness and wellness at work
- Explore what's possible with cognitive learning and virtual reality solutions
- Leverage Learning as a Strategic Business Partner
- Prioritize learning measurement to demonstrate training's impact to the organization
- Build streamlined, flexible and adaptable platforms that allow employees to learn as fast as today's business

Attend Chief Learning Officer Week: Silicon Valley and walk away with new strategies to fulfill your L&D investments, drive organizational effectiveness, employee engagement, and ensure quality training experiences.

We look forward to meeting you in Silicon Valley this March.

Sincerely,

The Corporate Learning Network Team



# CLO WEEK AT THE CENTER OF INNOVATION

#### SITE TOUR EXPERIENCE

From Genentech to Facebook, explore the L&D Hubs of some of the world's most innovative companies. Don't just hear about it, experience it!

**FORTUNE 500 LEADERS 8** 

INC. 5000 DISRUPTORS

companies in the world! Not public yet?

Learn to break ground with the globe's

fastest growing private companies!

Benchmark against the largest

# MODERATED LUNCH & LEARN SESSIONS BY INDUSTRY

Connecting you with like-minded peers from your industry!

# PRACTITIONER LED WORKSHOPS

Content for the end user, led by the end user!

# PROFESSIONAL DEVELOPMENT CREDITS\*

CLN is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM. This program is valid for [18+] PDCs for the SHRM-CPSM or SHRM-SCPSM.

# REIMAGINED EXPO

Build your vendor strategy and meet the most innovative providers in the world today

#### BOOK SIGNINGS

Meet the Thought Leaders who are reshaping the 21st century workplace!

#### **VR LAB**

Hype or Game Changer? Understand how Virtual Reality will impact your Learning Organization in the future – or will it?

**LEARNING LAB**Too senior to attend? No

**EXECUTIVE** 

chance! Break away with your Veeps!

\*For more information about certification or recertification, please visit www.shrmcertification.org.

# THE TEAM'S TOP PICKS IN SILICON VALLEY

Here are some personal favorites from the team. Enjoy!



#### TOMMY'S JOYNT (cash only)

www.tommysjoynt.com

1101 Geary Blvd San Francisco, CA 94109 P: (415) 775-4216

What to try: Buffalo stew, corned beef and BBQ Brisket



#### HEIRLOOM CAFE

www.heirloom-sf.com 2500 Folsom St

San Francisco, CA 94110 b/t 21st St & 22nd St P: (415) 821-2500

What to try: Cheeseburger (note: it's ordered "off menu")



# BOURBON & BRANCH (SPEAKEASY BAR)

www.bourbonandbranch.com

501 Jones St San Francisco, CA 94102 b/t Ofarrell St & Geary St P: (415) 346-1735

Note: Make a reservation ahead of time to receive secret password to enter the special side of the restaurant. What to try; cucumber aimlet



#### SUSHIRRITO

www.sushirrito.com

59 New Montgomery St San Francisco, CA 94105 b/t Aldrich Aly & Stevenson St P: (415) 495-7655

What to try: Their Sushi Burritos



#### BLUE HAWAII AÇAÍ CAFÉ

www.bluehawaiisf.com

2 Embarcadero Ctr San Francisco, CA 94111 P: (415) 248-0011

What to try: Acai or Poke Bowl



#### **BI-RITE CREAMERY**

www.biritecreamery.com

3692 18th St San Francisco, CA 94110 b/t Dolores St & Oakwood St P: (415) 626-5600

What to try: Honey Lavendar, orange-cardamon, and salted caramel ice cream



#### **GOLDEN BOY PIZZA**

www.goldenboypizza.com

542 Green St San Francisco, CA 94133 b/t Jasper Pl & Bannam Pl P: (415) 982-9738

What to try: Clam Garlic Pizza



#### BRENDA'S FRENCH SOUL FOOD

www.frenchsoulfood.com

652 Polk St San Francisco, CA 94102 b/t Turk St & Eddy St P: (415) 345-8100

What to try: Crawfish beignets & fried chicken benedicts



#### PHILZ COFFEE

www. philzcoffee.com

3101 24th St San Francisco, CA 94110 b/t Folsom St & Shotwell St P: (415) 875-9370

What to try: Mint mojito [iced coffee]





Each year, Chief Learning Officer Week attracts CLOs, VPs, and Senior Executives with the following expertise:

- L&D Strategy
- L&D Business Alignment
- Leadership Development Execution
- Instructional/Training Design
- Learning Measurement & Analytics
- Learning Technology Implementation
- Organizational Development
- Learning Innovation
- L&D Vendor Management
- Talent Management Integration
- Performance Management

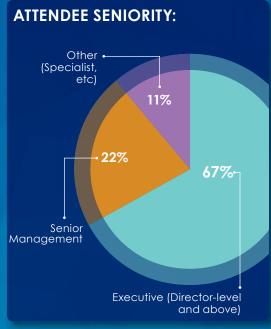
66

"The power of networking. The confirmation of the direction we are taking in L&D. The amount of resources available to assist in our L&D Structure."

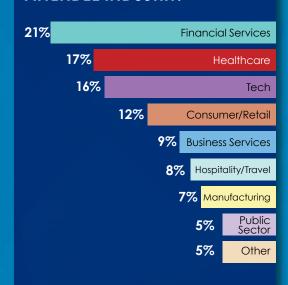
- Director of Learning & Development, Sears Holding Corporation

#### **Audience Overview**





#### **ATTENDEE INDUSTRY:**



# WHERE DO THEY COME FROM? Regional Breakdown Midwest Northeast 26% 18%

27%

South

10%

International

# CHIEF LEARNING OFFICER WEEK ALUMNI





The CLOs of today and the aspiring CLOs of tomorrow, no matter the size of your talent development team, CLO Week is for you:

	gis Scienes Corporation
Alp	ha Natural Resources
	tom Power
Alte	era Corporation
ΑN	1A Enterprise
Αm	nazon
Αm	nerican Airlines
Αm	nerican Family Insurance
Αm	nerican Water Works
ΑN	NF Bowling
An	srsource
AR.	AMCO SERVICES COMPANY
Ark	by's Restaurant Group
Arc	Best Corporation
AR	ENAL
Are	ezzo & Co.
Ash	nford University
ATO	C Aerospace
Ath	nenahealth
Axi	alent
Baı	nco central do Brasil
Baı	nco Ficohsa
Baı	nfield Pet Hospital
Baı	nkers Insurance Company
Ba <sub>l</sub> Co	otist Memorial Health Care rp
Bax	xter Healthcare
Bel	corp
	st Western
Βlυ	egreen Vacations
Bro	iun Intertec
Bur	ger King Corporation
Bus	iness Executive Education
Ca	nadian Tire Corp
Ca	pella University
Ca	pital Analytics
Ca	reFirst BlueCross BlueShield
CD	K Global
Се	mentos Argos S.A
Се	ntral Bank Corporate Universi
	ntral Bank of Brazil

Centre hospitalier de l'université de			
Chevron			
Christiana Care Health System			
Chubb Group of Insurance			
Companies			
Cincinnati Children's Hospital			
Claremont Graduate University			
Clarkston Consulting			
Colorado Department of			
Transportation			
Columbia Southern Education Group			
Comision Federal De Electricidad			
comScore			
Cone Health			
Copa Airlines			
Country Insurance & Financial			
Services			
Covance Inc			
Dana-Farber Cancer Institute			
Delaware North			
Deloitte Services			
Department of Defense			
Department of Veterans Affairs			
Design Interactive Inc			
Destination Maternity			
Discovery Learning Inc.			
Dollar General Corporation			
DSW			
DTE Energy			
Duke CE			
Edwards Lifesciences			
Emory Univesity			
Empresas de Sao Paulo (SEBRAE)			
Enspire Learning			
Ernst & Young			
Federal Reserve Bank Dallas			
Fedex			
Fenwal, Inc.			
Ferguson Enterprises Inc.			
Ferrero Industrial Confectionary			

First Data			
First Solar			
FirstMerit Bank			
Five Star Bank			
Franklin Mint Federal Credit Union			
Full Sail University			
Genesis10			
George Mason University			
getAbstract			
Globo.com			
Goldcorp Inc.			
Government of Canada			
Graduate School of Management			
Gundersen Health System			
H&R Block			
Harvard University			
HealthPlan Services			
Heerema Marine Contractors			
Hypertherm, Inc.			
IBM			
Institute of Financial			
InSync Training LLC			
Integrity Applications			
Incorporated			
Iron Mountain			
ISACA			
ISN			
Jackson Dawson			
Jefferson University			
John Hopkins			
Jones Lang LaSalle			
Knowledge Advisors			
Kronos			
Kuwait Oil Company			
Learnosity			
LG Electronics			
Litehouse Foods			
Logan Aluminum, Inc.			
Loudoun Water			
Mars, Inc.			
Mattel, Inc.			
McDonald's Corporation			

Merrill Gardens			
MetLife, Inc.			
Michelin			
Mindteck			
Miraca Life Sciences			
Monsanto  Montréal			
NCCI			
Next Era Energy			
NIIT USA, Inc.			
Noble Corporation			
Norfolk Naval Shipyard			
Northeastern University			
Oncor			
ONE Gas			
Panasonic			
Paycor			
Pearson			
Penn State University			
Petersons			
Phillips 66			
Prudential			
Publix Super Markets			
PwC Management Services LP			
Quest Diagnostics			
QVC Inc			
Ralph Lauren			
Raytheon Professional Services			
LLC			
Robert Half			
Rosetta Stone Inc			
Sally Beauty Holdings			
Sandals Resorts International			
Sberbank Corporate University			
Schlumberger			
Schneider Electric			
Sears Holding Corporation			
Senac			
Serasa Experian			
SK Telecom			
Sleepy's			
Spectrum Health			

St Joseph's Health
Stacy Weichhart
Standard Bank
State Compensation Insurance
Fund
State Farm
Stevens Institute of Technology
TD Bank
Tenaris
The Aurelius Group
The Hartford
TIAA-CREF
Title Source
T-Mobile
Total System Services
Tribridge
Trumark Financial Credit Union
UC Irvine Extension
Udacity
Uline
UNC Executive Development
United Nations Federal Credit
Union
University of Pennsylvania
US Bank
USAA
Vanguard
VCA Antech Inc
Verisk
Virgin America
Vodafone
Volkswagen Group of America,
Inc
Waddell & Reed
Wakefern Food Corporation
Walmart
Walt Disney Resort
Webco Industries
Werner Enterprises, Inc
Westinghouse

WNS North America Inc

## 2017 CORPORATE LEARNING NETWORK EVENT ADVISORS



The CLN Event Advisors come from a cross section of industries and various sized organizations. The Event Advisors provide insight regarding the strategic priorities of talent development leaders aligning learning with business goals, ensuring the CLO Week agenda is aligned with your top challenges and evolving L&D trends.

#### **EVENT ADVISORS**



James Woolsey
President, DAU/DoD's
Liaison Representative to
the CLN Advisory Board
DAU



Karen Kocher
Chief Learning Officer
CIGNA



Sandy Rezendes
Chief Learning Officer
CITIZENS BANK



Kim Kavala
Vice President, Learning &
Performance
ASSURANT

2016 Learning Leader of the Year



Stacy Henry
Vice President of L&D
BRIDGESTONE AMERICAS



Angel Green
Director of Talent & Learning
COCA-COLA



Mike Duffy
Chief Learning Officer
IMS HEALTH



Greg Miller
Vice President, Human
Resources
UNITED SURGICAL PARTNERS



Richard Hazelfine
Senior Manager of Learning
& Development
ZAPPOS FAMILY OF



Kate Day
Vice President Workforce
Transformation
METUFE



Leah Minthorn
Director of Operations
Learning - North America
IRON MOUNTAIN



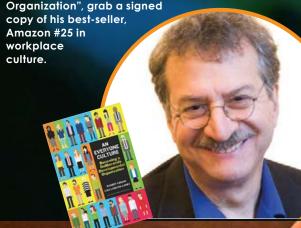
# 2017 LEARNING INNOVATORS

#### Dr. Robert Kegan

Meehan Professor of Adult Learning at Harvard University & Author

Dr. Robert Kegan is the Meehan Professor of Adult Learning and Professional Development at the Harvard University Graduate School of Education. The recipient of numerous honorary degrees and awards, his thirty years of research and writing on adult development have contributed to the recognition that ongoing psychological development after adolescence is at once possible and necessary to meet the demands of modern life. His new book with Dr. Lisa Lahey, An Everyone Culture, was recently published with Harvard Business Review Press. His previous books, The Evolving Self and In Over Our Heads, have been published in several languages throughout the world.

After Robert's Opening Keynote on "An Everyone Culture: Becoming a Deliberately Developmental



#### Dr. Sebastian Bailey

ATD Bestselling Author; Co-Founder & President Mind Gym

Dr. Sebastian Bailey is a thought-leader, best-selling author and Co-Founder and President of the U.S. branch of Mind Gym, a people consultancy that effectively transforms the way people think, act and behave, at work and at home.

Sebastian and his team act as behavior change agents by helping companies focus on their employees' needs first and empowering professionals to think differently about their work. Whether a company is redefining strategy, dealing with the aftermath of downsizing, improving their customer service efforts or refreshing employee engagement practices, Mind Gym's dynamic methodologies -- which include a pioneering "bite size learning" approach -- deliver a new and improved performance culture.

Dr. Bailey will focus his 2017 keynote session on:

Rise of the Learnatics: Unleashing Viral Learning to Develop a Culture Obsessed with Innovation and Ingenuity.

#### **Michael Bungay Stanier**

Amazon Bestselling Author; Senior Partner & Founder

#### **Box of Crayons**

Michael Bungay Stanier is the Senior Partner of Box of Crayons, a company that helps organizations do less Good Work and more Great Work. Box of Crayons is best known for its coaching programs, which give busy managers practical tools to coach in 10 minutes or less.

On the way to founding Box of Crayons in 2002, Michael lived in Australia, England, the United States and Canada (his current home), where he worked in the fields of innovation and change management.

He's written a number of books, the best known of which is *Do More Great Work*, with almost 100,000 copies sold. He's proudest of End Malaria, a collection of essays about Great Work by thought leaders that has raised \$400,000 for Malaria No More. His latest book, *The Coaching Habit*, is already being called a modern classic.

He was the first Canadian Coach of the Year and is a Rhodes Scholar. Michael will take

the stage through
The Coaching
Habit workshop
and a keynote
on The Five
Question
Leader.





#### SPEAKERS WITH ACTIONABLE TAKEAWAYS







Frank Nguyen
Vice President of Learning &
Development
Sears Holding Corporation



Michael Hyatt-Evenson Senior Director of Learning and Development Yahoo!



Carrie Beckstrom
Chief Learning Officer
ADP



Brian McGrath
Director of Instructional
Systems and Administration
Blue Cross Blue Shield North
Carolina



Ross Sparkman Head of Strategic Workforce Planning Facebook



Stacey Porter
Global Talent Management
Director
Intuitive Surgical



Shawna Erdmann Director, Global Leadership & Learning Intel Corporation



**Kate Kearney**Director, Organizational
Development & Training **Choice Logistics** 



Troy Achong
Vice President of
Organizational Development
and Training
Fox Entertainment Group



Negar Pellegrini Director of Learning & Development Zendesk



Maribel Hines
Vice President - Talent &
Organization
Development
Universal Music Group



Chris Pollino
Executive Talent
Development Leader
Genentech



Randah McKinnie Senior Director, Learning Innovations



B.J. Schone
Head of Sales Learning and
Technology
Autodesk



Bejoy Philip
Director of Learning
Effectiveness
Otsuka Pharmaceuticals



Julie Moraga Senior Leader of Learning and Development San Francisco Health Plan



Roderick Jefferson Vice President of Global Enablement Marketo



Walter Meremianin
Director of Learning &
Development
The Michaels Organization



Allison Allen Chief Learning Officer AOL



Adrian Voorkamp
Director of Sales
Effectiveness & Learning
Tyco



Damian Maldonado
Director of Learning and
Development
Central California Alliance
for Health



Steven Kowalski Senior Principal, Organizational and Executive Development Genentech



Catherine Curtis
Global Instructional
Design Leader
Amazon



Sheila Jagannathan Manager of the Open Learning Campus The World Bank



Richard Graham Head of Talent Development Bloomberg



Scott Schaffer
Global Head of Learning
Measurement & Analytics
Ericsson



Richard Hazeltine Senior Leader L&D Zappos Family of Companies



Stephanie Wagner
Executive Director of Retail
Education
Aveda



Terrie Peters
Director of Training Delivery
and Development
DollarTree



# YOUR CLO WEEK EXPERIENCE AT A GLANCE



#### DAY 1: WORKSHOPS, TEAM EXPERIENCE & WELCOME • Monday, March 20, 2017

8:30am	n Registration for Workshop A & B		
9:00am Workshop on "The Coaching Habit"   Workshop B			
12:00pm	Coffee Break & Registration for Workshops C & D		
12:30pm	2:30pm Workshop C & Working Luncheon   Workshop D & Working Luncheon		

2:30pm	Refreshment Break & Registration for Workshops E & F	
2:45pm	Workshop E   Workshop F	
5:30pm	End of Workshop Day Welcome Reception	

#### DAY 2: MAIN CONFERENCE KICK OFF • Tuesday, March 21, 2017

7:30am	Main Conference Registration & Coffee in Expo Hall		
8:15am	Chairperson's Welcome & Opening Remarks		
8:30am	Opening Address by Robert Kegan		
9:30am	Keynote by a People Leader at Facebook		
10:15am	Morning Networking & Executive Clinics		
11:15am	Track A   Track B   Track C		
12:00pm	Track A   Track B   Track C		
12:45pm	n Networking Luncheon – Lunch 'n Learn L&D Industry Discussions		

1:45pm	CLO Keynote Panel		
2:30pm	Session to Session Travel		
2:35pm	Track A   Track B   Track C		
3:15pm	VR Exhibition Time, Book Signing & Executive Clinics		
4:15pm	Big Picture Keynote by Frank Nguyen		
5:00pm	Closing Capstone on "The Five Question Leader"		
6:00pm Global Leaders Networking Reception & Executive Clinic			

#### DAY 3: MAIN CONFERENCE • Wednesday, March 22, 2017

8:00am	Main Conference Registration & Coffee in the Expo Hall	
8:30am	Chairperson's Opening Remarks	
8:45am	Opening Keynote on "The Rise of the Learnatics"	
9:45am	Keynote by an L&D Industry Leader	
10:30am	Bloody Mary Break, Book Signing & Executive Clinics	
11:30am	Track A   Track B   Track C	
12:15pm	Track A   Track B	

1:00pm	Networking Luncheon		
2:00pm	Executive Keynote		
2:45pm	Afternoon Networking Break and Prize Drawing		
3:15pm	Closing Keynote		
4:00pm	:00pm End of Main Conference		

#### DAY 4: SITE TOUR DAY • Thursday, March 23, 2017

7:00am	Registration for Facebook Site Tour	1:00pm	Site Tour of Genentech Campus
9:00am	Site Tour of Facebook Campus	3:00pm	Site Tour Shuttle Stops at SFO & Return to Hotel
12:00pm	Registration for Genentech Site Tour	5:45pm	Suggested Departure Time



#### DAY ONE: WORKSHOPS, TEAM EXPERIENCE & WELCOME

Monday, March 20, 2017



Workshop A B





8:30AM Registration for Workshop A & B 9:00AM-12:00PM Workshops



#### WORKSHOP

Primer on "The Coaching Habit"

If you're a busy manager or leader, then developing a strong coaching habit can help you work less hard and have more impact. Who doesn't want that? But building a new habit isn't necessarily easy. Have you heard the line "do it for 21 days and it becomes a habit"? Someone just made that up.

This introduction to coaching skills helps managers, executives and leaders understand how and why they're so quickly and easily tempted to jump in and be the advice-giver and the problem-solver – and the price that they (and the employees they're managing) pay for this. With this new understanding, it becomes easier for them to disarm the advice "hair-trigger" so that managers can use their coaching skills when the occasion calls for it. It helps develop coaching skills as an everyday habit.

In this highly interactive and practical workshop, participants will discover:

- · The three dysfunctional roles that everyone gets sucked into (which one will be YOUR default?)
- · What are the lies and what's the truth when it comes to building habits?
- · The New Habit Formula: build 3-5 new habits that are next-day ready
- · The 7 most powerful coaching questions for managers, core questions that can be used in any conversation
- · The Coaching Bookends<sup>™</sup> powerful ways of starting and finishing any management conversation to help increase its coaching impact
- · How to work less hard and have more impact

Workshop Leader:



Michael Bungay Stanier Senior Partner & Founder; Author "The Coaching Habit" & "Do More Great Work" **Box of Crayons** 

#### WORKSHOP B

Aligning Competency-Based Development Plans to Business Strategy

Business has changed. Our workforce has changed. We all know that we need to approach learning differently, through a blended approach and 70/20/10. But how do we ensure that our learning programs and content are relevant? How do we build a learning and development environment that empowers and is driven by employees and managers?

#### Kev Takeaways:

- · Aligning existing programs and models to competencies and skills
- · Sharing ideas about how learning programs can plug directly into employee development plans
- · Empowering managers to drive learning initiatives as career development tools

Workshop Leader:



Michael Hyatt-Evenson Senior Director of Learning & Development Yahoo!



Workshop C D





12:00PM Coffee Break & Registration for Workshops C & D 12:30PM-2:30PM Workshops



#### WORKSHOP (C



Measuring Learning Impact to Gain the Performance Edge

Assessing the impact of L&D programs is very complex and simplistic solutions do not work, but making it too sophisticated is even worse:

nothing will ever be done if it requires too much time and energy from L&D and training stakeholders. In a time when you are asked

to be aligned with businesses moving at light speed AND make every dollar count, being able to prove and improve the impact of each program has become critical. This highly interactive workshop will reveal best practices to measure and demonstrate the value delivered by L&D.

#### Key Takeaways:

- · Tools to increase the focus of your L&D team on training impact
- · Insight on which measurement methods are the most adapted for soft skill programs
- · Which evaluation approaches are most suitable in a time of training diaitalization and continuous learning?

Workshop Leader:

**BACK BY POPULAR** DEMAND



Laurent Balagué CEO & Founder Formetris; working with Fortune Global 2000 companies including Danone, L'Oréal, Novartis, Total, Société Générale, KLM and more



#### WORKSHOP D

Solving for Talent: Crowdsourcing Leadership Development Programs

Intuitive Surgical may have found their silver bullet to leadership development. The solution: OMEGA, a transformative crowd-sourced leadership development program empowering managers to become effective leaders for their teams. Representing the five core practices of leadership, this course equips managers with the core skills to build and hone their own personal leadership habits. In this session, Stacey Porter, director of global talent development, will share how her team leveraged findings from employee crowd sourcing, cluster analytics and employee insights to develop a program that's transforming the organization, one leader at a time.

Attendees of this session will hear:

- · Practical advice on how to engage employees in defining key behaviors for managers.
- · Simple design strategies built around a core model of leadership practices.
- · Reinforcement tactics for building a leadership community "after the program."



Workshop (E) (F)





2:30PM Refreshment Break & Registration for Workshops E & F 2:45PM – 5:00PM Workshops



#### **WORKSHOP E**

From the Ground Up: Designing and Developing 21st Century **Learning Ecosystems** 

Thinking of starting a Learning and Development (L&D) department but don't know where to begin? Although there is no silver bullet for all organizations, there are some simple steps that can be taken to ensure L&D serves as a strategic partner with the business to help the organization accomplish its goals. This session will focus on critical governance steps necessary to implement a successful L&D department.

#### Key Takeaways:

- · Identify which department structure may work best for your organization
- · Recognize your organizations level of L&D development, and
- · Discuss next steps to implement to move to the next level.

#### Workshop Leaders:



**Damian Maldonado** Director of Learning and Development Central California Alliance for Health



Julie Moraga Senior Leader of Learning and Development San Francisco Health Plan

#### WORKSHOP (F



In a competitive landscape, challenging the status quo is pivotal. How do you challenge expectations of great leadership within the organization? What hurdles should you expect to leap when developing a coaching culture? How do you shape organizational culture to learn continuously and take advantage of informal learning? Draw insights from talent development leaders at Otsuka Pharmaceuticals and explore strategies and a systems approach to developing a learning and growing culture.

#### Key Takeaways:

- · Shifting managers to emphasize coaching as a key competency
- · Incorporating self-directed learning to further your organization's leadership and professional development
- · Using systems based strategies to shape cultural learning and development behavior

#### Workshop Leader:



Director of Leadership and Talent Development Otsuka Pharmaceuticals



Adam Heide Senior Talent Management Partner Otsuka Pharmaceuticals

5:30PM END OF DAY WELCOME RECEPTION



#### **DAY TWO: MAIN CONFERENCE KICK OFF**



#### 7:30am Main Conference Registration & Coffee in Expo Hall

#### Chairperson's Welcome & Opening Remarks 8:15am



**Amar Dhaliwal** Chief Evangelist Edcast

#### OPENING KEYNOTE: An Everyone Culture: Becoming a Deliberately Developmental Organization 8:30am

Imagine working in a place that is sending the message, every day, "We hired you because we thought you were good, not because we thought you were perfect. We are all here to get better, and the only way we will get better is to make mistakes, reveal our limitations, and support each other to overcome them."

Key Discussion Topics:

- · Building inclusive talent systems that embed open thinking & mentorship conversations into daily life
- · What companies need to know and do to win and hold on to all of their employees not just 'High Potentials' to develop culture, engaging people and invigorate the organization
- · Bridging the gap between the promise of collaborative technologies and putting them into action



Meehan Professor of Adult Learning & Author of "An Everyone Culture: Becoming a Deliberately Developmental Organization" **Harvard University** 

#### 9:30am **KEYNOTE** by People Leader at Facebook

Join us for a special keynote session with Ross Sparkman, Head of Strategic Workforce Planning at Facebook, where he discusses:

- Ramping up your organizational agility
- · Shaping the discussion around measurement and analytics
- · Personalizing career paths and prioritizing succession planning
- · Making a case for maintaining performance evaluations



#### Ross Sparkman

Head of Strategic Workforce Planning **Facebook** 

#### 10:15am Morning Networking & Executive Clinics – Discover CLN's Hand-Picked Learning Solutions

Add some fun to your vendor assessment process! During our Executive Clinics, you'll have the opportunity to meet individually with best-of-breed solution providers, navigate the expo hall, learn about the variety of solutions to complement your critical

objectives, and put new ones on

your radar!



#### TRACK SESSIONS BEGIN

Customize your learning. You are welcome to move in and out of the tracks as you see fit! Attending as a group? Why not split up, attend different sessions and share your notes?

#### TRACK A **L&D ACCELERATOR**

#### 11:15am

#### **PANEL: Really Cool Learning Technologies** that Drive Performance

Discussion Topics Include:

- · Overview of the technologies, frameworks and evolving approaches to delivering high appeal continuous learning
- · Action steps to deliver impactful, high-level virtual training with innovative and advanced capabilities that streamline rather than complicate your L&D delivery
- Tips and tricks to promote social collaboration and integrate user generated content into the learning ecosystem
- Ideas for just-in-time learning that can be delivered through video, mobile, micro or performance support platforms

#### Moderator:



Richard Graham Head of Talent Development **Bloomberg** 

#### Panelists:



Adrian Voorkamp Director, Sales Effectiveness and Learning



Sheila Jagannathan Manager of Open Learning Campus The World Bank

#### TRACK B **ORGANIZATIONAL AGILITY**

#### MASTER CLASS: How L&D Leaders Can Maximize Their Influence In the Boardroom

L&D leaders know that their organizations can benefit tremendously by fully leveraging their current staff and not just pursuing the latest candidate du jour. Yet too often L&D leaders don't have sufficient influence in the boardroom to fully enroll other executives in their people strategy as the full blown competitive advantage that it could be.

When you join us for this executive roundtable you will have an opportunity to discuss with your L&D leadership peers the communication, education and mindset shifts that need to happen for you to gain the strongest possible influence in the boardroom.

#### Kev Takeaways:

- · Best practices for maximizing your influence with other senior executives
- · Insights into the mindset, communication and education shifts you may need to make to best influence all key stakeholders in your people strategies
- · Tips for how to construct solid ROI based value propositions to maximize enrollment in your key initiatives



**Daniel Kimble** 

**Resonance Executive Coachina** 

#### TRACK C **EXECUTIVE LEARNING LAB**

#### Developing the Self-Organized, Trust-**Driven Leader**

Discussion Topics:

- · Revamping leadership development curriculum
- · Focusing on EQ development, team trust measurement
- · Curriculum development for the self-organized leader program

#### Key Takeaways:

- · Gain a deeper understanding of what is meant by "return on expectations" (ROE)
- · Learn about a model that can be applied to measure ROE
- · Hear several success stories regarding how this approach worked and what results were seen



Rich Hazeltine Senior L&D Leader **Zappos Family of Companies** 



#### TRACK A **L&D ACCELERATOR**

#### TRACK B ORGANIZATIONAL AGILITY

#### TRACK C **EXECUTIVE LEARNING LAB**

12:00pm

#### The Learning Revolution is Here: Top Trends and Predictions for 2017

L&D continues to play a critical role as companies seek to adapt to rapidly changing technologies. Yesterday was about instructor-led classes and web-based e-learning platforms. Today, the modern workforce demands a new learning environment: one that's personalized, mobile, immersive, and addictive. In order to help you develop a next-generation learning environment, we took a deep dive into the preferences of the modern online learner to better understand learning trends in 2016 and what to expect in 2017.

#### Key Takeaways:

- · 5 key trends and 5 predictions for L&D in 2017
- · The learning profile of the modern employee: how and when do they want to learn?
- · How to deliver a next-generation learning environment for your organization
- · What are the hot topics and most desired skills for employees



Yvonne Chen Head of Marketing **Udemy for Business** 



Negar Pellegrini Director of Learning & Development Zendesk

#### Re-imagining Personality Styles Training for **Lasting Impact**

For far too long, DISC and Myers-Briggs training has focused on graphs, styles, types and psychological models of behavior. Participants gain self-awareness, but that knowledge is often fleeting and has only short-term impact. In this session, Merrick Rosenberg, author of The Chameleon, will challenge the way you think about personality styles training with a reimagined way to teach people about themselves and others. It's time to infuse personality into your culture.

#### Key Takeaways:

- · Discover why most personality styles training is designed for short-term memory, not long-term retention
- Learn how to reframe the message to shift from learning about letters to learning skills and applying
- Reallocating time from profiles and graphs to skills and application
- Gain insight on how to deliver brain-friendly personality styles training that engages learners in the classroom and creates long-term impact



Merrick Rosenberg **CEO Take Flight Learning** 



Walter Meremianin Director of Learning & Development The Michaels Organization

#### **Developing a Culture of Mentorship**

Organization leaders are challenged to grow and retain quality employees. Developing a culture of mentorship is more than just creating a program, it is an effective way to support commitment and engagement. The speakers will talk about the current state of mentorship and present an example of an organization that brings it to life.

#### Key Takeaways:

- · Defining effective mentoring
- · Tackling the challenges and ensuring success of mentor/mentee relationships
- · Benefit to work life balance
- · Mentor Program Implementation at Aveda



Dr. Rhonda Capron Dean School of Business and Technology Capella University



Stephanie Wagner **Executive Director Retail Education** 

#### Networking Luncheon – Lunch 'n Learn L&D Industry Discussions 12:45pm

Don't miss the chance to meet with industry colleagues during our lunch and learn. Choose a table for industry-specific discussions including Consumer & Retail, Software & Tech, Financial Services & Banking, Healthcare & Pharma, Hospitality & Travel, Business Services, and Public Sector tables.

#### 1:45pm

#### WOMEN IN LEADERSHIP KEYNOTE PANEL – Learning at the Speed of Business

In an environment where emerging digital technologies are fundamentally reshaping work, where the development of big data and analytics continues to move forward, where global business brings volatile and uncertain conditions and where workplaces are being populated by a multi-generation of workers, CLOs are confronted with an urgent need to rethink and reinvent their workplaces in order to survive and thrive in an ever-changing world.

Discussion Topics Include:

· Implement a business-driven L&D function through times of tremendous growth

Fox Entertainment Group

- · Develop a partnership model to forecast business needs and drive learning at the speed of business
- · Review various models which allow for agility and flexibility

#### Panelists:



Vice President, Organization Development and Training



**Carrie Beckstrom** Chief Learning Officer **ADP** 



Allison Allen Chief Learning Officer **AOL** 

#### TRACK SESSIONS CONTINUE

2:30pm Session to Session Travel

#### TRACK A L&D ACCELERATOR

#### 2:35pm

### INNOVATION CATALYST PANEL: Exploring What's Possible with VR in L&D

Virtual reality and experience-centered learning will increasingly become a part of an effective corporate learning and development strategy. From staff on the front lines to executive leaders, VR promises to revolutionize how employees practice and master a variety of technical and interpersonal skills. Discussion topics in this dynamic panel of thought leaders include:

#### Key Takeaways:

- · Emerging applications for VR in corporate learning
- Lessons learned from implementing a AR/VR-based L&D strategy
- · Harnessing the analytic potential from

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#### TRACK B ORGANIZATIONAL AGILITY

# PANEL: Scaling the Availability and Impact of Coaching, Mentoring & Engagement Programs

#### **Discussion Topics:**

- Establishing your organization's culture of learning through savvy high-potential and /or coaching programs
- Toolkits that can ready employees to be innovation and growth catalysts
- · Establishing the measurement criteria for impact, both immediately and longterm.

#### Panelists Include:



# Rich Hazeltine Senior L&D Leader Zappos Family of Companies



# Chris Pollino Executive Development Leader Genentech



#### Kate Kearney

Director, Organization Development & Training

#### **Choice Logistics**



# Maribel Hines Vice President, Talent & Organization Development

**Universal Music Group** 

#### TRACK C EXECUTIVE LEARNING LAB

## Fast-tracking Executive Development Programs

This session will uncover key components of the Genentech's NOC program, including a new role called "Talent Broker" and ways Genentech has implemented an "Unprogram" program; empowering leader participants to develop their own curriculum path as part of the Cohort experience. Using the design and delivery methodology of Genentech's New Officer Cohort (NOC) program as a backdrop, join colleagues for an engaging discussion about the potential of Executive Development (ED) solutions to:

- Strengthen a sense of community amongst senior leaders
- Build connections across functions through exposures and experiences
- · Shape "enterprise leaders" (vs. "functional VPs)
- Instill a mindset of "giving back" in ways that develop up-and-coming leaders
- Accelerate success for new senior leaders in their roles



#### **Steven Kowalski**Head of Executive Development

Genentech

Steven works with Genentech's Officers, leaders and key talent across the company to build leadership and organizational effectiveness. This includes the development and delivery of customized, executivesponsored development solutions, high-potential development services, business driven innovation solutions, and efforts to keep Genentech relevant and progressive as a great place to work.

3:15pm VR Exhibition Time & Executive Clinics including Book Signing for "An Everyone Culture: Becoming a Deliberately Developmental Organization"



#### 4:15pm ROADMAPPING CONTINUOUS LEARNING: Closing Capability Gaps at the Speed of Business

In the wake of the Great Recession, many organizations now find themselves inadvertently caught in a compliance culture. Employees are assigned training, given a seemingly arbitrary due date, and little real learning actually occurs. Fortunately, new innovations in expertise management, gamification and tracking of both formal and informal learning enable organizations to evolve from compliance to a continuous learning culture. At minimum, this approach allows employees to spend less time in upfront training and more time applying their learnings on the job. At its best, this culture gives the employees tools to be a self-directed learner and prepare not just for their current job but also future roles with the organization.

#### Key Takeaways:

- · Describe the five levels of learning culture
- Identify your organization's current level
- Implement seven key steps to evolve your organization to a continuous learning culture



Frank Nguyen

VP of L&D

Sears Holding Corporation

#### 5:00pm Closing Capstone on "The Five Question Leader"

Managers and leaders find themselves stuck in three vicious circles:

They're frustrated by teams who have become over-dependent on them. They're overwhelmed by the amount of work they have to do. And they're disconnected from their own Great Work – the work that has impact, the work that has meaning. Sound familiar?

Breaking out of those vicious circles is simpler than you might think. Mastering five essential questions can help managers and leaders increase the focus, courage and resilience they need to have more impact in the work they do.

In this practical, interactive and engaging session participants will:

- · Discover the three vicious circles that keep managers and their teams stuck
- · Learn the five core questions they need so they (and those they lead) can focus on the work that matters
- · Get three quick-to-master techniques to ask a question well (it's harder to do than it sounds!)
- · Find the Best Coaching Question in the World (and it has just three words)
- · And understand how to apply the New Habit Formula to convert insight into new, sustainable behaviours



#### Michael Bungay Stanier

Senior Partner & Founder; Author "The Coaching Habit" & "Do More Great Work" **Box of Crayons** 

6:00pm

GLOBAL LEADERS NETWORKING RECEPTION, EXECUTIVE CLINICS & BOOK SIGNING Join us for Conversation & Cocktails!







#### 8:00am Main Conference Registration & Coffee in the Expo Hall

#### 8:30am Chairperson's Opening Remarks



Amar Dhaliwal
Chief Evangelist
Edcast

#### 8:45am OPENING KEYNOTE: Unleashing "Learnatics": How Organizations that can Learn Stay Ahead

Jack Welch once said, "An organization's ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage". He was wrong: learning is more than an advantage, it's a competitive imperative. But a naïve view of learning means it's never thought of beyond the school classroom or a training conference room. Learning itself is capability that can be developed. This is a call to unleash the learnacy.

Learnatics don't just gobble up new information; they do something useful with it. They take what they know, quickly apply it to new situations and then go and learn some more. An organization full of learnatics will innovate faster, be more efficient and deliver more value. And if you have enough learnatics, their learnacy will go viral. You'd be mad not to.

#### Key Takeaways:

- · The characteristics of a learnatic
- What stops learnacy from spreading
- · How to develop learnacy in others
- · Proven ways to make learnacy go viral across an organization



#### **Sebastian Bailey**

Author "Mind Gym: Achieve More by Thinking Differently", President and Co-Founder

The Mind Gym – An ATD Best Seller

#### 9:45am Engaging the Millennial Mind

We've shifted from the information revolution to the conceptual era; the worker and the workplace have changed; the way people learn has evolved. How do you make sense of the latest buzz and how do we adapt to the learning styles of the "Millennial Mindset"? Together we'll discuss a program that is gaining momentum across our organization & providing an accelerated speed-to-revenue model!

#### Key Takeaways:

- · Why adjusting your learning programs to your learners' expectations is a winning solution
- · Sharing learning design principles that are proven & successful
- · Evaluating your learners and their needs within the context of 21st century learning design



Roderick Jefferson
Vice President of Global Enablement
Marketo

#### 10:30AM BLOODY MARY NETWORKING BREAK, MEET UPS & BOOK SIGNING

Take some time during our networking break to discuss "What's keeping YOU up at night?"



#### TRACK SESSIONS BEGIN

#### TRACK A L&D ACCELERATOR

#### TRACK B ORGANIZATIONAL AGILITY

#### TRACK C EXECUTIVE LEARNING LAB

11:30am

#### PANEL: Driving L&D Leadership Through Measurement: Shaping the Impact Discussion

Today's advanced analytics technology provides unparalleled opportunities to track and measure the complete learning experience. As corporate leaders pressure L&D to become a data-driven function, the imperative to adopt analytics & measurement tools that both prove and improve the impact of learning is quickly growing. Through the perspective of progressive learning leaders, this session will uncover the methods on adopting tools to quantify efficiency, behavioral change, and business partnerships.

#### Discussion Topics Include:

- Navigating the scope of analytics tools available to agile L&D organizations
- Embedding outcome measurement and success metrics into learning experience design
- Best practice examples of tech adoption to shape and quantify behavioral change

#### Moderator:



Laurent Balagué CEO & Founder Formetris

#### Panelists:



BJ Schone
Head of Sales Learning & Technology
Autodesk



#### Scott Schaffer

Global Head of Learning Measurement and Analytics **Ericsson** 



#### **Brian McGrath**

Director of Instructional Systems and Administration

Blue Cross Blue Shield North Carolina

## Adopting NeuroSocial Leadership Competencies

What has emerged from Sherri Malouf's PhD research is a model of leadership based in NeuroSociology, Quantum Physics, and Systems thinking. With a unique ability to make complex theories practical and applicable, Sherri will introduce attendees to her research and encourage people to think about leadership in a completely different way.

#### Key Takeaways:

- Understand the critical role social needs play in leading organizations based on neuroscience
- Reflect on how to develop leaders and explore how science may alter the current thinking about leadership
- Attendees will compare their own observations about leadership with this new set of competencies



Sherri Malouf President & Owner Situation Management Systems

## Accelerating the Impact of Leadership Development Programs

Discussion Topics Include:

- The importance of LDP for organizations to thrive in uncertain business environments
- Revamping the leadership development curriculum
   mixing classroom, social, just-in-time learning
- Examples of design for LDP moving past traditional delivery methods
- · Implications for HiPo development



Richard Graham
Head of Talent Development
Richard



#### **CONCURRENT TRACK SESSIONS** TRACK B TRACK A **ORGANIZATIONAL AGILITY L&D ACCELERATOR** 12:15pm What Wins with Employees Today: Bite Sized Learning that Engages **Building Organizational Agility Starts with an Agile Talent System** Times are changing, our learner is changing, and our business continues to grow, In a customer centric culture, we need to be agile and define ways that we can meet so how do we keep up with the times? How do we win with Associates today? the business needs by preparing our people to develop curricula and delivery in an Strengthening our Core, building our teams skills, one Associate at a time. How could agile way. we provide more value to our learner in less time with a leaner, streamlined, bite-sized Discussion Topics Include: approach to learning? Well, we listened, was less really more? Could we move from compliance to commitment? · Templates to make process more streamlined Key Takeaways: · Accelerating learning, adapting processes to enable goals · Changing the mind-set of compliance driven vs commitment driven. Building quality learning programs and engaging exclusive stakeholders · Effectively right sizing our elearning programs to meet our audience needs, **Catherine Curtis** taking a leaner, streamlined, bite-sized approach. Senior Manager of Instructional Design · Transforming how Associates learn and think about the business. **Terrie Peters** Director of Training Delivery and Development **Dollar Tree**

#### 1:00PM: NETWORKING LUNCHEON

#### 2:00pm The Architects of Experience: Innovating L&D at the Speed of Business

A rapidly changing business environment of increasing complexity, new digital technology solutions, changing expectations from employees and business model disruption is impacting Learning and Development. The answer? Establish L&D as an innovation hub focused on employee experience.

#### Key Takeaways:

- · Mindset shifts and tactics to grow an L&D innovation hub
- · How to build an organizational ecosystem that fosters an always learning mindset
- · Test and learn examples, measuring success



#### Randah McKinnie

Senior Director, Learning Innovations
RBC

#297 on the Fortune 2016 Global 100; 2016 Best Places to Work in Canada Winner

2:45pm Afternoon Networking Break and Prize Drawing

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#### DAY THREE: Wednesday, March 22nd, 2017

#### 3:15pm

#### **CLOSING KEYNOTE:** Drive Business Success By Building a Team of Leaders

Personal motivation and a strong connection to team goals are key indicators of whether a company will compete and win in ever-changing markets. The most successful companies support teams that seek diversity, practice inclusive behaviors and are open to new ideas. Research shows when people feel included at work their engagement and performance improves, resulting in more creative solutions that appeal to a broader audience.

#### Key Takeaways:

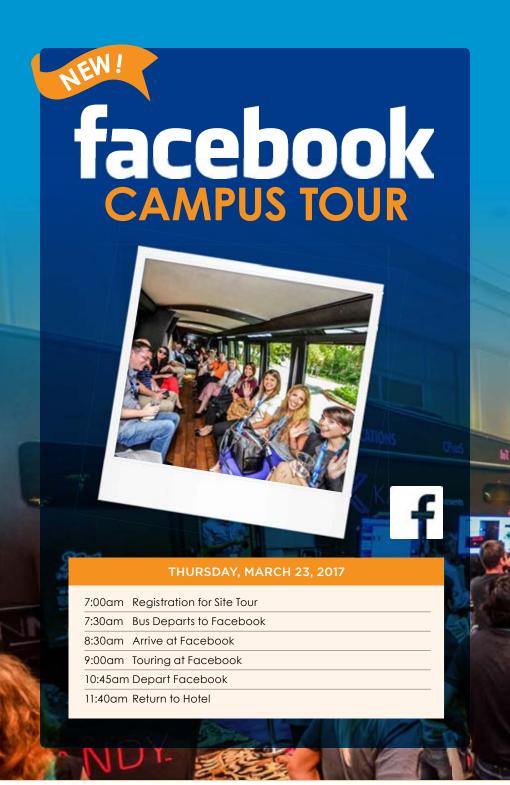
- · The latest neuroscience research critical to developing agile organizations
- · How to incorporate diversity and inclusion as a cultural design principle rather than a standalone program
- · How to invest in development opportunities for executives and high potentials to create a top down mindset of innovation and inclusion



# Shawna Erdman Director, Global Leadership & Learning Intel Corporation

#### 4:00pm End of Main Conference





# GENENTECH CAMPUS TOUR

Founded more than 40 years ago, Genentech is a leading biotechnology company that discovers, develops, manufactures and commercializes medicines to treat patients with serious or life-threatening medical conditions. Genentech employees consistently cite the opportunity to make a difference in the lives of patients as the primary reason they enjoy working at the company. Visitors will tour our new employee center ("the Hub") and innovative open-space work structure, both focused on sustainability and well-being, and a research laboratory.

#### SITE TOUR LEADER:



Chris Pollino
Executive
Development
Genentech

Genentech

A Member of the Roche Group

#### THURSDAY, MARCH 23, 2017

12:00pm Registration for Site Tour

12:15pm Bus Departs to Genentech

12:45pm Arrive at Genentech

1:00pm Touring at Genentech

2:45pm Depart Genentech

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& Return to Hotel



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#### Organization Development & Training

#### www.linkedin.com/groups/2087299/profile

Organization Development & Training, is a Subgroup of Linked:HR, the largest professional Human Resources group on LinkedIn. The group is for HR professionals that deal with OD and Training programs and issues.



#### **Blended Learning Forum**

#### www.linkedin.com/groups/3047656/profile

This group has been created as a forum to share understanding, questions and experiences of blended learning provision in the corporate environment. It is for those L&D professionals involved in or interested in blended learning who either work in companies or as consultants and who see meeting learning objectives as their primary motivator when designing blended learning interventions.



#### **ATD SF East Bay Chapter**

#### www.atdsfeastbay.org

ATD SF East Bay provides access to emerging teams and leading edge resources; competency development; and networking; and professional growth opportunities within a supportive community of practice. We strive to create a professional, caring, supportive and fun environment which is rewarding to everyone involved.



#### **Corporate Learning Network**

#### www.corporatelearningnetwork.com

Corporate Learning Network, a division of IQPC, is an online community for sharing ideas, best practices and solutions along with learning through systematic, well-organized learning programs within the training and learning professional community.

Corporate Learning Network's mission is to supply training executives with the thinking, the knowledge and the skills required to make training a results-focused activity.



#### Organization Development, Learning and Training https://www.linkedin.com/groups/162454/profile

Profession in HRD, OD and Learning Development



#### **VR/AR** Association

#### http://www.thevrara.com/sf-chapterThe

VR/AR Association (The VRARA) is an international organization designed to foster collaboration between innovative companies and people in the virtual reality and augmented reality ecosystem that accelerates growth, fosters research and education, helps develop industry standards, connects member organizations and promotes the services of member companies.



#### Augmented Reality (AR), Virtual Reality (VR) & Virtual Worlds (VWs) www.linkedin.com/groups/37782/profile

The Augmented Reality (AR), Virtual Reality (VR) & Virtual Worlds (VWs) group is the place to meet leaders in the field and discuss these emerging technologies.



#### International Coaching Federation - San Francisco Bay Area Chapter www.sfbayareacoaches.org

The International Coach Federation (ICF) is the leading global organization dedicated to advancing the coaching profession by setting high standards, providing independent certification and building a worldwide network of trained coaching professionals.



#### **E-LEARNING 2.0**

#### www.linkedin.com/groups/138953/profile

This group is dedicated to serving the online education community with the latest news, instructional design techniques and technologies of eLearning. If you are a trainer, e-learning developer instructional designer or educator, please join us & share your thoughts and experiences.

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