

2022

HRO TODAY

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Employee Engagement & Retention Summit

April 27th - 28th, 2022 | In Person and Online Event | Atlanta Conference Center

Managing Rewards, Culture, and Employee Wellbeing in Times of Change

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Managing Rewards, Culture, and Employee Wellbeing in Times of Change

Workers have suffered increased anxiety as they balanced working from home and keeping up with their responsibilities, making it especially critical to pay attention to employee engagement to ensure a productive workforce. Employee engagement is linked to how agile your rewards, wellness and communication strategies are so you can adapt to current employee needs.

HRO Today's 2022 Employee Engagement & Retention Summit will discuss how organizations have adapted their employee retention strategies to meet the needs and demands of the workforce in these volatile and uncertain times. Join our expert faculty as they discuss why the core drivers of employee engagement have radically shifted and how to rethink corporate culture to create a sense of belonging for employees across different locations, generations and cultural backgrounds. We will explore how to effectively manage employee rewards, engagement and retention by leveraging technology as well as strategies that do not require the use of additional technology.



Session topics include:

- Implementing recognition and total rewards strategies
- Managing employee health and wellbeing
- The impacts of diversity and inclusion in employee engagement
- Leveraging flexibility to retain talent
- Promoting Work-Life Integration
- Sustaining organizational culture in the age of hybrid workplaces
- Building a successful digital employee experience (DEX)
- Using data and analytics to inform engagement strategies





Ivanka Janssen

*Chief Supply Chain Officer and
Executive Vice President*
Philips



Donald Avery

*Vice President Human
Resources*
Vela Insurance Services



Melanie Williams

*VP, Senior Director of Human
Resources*
Atlantic Coast Mortgage



Kelly Weatherly

Senior Director Total Rewards
TriHealth Inc



Lisa Hutcherson

*SVP – Director of Human
Capital Strategies*
First Federal Bank



Angela Elder

Senior Vice President
Global Human Resources
Skyview Capital



Patrick Daniel

*Vice President – Human
Resources*
Bonnell Aluminium



Karen Weeks

SVP People
Ordergroove





Nicole Stec

*Director, Well-Being,
Banner Health*



Jessica Nolin

*Global Social Responsibility
Leader
UI Path*



Stephanie McClendon

*Chief of Retail Community
Banking
First Federal Bank*



Maigen Rowe

*Director Global Employee
Experience
Allegion*



John Adamcik,

*Director, Human Resources
Baptist Children's Homes of
North Carolina, Inc*



Ryann Redmond,

*Senior Consultant
Engagement Solutions
Reward Gateway*



Netta Jenkins,

*VP, Global Inclusion
Unqork*



Jared Fitzpatrick,

*SVP for Diversity, Equity,
and Inclusion
Dallas Regional Chamber*



Main Conference Day One | April 27th 2022

8:00 am **Registration and coffee**

8:45 am **Chairman's Welcome**

9:00 am **Keynote presentation: a leadership perspective: towards successful employee engagement and retention in 2022**

Speaker: Ivanka Janssen, Chief Supply Chain Officer and Executive Vice President, Philips

The conference will open with a high level leadership perspective on the top drivers of employee retention for the next twelve months. What can we expect employee engagement to look like in the months ahead? Ivanka will address topics such as:

- Employee engagement and retention in 2022 – how has the world changed?
- The current drivers of attrition; where do we need to focus? From diversity and inclusion to better employee engagement
- What does real leadership look like and how can you inspire your workforce?
- Managing the transition from the traditional employee experience to whole life experience

9:30am **Best practice approaches towards building, sustaining and accelerating employee engagement**

In this presentation you will hear practical examples of how to adapt existing practices and programs to meet the needs of an fast evolving, dynamic and talent-centric world where the traditional norms have been replaced by a constantly changing reality. Stay ahead of the curve by effectively engaging your people and you will be positioned for competitive advantage and sustained success.

- How to navigate disruption, drive engagement and improve employee connectivity?
- Cultivating employee engagement and counteracting employee turnover
- Understanding how to consistently apply corporate values to the day-to-day work environment and the associated impact on employee engagement

10:00 am **Morning Coffee**



Main Conference Day One | April 27th 2022

10:30 am The Great Resignation: how can we cut attrition through improved employee engagement?

Speaker: Patrick Daniel, Vice President – Human Resources, Bonnell Aluminium

Approximately 40% employees are expected to look for a new role in 2022 in a quest for greater growth opportunities and reduced stress. This session will look at how current trends are an opportunity for organizations to “re-skill” their workforces and reduce attrition through better employee engagement.

- The Great Resignation: what to expect in 2022 and how to reduce attrition in the current environment
- The importance of upskilling and reskilling the workforce
- Working closely with employees to identify their goals and aspirations
- Attracting, retaining and upskilling talent
- The increasing importance of diversity and inclusion: the impact on employee engagement

11:00 am A holistic approach to building culture, retaining teams and performance management

Speaker: Melanie Williams, VP, Senior Director of Human Resources, Atlantic Coast Mortgage

- Why building a strong culture is important and how to incorporate your values in the entire employee lifecycle
- Strategies for engagement in and out of the office
- Supporting managers to provide effective feedback
- Developing ongoing performance management to drive performance

11:30 am Panel Discussion: How to effectively engage employees during the onboarding process as a long term retention driver

Speaker: Angela Elder, Senior Vice President, Global Human Resources, Skyview Capital

This session will provide a step-by-step guide to delivering a seamless pre-onboarding experience – with a focus on key interactions to drive initial connectivity. It will delve into how you can revise your post-Covid onboarding strategy to drive inclusivity and build a more driven, energized workforce.

- What are the key foundations of an optimal onboarding strategy for a largely remote workforce? What to prioritize
- Setting employees up for early success by effective integration, knowledge transfer and relationship-building
- What is the basis of a successful onboarding program? From leadership to engagement activities and purposeful content
- Post-onboarding – how to maintain momentum



Main Conference Day One | April 27th 2022

12:15 pm Lunch and networking

1:30 pm Creating an employee engagement survey that works in today's world

Speaker: **Stephanie McClendon, Chief of Retail Community Banking, First Federal Bank**

How successful do you really think you are at encouraging the employee voice at a strategic level? Many organizations pay it lip service but few do it well and even fewer leverage the results to drive internal improvement.

- Qualitative listening: what mechanisms do you have in place to listen to and act on the employee voice?
- Fostering an open, communicative and honest workplace environment to drive productivity and growth
- Beyond surveys: what are the other two-way communication channels to capture and action the employee voice?
- Leveraging the employee voice to improve decision-making and drive innovation

2:00 pm It's not all about the Base

Speaker: **Kelly Weatherly, Senior Director Total Rewards, TriHealth Inc**

- Review of some incentives TriHealth, Inc put into place during the COVID surges to engage staff and continue our mission of the triple aim; Better Care, Better Quality and Better Value for those we serve in the Cincinnati area
- Lessons learned and what is next?

2:30 pm Afternoon Tea

3:00 pm Management's role in retaining key employees and creating a great culture

Speaker: **Karen Weeks, SVP People, Ordergroove**

This presentation will deep-dive into key initiatives by Ordergroove in building a consistent culture based on core values, both of the company and its employees, including:

- What are the core foundations of a "great culture" in the current environment?
- Understanding what your employees want from their workplace and how does this translate into increased retention?
- Aligning company values with employee values
- How can companies equip their managers to be an active partner in retaining their top people?



Main Conference Day One | April 27th 2022

3:30 pm Innovative strategies to engage employees in their health and wellness to drive commitment and loyalty

Speaker: Nicole Stec, Director, Well-Being, Banner Health

In this presentation, you will learn more about the inextricable link between employee health (physical, mental and financial) and performance. To what extent has the pandemic increased the importance of the work-life balance with an even greater focus on life?

- Examples of successful workplace wellness program engagement – an overview of events, services and resources
- Involving key stakeholders across the workforce to leverage insight and ensure the delivery of a tailored approach
- Best practice approaches to implementational success: from communication to building the optimal health environment and connecting with employees at all levels
- Key measures to capture feedback and evaluate success / room for improvement

4:00 pm Serving Together: Building An “Others-Focused” Team for Excellent Outcomes

Speaker: John Adamcik, Director, Human Resources, Baptist Children’s Homes of North Carolina, Inc

The organization’s 350 employees have an average employment tenure of over 8 years, and represent a group of professionals who share a common vision and strive to help others through a servant-hearted approach to our work. Although secondary trauma is a reality in the industry, this case study will demonstrate how to recruit, engage, and retain a dedicated staff that recognizes the need to put others first, and strives to achieve excellence in everything.

- Recruiting for organizational culture
- Connecting with intrinsic motivation in employee engagement
- Helping each employee thrive while they help others
- Building relationships among varied personalities
- Knowing the goals: Communication, metrics, and recognition
- Celebrating successes while challenging for continuous improvement
- Keeping a people-focused approach to change

4:30 pm Chairman’s summary and end of day one



Main Conference Day Two | April 28th 2022

8:00 am **Registration and coffee**

8:45 am **Chairman's welcome**

9:00 am **Case study: Innovative reward and recognition programs to reduce employee turnover**

Speaker: Lisa Hutcherson, SVP – Director of Human Capital Strategies, First Federal Bank

This session will present a comprehensive overview of the top ways to acknowledge and reward top talent in today's challenging business environment. It is well known that a robust rewards and recognition system drives employee retention but how can this be implemented on a changing business environment and on a budget

- Redesigning current strategies to demonstrate employee appreciation
- Beyond the bank account: what are the most impactful ways to reward loyal and high performing employees?
- An overview of innovative reward packages and other benefits
- Other cost-effective ways to drive employee motivation and increase productivity

9:30 am **Reimagining Reward and Recognition to Attract, Engage and Retain your Workforce: Lessons Learned from COVID-19**

Speaker: Ryann Redmond, Senior Consultant, Engagement Solutions, Reward Gateway

Organizations globally and locally are facing unprecedented labor pressures, and these challenges will not subside anytime soon. Drawing on lessons learned during the height of the pandemic, some industry leaders have introduced innovative ways to attract, engage and retain their people. This in turn has created environments where employees feel motivated, valued and connected to one another – and their organization's overall purpose. The result? More agile, engaged and loyal employees that consistently deliver their best work and drive business results. Attend this session to learn how to:

- Deliver a reward and recognition program that improves employee engagement, performance and wellbeing in meaningful ways, such as in-the-moment recognition for frontline workers
- Offer reward and recognition best practices proven to maximize impact on your core business metrics, such as flexibility, choice transparency and even custom rewards
- Create a reward and recognition experience that brings your unique company culture to life
- Reduce HR administration while adding more moments of reward and recognition

10:00 am **Morning coffee**



Main Conference Day Two | April 28th 2022

10:30 am Getting hybrid right: towards collaboration, innovation and performance

The hybrid model looks set to stay for 2022. In this presentation you will learn how to get hybrid right as well as determine the best way to measure hybrid success – and what can we learn when it doesn't work? The presenter will also discuss how to overcome the challenges of keeping employees engaged in a hybrid environment

- To what extent do the benefits of hybrid working transcend cultural, class and financial divides?
- Exploring the variety of the human experience and how this needs to be prioritized in a hybrid model setting
- An overview of performance measures to determine the success of your hybrid model
- The dangers of ignoring the mental health and behavioural risks of a hybrid model
- Use case examples of driving collaboration in a hybrid setting

11:00 am The future of work and employee experience design: towards ultimate performance and competitive advantage

Speaker: Donald Avery, Vice President Human Resources and Business Strategy, Vela Insurance Services

This presentation will look at the increasing importance of human-centered design thinking and its role across the HR function. Attendees will learn more about how to create the ultimate experience from the perspective of the employee throughout their journey in addition to:

- One size won't fit all: understanding the profiles of your employees and adopting a tailored approach
- Persona building and employee journey mapping
- From ideation to problem framing, brainstorming and role play
- Translating a design experience strategy into reality – nominating key stakeholders, establishing milestone and defining performance indicators



Main Conference Day Two | April 28th 2022

11:30 am Panel discussion: Exploring the relationship between diversity and inclusion (D&I) and long term employee retention

Moderated by: **Netta Jenkins, VP, Global Inclusion, Unqork**

Panelist:

- **Maigen Rowe, Director Global Employee Experience, Allegion**
- **Jared Fitzpatrick, SVP for Diversity, Equity, and Inclusion, Dallas Regional Chamber**

This session will delve into the increasing role of diversity and inclusion in driving employee engagement across organizations. It will delve into the catalysts of change and look at key initiatives being deployed to put D&I at the top of the corporate agenda. Topics to be discussed will include:

- How D&I can drive employee engagement through a more inclusive, connective and collaborative workforce
- As the pandemic created a priority shift, how to put D&I back at the top of the corporate agenda
- Innovative initiatives to build a diverse workforce and eliminate unconscious bias through education
- Putting in place mechanisms to constantly review, adapt and improve D&I
- What to do when initiatives fail: from leadership absence to internal resistance and implementational inconsistency

12:15 pm Lunch and networking

1:30 pm Empowering Employees through Impact

Speaker: **Jessica Nolin, Global Social Responsibility Leader, UiPath**

This presentation will explore how to empower your workforce through impact. The presenter will discuss ways to position employees as the drivers of their own development through means such as:

- Giving employees access to the tools and information to visualize their own growth opportunities within the organization
- Developments in goal alignment software as a mobility tool
- Communicating the benefits of lateral moves for employees
- Implementing talent assessments and building talent pipelines – aligning skillsets and potential with opportunities
- The result: increased retention and a motivated workforce



Main Conference Day Two | April 28th 2022

2:00 pm Tackling disengagement head on: a nuts and bolts guide

Employee disengagement is often identified by its symptoms – the consequences – and in a fast-paced environment, rarely are the causes looked at and addressed. The effects of employees who “quit without quitting” can be far more hard-hitting if not tackled. It is said that close to 85% of employees feel “disengaged” and this can lead to poor performance, lack of company revenue and loss of reputation.

- The red flags: what does an unengaged employee look like and how to respond?
- What contributes to poor engagement? How to identify the driving forces and minimize the wider organizational impact
- Deciding who should be retained based on performance and company fit
- Developing a retention plan for your top talent

2:30 pm Chairman's close and end of day two



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