

2020

Employee Engagement Summit

*Managing Culture, Performance and
the Employee Experience in
Times of Change*



zoom

October 6-8, 2020

[2020 Engagement, Retention & Rewards Summit]



Managing Culture, Performance and the Employee Experience in Times of Change

October 6-8, 2020



As states and communities balance reopening with social distancing and other COVID-19 safety protocols, uncertainty around the workplace persists. Most companies did a solid job of addressing their employees' basic needs of safety, stability, and security during the first phase of the COVID-19 crisis. However, those needs are evolving, calling for a more sophisticated approach as organizations enter the next phase.

The return phase presents an opportunity for companies to rethink the employee experience in ways that respect individual differences (home lives, skills and capabilities, mindsets, personal characteristics, and other factors) while also adapting to rapidly changing circumstances. The good news is that with advances in listening techniques, behavioral science and other technologies, leaders can now address employee engagement in a more targeted and dynamic way.

Research shows that engagement is related to a range of outcomes, including job performance, satisfaction, commitment, turnover intentions, stress, burnout and organizational citizenship behaviors. Engaged employees are much more likely to provide a high level of service, less likely to make mistakes and will experience greater levels of subjective wellbeing.

www.hrotoday.com // Contact us at +1-267-319-8424 ext 146 // events@sharedxpertise.com

[2020 Engagement, Retention & Rewards Summit]



The historic challenges of the COVID-19 pandemic demand a resilient culture. Human Resources Departments must build resilience as we face uncertainty, setbacks, and changed economic prospects.

Organizations and HR leaders have to prioritize employee experience and engagement as a business agenda and will increasingly need to focus on their culture, professional development opportunities, rewards and recognition, and team relationships to navigate and survive the challenges brought about by the Coronavirus outbreak.

HRO Today's 2020 Employee Engagement and Retention Summit will discuss how the best organizations to work for are planning on impacting employee engagement. Learn how to improve retention, shape organizational culture, rethink performance and design a positive employee experience during times of crisis.

www.hrotoday.com // Contact us at +1-267-319-8424 ext 146 // events@sharedxpertise.com

Learn About



- Designing the employee experience
- Using learning and professional development to increase engagement
- Continuous listening, engagement analytics and other engagement tech
- Implementing performance management strategies that increase employee engagement
- Creating a sound organizational culture and developing a sense of purpose at work
- How positive psychology and optimism can increase performance
- Delivering feedback in a way that promotes, not destroys, employee engagement
- Sustaining a positive engagement in times of change
- Building workforce resilience
- Deploying employee wellbeing strategies

| Confirmed Speakers Include:



Jessica Nolin, *Talent Leader*,
UiPath



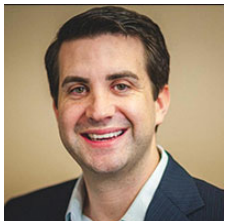
Darrick Paul, *Chief People Officer*,
MUSC Health



Maigen Rowe, *Director Global Employee Experience*, **Allegion**



Scott Dimmick, *Chief Human Resources Officer*, **Lakeland Regional Health**



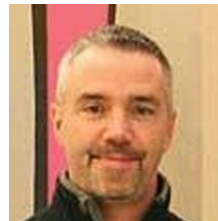
Brad Wilkins, *Vice President of People*,
Collibra



Tim Toterhi, *VP Human Resources and Author of The HR Guide to Getting and Crushing Your Dream Job and The Introvert's Guide to Job Hunting*



Kevin Gober, *Senior Director Employee & Guest Experience*, **Atlanta Hawks**



James Vogt, *Director Operations*, **BTD Manufacturing**

www.hrotoday.com // Contact us at +1-267-319-8424 ext 146 // events@sharedxpertise.com

Confirmed Speakers Include:



Donald Sandel, *Founder*, **GoPositiv**



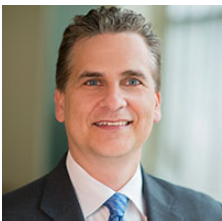
Dr. Robert Melloy, *Senior People Scientist*, **Culture Amp**



Christine Miles, *Founder and CEO*, **EQuipt**



Dr. Natalie Baumgartner, *Chief Workforce Scientist*, **Achievers**



Jamey Lutz, *Senior Vice President Performance Excellence*, **Atlantic Capital Bank**



Dr. Jack Wiley, *Chief Scientific Officer*, **Engage2Excel**

Pre-Conference Workshop Day | October 6, 2020

10:00am -
1:00pm ET

Workshop A: Positivity During Challenging Times - Leveraging Positive Psychology in a Chaotic Environment



Don Sandel, Founder, GoPositiv

NOW, MORE THAN EVER...

In the midst of a global pandemic, a negative 24-hour news cycle, and collective anxiety at its peak, it's natural to think that our world (and organizations) will never be the same.

NOW, MORE THAN EVER...

Changing that narrative will take more than positive thinking, but we all need to work together to overcome this altered reality. Research (literally thousands of empirical studies) proves that a positive mindset can serve as an antidote during challenging times:

Positivity enhances our social skills, building our networks during time of need—it bolsters our immune system, improves relationships, increases mood, raises our work performance as well as every relevant business metric.

Now is the time, more than ever, for us to shake off the negativity that surrounds us.

If you, your team, or your organization are struggling to overcome this current environment, and looking for ways to enhance mood, culture and engagement, this session is for you.

Key Takeaways

- Understand the science and power of a Positive Mindset
- Overcome brain threats while building resilience
- Apply evidence-based techniques to boost positive behaviors

2:00pm -
5:00pm ET

Workshop B: The Listening Path™ - Transforming How Your Organization Listens to Drive Employee Engagement



Christine Miles, Founder and CEO, EQuipt

What is the cost of not listening in your organization? It is universally understood that listening is a critical skill of leaders. Managers and executives spend up to 80% of their workdays listening to assess information, gain new insights and make decisions. However, only 2% of people have had any listening training or been taught HOW to probe for deeper understanding. Simply put, listening is a skill that is assumed, but not taught. The costs of not listening are impacting organizations systemically, including, lost revenue and sales, mistakes, lowered employee morale and engagement, misalignment, and mismanaged conflicts. In this highly interactive session, we will lead you along the Listening Path™, a journey of empathy that uncovers the true needs of others while educating how to hear both what is being said, and what is not being said. We will provide you with the proven tools to transform how you listen to deepen relationships and drive engagement.

Learning Objectives

- Clearly understand the brain science behind how to listen to connect and influence.
- Uncover the difference between attentive listening and transformational listening.
- Gain and practice the EQuipt 5 listening tools to get the real story, and business and personal insights.
- Follow the surgical model of training...TELL, SHOW, DO, and APPLY the Listening Path™ immediately within your organization.
- Interactive and fun exercises to transform how you listen and increase your EQ.

Main Conference Day 1 | October 7, 2020

10:00am ET



Elevating Human Connections in your Organization

Christine Miles, *Founder and CEO*, **EQuipt**

People are at the center of all business. With the currently forced virtual work environment, it has become even more difficult to have people feel at the center, and truly connect with and engage employees. Elevating how you connect and engage your employees has never been more critical. Uncovering and sharing your purpose improves employee motivation and engagement. It builds trust and promotes a culture of psychological safety, especially in these difficult times.

Christine Miles, founder of EQuipt, will give you the EQuipt Path to tap into your PURPOSE STORY and the PURPOSE Story of others' to elevate human connections within your organization, help your leaders become more relatable, and get others to open up on a whole new level.

10:45am ET



Practical Steps to Building Workforce Resilience

Dr. Natalie Baumgartner, *Chief Workforce Scientist*, **Achievers**

As organizations continue to face challenges during the COVID-19 pandemic, workforce resilience is more important than ever. Organizations must be proactive to build and maintain resilience so they can not only survive but thrive during this challenging time. Hear from resilience expert Dr. Natalie Baumgartner as she outlines the three key ingredients for resilience, and the eight levers you can pull to make positive change today.

- Learn why resilience matters and how it can transform your organization
- Find out the three key ingredients for resilience
- Understand the eight protective drivers that prevent burnout and disengagement during critical events

www.hrotoday.com // Contact us at +1-267-319-8424 ext 146 // events@sharedxpertise.com

Main Conference Day 1 | October 7, 2020

11:30am ET

The Five C's of Culture

Brad Wilkins, Vice President of People, **Collibra**

The HR Community uses "Engagement" as a catch-all for a state of mind, not a business result. Many times we are ineffectively measuring engagement through surveys or the retention of employees subjectively rated by managers. Instead, engagement is as simple as 1) did employee objectively generate more revenue or profit 2) did they stay with the organization 3) did they refer a friend. With clear measurements, drive an engagement strategy focused on the five C's that bring all people (from all generations) to work 1) Compensation 2) Career 3) Community 4) Contentment 5) Cause.

Today's session will review this framework and include:

- Unique and proven strategies for programs for each of the five C's
- Effectiveness and accuracy of measurements Aligning measurements to business results
- How to approach a multi-generational workforce to create custom and tailored experiences

12:15pm ET

The Power of Negative Feedback for Engagement

Dr. Robert Melloy, Senior People Scientist, **Culture Amp**

One of the top drivers of employee engagement and retention is access to continuous learning and development, but this requires quality feedback that includes a plan for improvement and achievement. The trouble? It can be awkward or uncomfortable to give this kind of negative feedback to others, and recipients are often resistant to hearing it. This session will highlight the hurdles to delivering negative feedback, and show ways in which successful organizations leverage its power to motivate performance and engagement.

You will learn:

- The hurdles to delivering negative feedback
- How companies have found success with frequent feedback
- How performance feedback can be used to motivate good performance and increase engagement
- How continuous learning and development impacts employee engagement and retention

1:00pm ET

Break

www.hrotoday.com // Contact us at +1-267-319-8424 ext 146 // events@sharedxpertise.com

Main Conference Day 1 | October 7, 2020

1:45pm ET



Fostering Wellness - A Strategic Priority for Appreciation, Engagement, Retention and Financial Performance

Darrick Paul, Chief People Officer, MUSC Health

In today's volatile, uncertain, complex and ambiguous (VUCA) environment, it is imperative that organizations focus time and resources towards the overall wellbeing (familial, physical, mental, emotional, financial and spiritual) of their workforce. This is vitally important, in particular in light of the COVID-19 global public health crisis and the resulting unprecedented emotional and financial strains placed upon staff and the economic havoc suffered by organization. After all, it's the people who can make -or break- the success of the organization.

This session will focus on the fundamental concepts and strategies to develop and deploy an integrated and sustainable wellbeing program.

Learning Concepts

- Preview concepts and research to support the importance of wellbeing.
- Examine the cultural and organizational changes necessary to build an inclusive engaging work environment.
- Gain actionable tips and tools for leading, engaging, appreciating and retaining a generationally diverse workforce.
- Explore leadership in the VUCA environment (volatile, uncertain, complex and ambiguous).

2:30pm ET



On A Dime – How to Quickly Transform Your Company Culture

Tim Toterhi, Vice President Human Resources and Author of *The HR Guide to Getting and Crushing Your Dream Job* and *The Introvert's Guide to Job Hunting*

Every company wants a winning culture – one that sparks engagement, increases retention and drives high performance. But generic brands don't have fans. Earning an audience requires simplicity of message, consistency of action, and the courage to adjust as your story evolves.

Whether you're moving from good to great, starting from scratch, or embarking on a total culture turnaround, this nimble, no-nonsense approach will help organizations of any size simplify their storyline while enhancing their employee's effectiveness and engagement.

Learning Objectives:

- How to Simplify Your Culture Story
- How to Focus on the Right Wins
- The Importance of Taking Risks and Failing Fast
- How to Scale a Winning Culture

www.hrotoday.com // Contact us at +1-267-319-8424 ext 146 // events@sharedxpertise.com

Main Conference Day 1 | October 7, 2020

3:15pm ET



Building Capabilities That Increase Talent Engagement and Deliver Organization Results

James Vogt, *Director of Operations*, **BTD Manufacturing**

To build sustainable capabilities, we need to lay the “foundation” deliverables and work in concert with the other organization and customer initiatives. The shortage of available labor in today’s world makes it an imperative that we engage our people in meaningful ways. At BTD Manufacturing, a tailored intervention was created that considered the required operating performance, designed tailored talent practices and built capabilities of all individuals and every leadership level. This session will share with participants a real and tested example of the ROI associated with engaging talent and reducing turnover.

- Learn what “engagement” really looks like on a talent planning worksheet
- Identify what level of performance impact is delivered by an employee at each level of engagement
- Take action to impact the bottom line
- Deliver a true ROI for increasing engagement levels within your team

4:00pm ET

Conference Day 1 Sessions Conclude

www.hrotoday.com // Contact us at +1-267-319-8424 ext 146 // events@sharedxpertise.com

Main Conference Day 2 | October 8, 2020

10:00am ET



The Tech Advantage – How Organizations Are Leveraging Technology to Boost Employee Engagement

Maigen Rowe, *Director Global Employee Experience*, **Allegion**

Technology is driving a massive shift in the workplace today. According to Deloitte, digital transformation was ranked as the highest risk to culture in the next two to three years. CEOs also ranked disruptive technologies as one of the two greatest risks to their growth prospects in the coming years. While it certainly presents challenges for any organization, companies around the world are embracing technology in myriad forms to drive engagement and bring employees closer together. This session will focus on ways technology can be used to build organizational connectivity.

- Hear how companies are using technology to build engagement
- Learn 3 fundamental principles to boost engagement through technology
- Learn 3 common barriers to using technology to enhance engagement and ways to remove them

10:45am ET



Become the Manager Employees Absolutely Love

Dr. Jack Wiley, *Chief Scientific Officer*, **Engage2Excel**

Being an effective business leader, executive or manager is more important than ever in today's pandemic driven world. While there are many theories of managerial effectiveness, none of them are based on the employee voice and what they want most from their immediate manager...until now! In this session, Dr. Jack Wiley, chief scientific officer at Engage2Excel, presents the results and actionable takeaways from his decade-long investigation involving more than 100,000 survey participants from 26 countries. He will reveal the eight attributes that managers at any level can adopt to improve their effectiveness, create greater career experiences for employees and deliver better organizational results.

- Learn how Dr. Jack Wiley evaluated and analyzed the data to reach his findings.
- How to apply/adopt the eight attributes that managers at any level can demonstrate to improve their effectiveness, create greater career experiences for employees and deliver better organizational results.
- Realize how you can become an effective manager, or teach the managers you support, the eight attributes.
- Gain a deeper understanding of the role of "manager" and how vital it is to successfully engage, motivate and lead teams in today's challenging environment

www.hrotoday.com // Contact us at +1-267-319-8424 ext 146 // events@sharedxpertise.com

Main Conference Day 2 | October 8, 2020

11:30am ET

Leveraging Performance Management to Improve Employee Engagement

Scott Dimmick, Chief Human Resources Officer, **Lakeland Regional Health**

In the information age and knowledge economy, a firm's ability to increase the value of its human capital is its primary source for achieving a sustainable competitive advantage. While an engaged workforce can foster a productive workforce, a firm's performance management program can also cultivate an engaged workforce. This session will reveal how maximizing the Total Performance Improvement Cycle will produce remarkable engagement outcomes. Using evidence-based management practices in the performance setting, assessment, and intervention process, leaders will discover scientifically valid and reliable strategies to win the war for talent and retain your top performers.

Participants will specifically learn:

1. The power of setting effective performance expectations as the foundation for improvement, what those essential expectations are, and how they build foundational engagement.
2. The critical significance of conducting an accurate performance diagnostic to properly assess coaching opportunities, and advance organizational justice.
3. A strategic blueprint for leading performance interventions that produces sustainable people change, personal transformation, and an engagement culture.

12:15pm ET

Break

1:15pm ET

Pathway to Purpose – Strategies for Fueling Exceptional Workplace Cultures

Jamey Lutz, Senior Vice President Performance Excellence, **Atlantic Capital**

Is your organization characterized by teammates who leap out of bed every day with a passion to make a difference in the lives of their customers? What might happen if your entire workforce viewed their jobs as a true calling that afforded them the opportunity to become the very best version of themselves? In this session, Jamey will share a set of real-world strategies drawn from a career with The Ritz-Carlton, Atlantic Capital Bank and other organizations synonymous with workplace excellence. Go behind the scenes to learn key ingredients that will transform your company culture and ensure you lead with purpose.

- Discover the powerful linkage between money and meaning, and why you should care
- Understand the importance of establishing a continuous "tone from the top"
- Learn essential strategies to develop psychological trust within your company
- Learn how to transform your managers into coaches

www.hrotoday.com // Contact us at +1-267-319-8424 ext 146 // events@sharedxpertise.com

Main Conference Day 2 | October 8, 2020

2:00pm ET



Culture by Design – Defining and Sustaining Behaviors That Improve Organizational Results and Customer Experience

Kevin Gober, Senior Director Employee & Guest Experience, **Atlanta Hawks**

Creating and designing a culture by design vs. a culture by default is a key factor toward developing, operationalizing and sustaining high levels of employee engagement. An intentionally designed culture, then becomes the basis for recruiting, hiring and personally/professionally training all employee to exhibit the appropriate workforce behaviors. Behaviors that purposefully deliver the desired results for employees and guests/customers alike.

Key objectives or takeaways for participants include:

- Defining the meaning of culture by design
- Establishing the behaviors that yield the desired organizational results
- Aligning the onboarding model with operational excellence and culture

2:45pm ET



Iterating on the Employee Experience - How to Manage EX in a Context of Change

Jessica Nolin, Talent Leader, **UiPath**

How do you ensure that employees are having a positive experience at a company that has grown from 0-3200 people in three years across 62 offices and 43 countries? The answer involves constant iteration. All companies are faced with continual change and regardless of the cadence and magnitude of those changes, the way we manage the employee experience at each company needs to be adapted along the way.

This session will focus on specific tactics companies can leverage to manage the employee experience in a context of change.

- Learn how to:
 - o build community across a dispersed workforce
 - o increase communication across teams and locations
 - o create connection for employees to the company's mission and leadership
- Hear about what how we approach our EX work at UiPath
 - o How we get employee feedback and ideas
 - o Our process for getting creative

3:30pm ET

Conference and Day 2 Sessions Conclude

www.hrotoday.com // Contact us at +1-267-319-8424 ext 146 // events@sharedxpertise.com

REGISTER INFORMATION

📠 Fax form to +1-267-800-2701 // ☎ Call +1-267-319-8424 ext 146 or @ events@sharedxpertise.com

[Privacy Policy](#)

Please select from the following options: *

2-day Virtual Pass | \$895

3-day Virtual Pass | \$1,045



REGISTER

Attendee Name

Title

Company

Address

City

State/Province

Zip/Postal

Email

Phone

Payment Information

Account No.

Expiration Date

City

Security Code

Zip/Postal

Type

Visa

Mastercard

AMEX

Discover

Billing Address

State/Province

Make Checks Payable in US Dollars to:

HRO Today // re: HRO Today's 2020 Employee Engagement and Retention Summit // SharedXpertise Media, 123 South Broad Street, Suite 2570, Philadelphia, PA 19109

REFERENCE: Please fill out & include registration form with payment.

PAYMENT POLICY: Payment is due in full at the time of registration and includes lunches and refreshments. Your registration will not be confirmed until payment is received and may be subject to [cancellation](#).