

Corporate Learning & Development Forum

January 27–29, 2019

The Wigwam Resort

Phoenix, AZ

ABOUT CONSERO

Consero Group is an international leader in creating high-level, invitation-only events for senior executives. Since its inception in 2010, the company has hosted over 150 events in the U.S. and Europe across a variety of industries.

EVENT AT A GLANCE

General Sessions

Address top-of-mind issues in a conversational exchange among industry thought leaders, enabling participants to share lessons, expertise, leadership skills, and practical tools.

KnowledgeBridges™

Engage in advanced dialogue in an informal boardroom-style setting on specific topics that are particularly suited to smaller group discussions.

Networking Meals

Participate in all meals and networking functions hosted on-site by Consero. These intimate gatherings provide countless opportunities to develop lasting business relationships.

Business Meetings

Meet with the most innovative service providers in the industry, one-on-one, based on your individual and departmental priorities. Our reputable partners are referred and vetted by your peers.



WHO
Chief Learning Officers



WHEN
Sunday, January 27, 2019 at 1:00 PM to
Tuesday, January 29, 2019 at 11:30 AM



WHAT
3 days of networking, learning,
and sharing best practices with
industry-leading peers



WHERE
The Wigwam Resort
Phoenix, AZ



VENUE

The Wigwam Resort

300 East Wigwam Boulevard
Phoenix, AZ 85340

Established in 1929, this adobe-and-timber resort set on 16,000 acres is 4 miles from I-10 and 17 miles from Skyline Regional Park.

ADVISORY BOARD



Jennifer DePaola
Vice President, Talent Management
AMN Healthcare



Matt Kane
Head, Global Learning, Leadership Development & Innovation
Johnson & Johnson



Karen Portillo
Director, Talent Development & Engagement
Coffee Bean & Tea Leaf



Rae Tanner
Head of Enterprise Learning & Development
Farmers Insurance



Mimi Weber
Administrative Director, Organizational Development and Chief Learning Officer
Memorial Healthcare System

SUNDAY, JANUARY 27

1:00 PM–1:30 PM

WELCOME

Opening Remarks

1:30 PM–2:30 PM

GENERAL SESSION

Using Learning As A Tool For Competitive Advantage

- › How can the CLO's work drive a competitive advantage?
- › What are the most useful practical strategies for designing learning programs that meet critical corporate goals?
- › What methods, if any, can keep your learning strategies and content out of the hands of competing organizations?



JJ Bowman
Head of University of Farmers
Farmers Insurance



Scott Gibson
Director, Human Resources Learning & Development
Stuller



Eric Harper
Vice President, Talent & Learning
BSN Sports



Billy McMillan
Human Innovation Officer & Leadership Development Program Manager
NASA



Molly Rupprath
Senior Director, Learning & Development
Message Envy Franchising LLC



Mike Thompson
Senior Director, Corporate Talent & Organizational Development
Grifols



MODERATOR:
Max Yoder
Co-Founder & CEO
Lessonly

SUNDAY, JANUARY 27

2:30 PM–3:30 PM GENERAL SESSION

Developing & Ingraining A Culture Of Learning In Your Company

- › How are you creating demand for L&D?
- › Are there evergreen elements to your on-demand materials, or do all resources need refreshing?
- › How can you create L&D ambassadors who reside outside of HR?



Adele Cook
Chief Learning Officer
Arizona Department of Economic Security



Rae Tanner
Head of Enterprise Learning & Development
Farmers Insurance



Chuck Melick
Senior Director of Talent, Learning and Organizational Development
Spring Mobile



Christine Menard
Vice President, Learning & Development
Oppenheimer Funds



Mimi Weber
Administrative Director, Organizational Development and Chief Learning Officer
Memorial Healthcare System



Deborah Wilson
Global Head, Learning & Development
Wunderman



MODERATOR:
 Lior Arussy
Chief Executive Officer and President
Strativity Group Inc.

3:30 PM–5:30 PM BUSINESS MEETINGS

Business Meetings

3:30 PM–4:30 PM KNOWLEDGEBRIDGE™

Is This The End Of Employee Engagement As We Know It?

Employee engagement and engagement surveys are a fixture in most organizations and a popular topic among researchers, HR professionals, and consultants alike. Trends in engagement scores are mixed but generally show no meaningful improvements. Add in the extraordinary variety in definitions and models of employee engagement, and it's no wonder leaders and HR professionals are beginning to wonder what the future holds for engagement.



MODERATOR:
 Debbie Anstine
Vice President, Client Effectiveness
Perceptyx

SUNDAY, JANUARY 27

4:30 PM–5:30 PM

KNOWLEDGEBRIDGE™

KnowledgeBridge™



MODERATOR:

UNC Executive Development

5:30 PM–6:30 PM

GENERAL SESSION

The Chief Learning Officer's Role In Driving Diversity & Inclusion

- › How well do you include diversity and inclusive thinking in your recruiting and onboarding efforts?
- › How have you ingrained diversity and inclusion into your employment brand?
- › How do you reduce unconscious bias and increase inclusiveness in your leadership assessment, training, and recruiting practices?
- › What training programs are you using to create and coach senior leaders as role models for diverse and inclusive thinking?
- › How have you successfully integrated functional training topics regarding fairness and diversity into your learning programs? What pitfalls are to be avoided?



Jami Allred
*Associate Vice President, HR
Strategy & Organizational
Effectiveness*

Banner Health



Dino Anderson
*Executive Director,
Learning & Organizational
Development &
Diversity & Inclusion*

Maxim Integrated



Tara Chander
*Director, Learning &
Development*

Molina Healthcare



Christine Lin
*Head of Organization
Development*

**American Honda
Motor Company**



Ani Nazaryan
*Director of Learning
& Development*

**The Cosmopolitan
of Las Vegas**



Michelle Saunders
Head of Learning Solutions

**International Game
Technology**

6:30 PM

NETWORKING MEAL

Welcome Cocktail Reception & Dinner

MONDAY, JANUARY 28

7:00 AM–7:50 AM NETWORKING MEAL

Breakfast

8:00 AM–9:00 AM GENERAL SESSION

Executive Assimilation: Ensuring Seamless Transition Into Leadership Roles

Roughly half of executives transitioning into new roles fail within their first 18 months—which translates to career setbacks for America's top talent and millions of dollars in losses for their organizations. In this session, you will learn why the failure rate is so high and where the most common pitfalls are. We will share a model for assimilating into roles at the VP-through CXO-levels that is comprised of three strategic levers: cultural assimilation, developing a comprehensive charter, and assessing the existing team.



MODERATOR:

Emily Bermes

Chief Executive Officer

Emily Bermes + Associates

9:00 AM–11:00 AM BUSINESS MEETINGS

Business Meetings

9:00 AM–10:00 AM KNOWLEDGEBRIDGE™

Is Silence Killing Your Culture?

Consider all of the conversations that aren't happening in your organization.

How many...

- › Questions are going unasked because people don't know how to ask them without feeling vulnerable?
- › Disagreements are still simmering on the back burner because it's easier to blame others than work through differences?
- › People are leaving because no one bothered to tell them how valuable they are?
- › Opportunities are timing out because the risk of sharing edgy ideas feels too high?

Conversation is like a current that flows through organizations, creating connections of all kinds. When people feel connected they are more open to everything—trying new things, addressing issues and imagining what's possible, together. When people go silent, any kind of change gets short-circuited.

In this KnowledgeBridge™ we will discuss:

- › What keeps people from talking about the things that really matter?
- › What do cultures of silence actually cost us and our organizations?
- › What would it take to create a culture of conversation where real issues and opportunity get addressed in real time?



MODERATOR:

Dianna Anderson

Chief Executive Officer

Cylient

MONDAY, JANUARY 28

10:00 AM–11:00 AM KNOWLEDGEBRIDGE™

Gaining Greater Transparency Of Corporate Learning Initiatives: Leveraging Data And Analytics For Better Decision-Making

- › How can you best leverage data and analytics to make informed decisions?
- › How can you use data to measure the impacts of corporate learning initiatives?
- › How can you connect organizational goals to your corporate learning strategy?



MODERATOR:
Tim Hagen
Chief Coaching Officer
Progress Coaching

11:00 AM–12:00 PM GENERAL SESSION

What Is The CLO's Unique Role In Driving Change?

- › How can the CLO help build the organization's capacity for change?
- › Whose buy-in is most critical?
- › How can you overcome the typical roadblocks?



Doug Bryant
Vice President, Human Capital Management
Sonic Automotive



Brandon Carson
Director, Learning
Delta Air Lines



Kent Frazier
Executive Coach and Learning Advisor
Ghiradelli Chocolate Company



Dean Griess
Managing Director, Schwab Business Learning
Charles Schwab



Malissia Pendleton
Chief Learning Officer
BrightSpring Health

12:00 PM–12:50 PM NETWORKING MEAL

Lunch

MONDAY, JANUARY 28

1:00 PM–2:00 PM GENERAL SESSION

Making The Business Case For Greater Investment: Multiple Stakeholders Weigh In

- › How can you build support across the organization for greater investment in learning?
- › What are the most effective methods for overcoming skepticism or hesitancy from top executives?
- › How can you craft a financial model to demonstrate the value of learning?



Candace Lindner
Senior Manager, Learning & Development

Amtrak



Randy Nicholson
Director, Talent & Culture Development

Vectrus



Kevin Patterson
Senior Director, Talent & Organizational Effectiveness, Talent Officer

Maricopa Integrated Health System



Michele Silverman
Vice President of Learning & Development & Internal Communications

Gold's Gym



Philip Zoller
Vice President, Talent Acquisition & Development

Florida Blue

2:00 PM–4:00 PM BUSINESS MEETINGS

Business Meetings

2:00 PM–3:00 PM KNOWLEDGEBRIDGE™

Leveraging Emerging Drivers Of Engagement For Business Enablement

- › How can you take a more scientific and data-driven approach to engagement? How are you being responsive to this data?
- › What roles do emerging factors—such as fulfillment and purpose—play in engagement?
- › Why do most employee engagement programs fail to deliver results, and how can you best avoid common mistakes?

3:00 PM–4:00 PM KNOWLEDGEBRIDGE™

Game-Based Learning: The Dos & Don'ts Of Gamification

- › How has the role of gamification in L&D evolved over time?
- › What are the latest opportunities and limitations of gamification in the learning context?
- › Can competition play a useful role in advancing L&D's impact?

MONDAY, JANUARY 28

4:00 PM–5:00 PM GENERAL SESSION

Aligning A Multi-Generational Team: Effective Learning Methods To Maximize Potential

- › What are the most effective ways of engaging multiple generations in learning?
- › How can you identify differences in learning needs across generations?
- › What are the risks of tailoring learning differently for different generations?



Amy Herman
Head of Learning & Development
Universal Hospital Services



Rachel Horwitz
Director, Global Learning & Development
Mars Incorporated



Sheila Jagannathan
Head of Learning & Development
The World Bank



Chad Jones
Head Coach of Learning & Development
Papa John's International



Matt Kane
Head, Global Learning, Leadership Development & Innovation
Johnson & Johnson



Amanda Robertson
Director of Learning & Development
New Avon



MODERATOR:
Caroline Brant
Global Learning Strategist
GO1

5:00 PM–6:00 PM GENERAL SESSION

A Delicate Balancing Act: Finding The Right Mix Of Digital & Live Training

- › Is live learning a thing of the past?
- › What are the shortcomings of modern digital learning?
- › How can you optimize digital L&D resources to bridge the gap with in-personal methods most effectively?



Jennifer Barnes
Director, Corporate Learning & Development
American Heart Association



Jennifer DePaola
Vice President, Talent Management
AMN Healthcare



Jennifer Dudeck
Vice President, Global Learning, Leader & Team Development
Cisco



Lori Goldstrohm
Vice President, Operations Services
CAVA



Elizabeth Greene
Director, Global Learning & Development
ON Semiconductor

6:30 PM NETWORKING MEAL

Dinner & Entertainment

TUESDAY, JANUARY 29

8:00 AM–8:30 AM NETWORKING MEAL

Breakfast

8:30 AM–9:30 AM GENERAL SESSION

Creative Ways To Stretch Your L&D Budget

- › In what ways have you been able to stretch your budget?
- › What are the best free or low-cost L&D delivery resources available to CLOs?
- › Where have you found untapped budget resources and funding?



Dino Anderson
Executive Director, Learning & Organizational Development & Diversity & Inclusion

Maxim Integrated



Kristin Broadhead
Director, Learning & Development

NewcrestImage



Jay Held
Vice President, Learning & Professional Services

Fiserv



Adri Maisonet
Vice President, Enterprise Learning and Development

Blue Cross Blue Shield of NC



Kimberly Moss
Vice President, Global Healthcare Learning & Innovation

Alorica

9:30 AM–10:30 AM BUSINESS MEETINGS

Business Meetings

9:30 AM–10:30 AM GENERAL SESSION



MODERATOR:
Root Inc

TUESDAY, JANUARY 29

10:30 AM–11:30 AM GENERAL SESSION

Assessing & Cultivating Your High Potentials: Developing Your Next Generation of Leaders

- › What does HiPo mean in your organization? Do you have a formal, consistent process for identifying, onboarding, and retaining them in your organization?
- › What are High Potential individuals in your organization asking for as it relates to learning, and how can you deliver on their aspirations?
- › Do you have a clearly defined and communicated leadership model for High Potentials? Can individuals be high potentials both by leading people and subject matter expertise?
- › How do you ensure everyone in your culture is provided with development around their talents that appreciates the roles and the development they have the potential to achieve?



Alex Arroyo
Director, Organizational Effectiveness & Learning
Ocean State Job Lot



Eileen Bowen
Senior Director, Training & Development
Indeed.com



Matthew Eade
Senior Director, Learning & Development
Empire Today



Jeff Moore
Vice President, Learning & Development
Apria Healthcare



Angela Sklenka
Vice President, Learning & Development
Compass Group USA



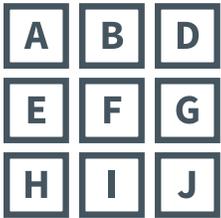
Kristal Walker
Director, Professional Development
Guitar Center

11:30 AM CLOSING REMARKS

Closing Remarks

A TRADITIONAL CONFERENCE

VS. THE CONSERO MODEL



MOST CONFERENCES have attendees with varying seniority.

VS.

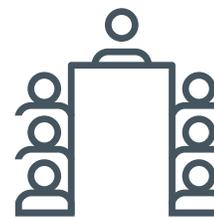


WITH CONSERO, you will be among a select group of senior-level executives.



MOST CONFERENCES rely on lectures with "Death by PowerPoint."

VS.

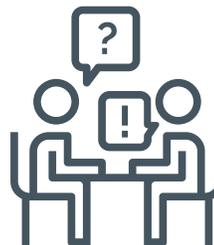


WITH CONSERO, the sessions are discussion-based with content driven by you and your peers.



MOST CONFERENCES offer value limited to branded giveaways from a sea of vendor booths.

VS.



WITH CONSERO, you have the opportunity to meet one-on-one with best-in-class service providers selected by you and your peers.

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