SYMPOSIUM

JW MARRIOTT
LAS VEGAS
APRIL 1-3
2019

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CHIEF LEARNING OFFICER®
SYMPOSIUM
JW Marriott Las Vegas | April 1-3, 2019
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Welcome to Las Vegas!

Fifteen just might be your lucky number. CLO Symposium Spring 2019 marks our 15th anniversary as the most trusted and valuable summit for learning and development leaders. And those of you who are here to take part have hit the jackpot.

As I set the stage for this Symposium, the temptation to use a few Las Vegas metaphors is, obviously, just too hard to pass up. Our theme — Faster, Better, Smarter: Creating a Future Ready Workforce — certainly plays right into my hand. You’re here because you are focused on developing employees who are fully prepared and properly skilled for whatever comes next — and because you know that failure to do so is gambling with your organization’s ability to survive.

To round out (and finish!) the metaphor, the stakes are high indeed. So we’ve put together an agenda for the next three days that will get you up to speed on what’s new in corporate learning, what’s no longer relevant, and what’s driving both long-term strategy and day-to-day decisions about delivering knowledge in a disruptive world.

We’ve also made sure the entire Symposium experience offers everything you look for in a conference — an active forum for hashing out enterprise education issues, opportunities to discover the latest learning solutions, intriguing thought leadership, plus the chance to spend quality time with members of what I believe is one of the most invested, involved and talented professional communities ever.

John R. Taggart
CEO
BetterUp
Go Beyond Learning to Transformation

Anytime, Anywhere Expert Coaching
Personalized Microlearnings for Sustainable Change
Measurable Results, Built for the Enterprise

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Conversation Center

There’s always a lot going on at the Chief Learning Officer Symposium. So you might be looking for a quiet spot to:

- Get better acquainted or catch up with a fellow practitioner
- Continue a stimulating discussion that started during an agenda session
- Explore potential career options/opportunities
- Review a solution or proposal with a vendor/customer

Take advantage of our new Conversation Center – a special meeting place set aside for one-on-one conversations with colleagues and business partners. Located in Marquis Ballroom 3, tables are available to reserve on a first-come, first-served basis through our event app. They’re the perfect place to connect or conduct business.

To reserve a table:
- Open the Grip Networking App
- Select an Attendee to Meet With
- Click Request a Meeting
- Select an available date/time/table

Make the most of your experience at Symposium, schedule a conversation today!
AGENDA | MONDAY, APRIL 1

9 a.m. | REGISTRATION | Marquis Ballroom Foyer
9 a.m. | *CONVERSATION CENTER | Marquis Ballroom 3
*In App Reservation Required

1:15 p.m. | WELCOME ADDRESS | Marquis Ballroom 4-5

1:30 p.m. | KEYNOTE ADDRESS | Marquis Ballroom 4-5
Dream Teams and the Science of Breakthrough Collaboration
Shane Snow, Human Explorer, Business and Science Journalist, and Bestselling Author
“Dream Teams,” “Smartcuts” and “The Storytelling Edge”

2:30 p.m. | NETWORKING & REFRESHMENT BREAK | Marquis Ballroom Foyer

3 p.m. | PARTNER WORKSHOPS
Achievement Unlocked: Analyzing the Rewards of Gamification Capabilities | Marquis Ballroom Salon 1
Moumita Dutta, Senior Technologist, Learning & Hiring Applications, Yum! Brands

Show the Value of Learning by Running L&D Like a Business | Marquis Ballroom Salon 2
Amy Graft, Learning & Development Lead, North America, Siemens
John Mattox, Principle Consultant, Metrics That Matter

Leadership 480: Develop Leaders for Today, Tomorrow, and the Future | Marquis Ballroom Salon 6
John Verdone Manager, Global Facilitation Excellence, DDI

Learning in the Attention Economy | Marquis Ballroom Salon 7
Delisa Dyess, Design Director, Healthcare Solutions, American Heart Association
Tracy Huckabee, Digital Experience Strategist, Principled Technologies

Activate Talent and Unleash Potential | Marquis Ballroom Salon 8
Monica Guillory Director, HR & Workplace Inclusion, R. R. Donnelley
Charissa Wagner, VP, Talent Acquisition & Development, Taylor Morrison
Jessica DiCicco, VP, Learning & Development, Randstad North America

4:15 p.m. | CLO POWER HOUR | Marquis Ballroom Salons 4-5
Is Your Organization Winning the Race to Scale-Up, or Still Trying to Decide if it’s Going to Enter the Race?
Brad Margolis, Senior Director, Executive Development & Organization Effectiveness, EA

Learner Experience — Case for Change at GM
Chris Bower, Global Director, Center of Learning- Sales & Marketing, General Motors

Onboarding Leaders to Accelerate Performance at MGM Resorts!
Mary Kelly, SVP, Talent & Organization Effectiveness, MGM Resorts International

5:30 p.m. | NETWORKING RECEPTION | Marquis Ballroom Foyer | Hosted by: DeVryWORKS
Dream Teams and the Science of Breakthrough Collaboration

In this keynote address, Shane Snow will change the way you think about people, progress, and collaboration. Shane takes audiences on a rollicking adventure, revealing the secrets of the world’s most successful teams and coalitions in history.

You’ll learn about the surprising factor behind most failed mergers and marriages; how a certain method of fighting is more useful than brainstorming; how leveraging “cognitive diversity” helps groups out match competitors; the science of becoming open-minded—and the outsize effect it has on group success; and the counter-intuitive truths about becoming better team players ourselves.

The audience will walk away from this keynote with a framework for thinking differently about teamwork:

- **Cognitive Diversity**: How two heads can only be better than one if they think differently in the right ways.
- **Cognitive Friction**: How all the smarts (and Cognitive Diversity) in the world doesn’t do us any good if we don’t actually mash our ideas together and the new rules for productive debate.
- **Intellectual Humility**: How high-potential teams only harness Cognitive Diversity and Friction when they exercise Intellectual Humility, the #1 meta-skill for tomorrow’s leaders.
- **The Dream Teams formula**: Cognitive Diversity + Cognitive Friction + Intellectual Humility = Breakthrough Teamwork

Shane Snow
Author, “DREAM TEAMS: Working Together Without Falling Apart”
Achievement Unlocked: Analyzing the Rewards of Gamification Capabilities  Marquis Ballroom Salon 1

Gamifying the learning and certification process isn’t just about training and compliance fun for your employees (though they’ll never stop thanking you for it). By exploring the capabilities of badges and rewards, you’ll discover some valuable insights about your learners. Join us for this session to learn about the latest trends and capabilities in gamification and rewards. You’ll hear how Yum Brands (KFC, Pizza Hut and Taco Bell) uses badging and analytics to address unique reporting requirements across its 45,000-plus stores in 135 countries.

Learning Outcomes:

- How to improve learning engagement and on-time completion.
- How to unlock your employees’ competitive nature and sense of achievement with recognition and rewards.
- How to find — and make use of — key insights your learner data will reveal.
- How Yum Brands uses smart lists, badging and analytics to help address their complex reporting needs.

Show the Value of Learning by Running L&D Like a Business  Marquis Ballroom Salon 2

Like many organizations, Siemens is undergoing change with a major reorganization of business units, missions and cultures. L&D’s Learning Campus plays a central role in maintaining the skills and abilities among employees; it also helps the business identify and deploy new training to adapt to new business needs. Operating in a self-funded model has enabled and required Learning Campus to closely align with the various businesses to ensure value-add at the end of the day. In this session Amy Graft and John Mattox will talk about measuring, monitoring and managing the operations of learning so that L&D truly owns learning — all aspects of it — providing world-class learning products, monitoring critical measures (learning and business metrics) and managing the results to run L&D like a business.

Attendees will take away the following insights:

- Successful L&D functions serve the business by managing the quality of their products and managing the operations in line with other business units.
- Measurement is a critical aspect of running the learning function.
- What are the critical measures for managing the quality and impact of learning products?
- What are the critical measures for monitoring and managing the learning function as a business unit?
Leadership 480: Develop Leaders for Today, Tomorrow, and the Future | Marquis Ballroom Salon 6

“What will distinguish the most profitable companies from the rest in the coming year won’t be whether they offer foosball or free food. It will be whether leaders foster a workplace culture where employees feel a sense of belonging, like their jobs and trust their managers to help them move on to a better one.”

As one Wall Street Journal reporter wrote, the difference between success and failure for companies this year will be the quality of their leadership. The problem is busy leaders have little time for development. This session will introduce you to Leadership 480, a multilevel approach to leadership development focused on making every minute, every day, and every month count toward reaching meaningful leadership goals.

In this interactive session you will:

- Learn how the roles of leaders from the frontline to C-suite have transformed.
- Map a purposeful journey that will engage your leaders head and heart.
- Connect the Leadership 480 approach to business impact.
- Explore how other organizations have used this approach.

Every work day, leaders have 8 hours.

That’s 480 minutes to make a difference.

Only one-third make every minute count.

With DDI by their sides, 85% of leaders are more confident and effective, and 81% of their direct reports are more engaged.

Explore DDI’s research insights into leader challenges:

ddiworld.com/leaderproject

John Verdone
Manager, Global Facilitation Excellence, DDI
Learning in the Attention Economy | Marquis Ballroom Salon 7

How can you earn learners’ attention when they face so many distractions? Hourlong text-and-next e-learning modules and weeklong classes ignore the realities of modern learning — like the fact that 45 percent of employees can’t work longer than 15 minutes without getting interrupted, or that the average worker checks their phone 110 times a day. The secret to earning, rewarding and empowering all learners is to give them exactly what they need, when they need it and in a variety of formats so they can choose the ones that work best for them.

In this session, we’ll demonstrate strategies that worked for the American Heart Association when it needed to train both health care professionals and laypeople to respond to opioid overdose emergencies. You’ll see the tools and techniques we used to deliver life-saving information and educate learners about critical CPR and first aid skills. Key techniques included gamification, social sharing, animations and custom graphics and videos — all while keeping the course fully 508-compliant.

In this session, you will learn:

- How to design a learning program that earns, rewards and empowers all learners.
- How to implement strategies to foster curiosity and experimentation in the learning department.
- Key points about 20-plus microlearning formats.
- How to boost learning adoption in the attention economy.
Learning Solutions that Align with Business and Employee Goals

Gather with your peers in learning, training and development to access practical applications that can advance employee skillsets across your organization

**ACTIVATE YOUR TALENT TO CLOSE SKILLS GAPS**

Monday, April 1, 10:00 – 11:00 a.m.
Marquis Ballroom, Salons 4-5

Mike Prokopeak  
Vice President &  
Editor in Chief  
HUMAN CAPITAL MEDIA

Adam Morettin  
Senior Director,  
Education  
DAVITA, INC

Kimberly Isley-Pesto  
Training Development & Employee Experience Manager  
UNITED AIRLINES

**ACTIVATE TALENT & UNLEASH POTENTIAL**

Monday, April 1, 3:00 – 4:00 p.m.
Marquis Ballroom, Salon 8

Monica Guillory  
Director, HR & Workplace Inclusion  
R.R. DONELLEY

Charissa Wagner  
VP, Talent Acquisition & Development  
TAYLOR MORRISON HOME

Jessica DiCicco  
VP Learning & Development  
RANDSTAD NORTH AMERICA

**CREATING AND LEADING AN IMAGINATIVE LEARNING CULTURE**

Tuesday, April 2, 11:00 a.m. – 12:00 p.m.
Marquis Ballroom, Salon 8

Matt Hirst  
Senior Director, Organizational Development, Talent & Learning  
GAMESTOP

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**TALENT DEVELOPMENT - SKILLS GAP TRAINING - TALENT ACQUISITION**

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Activate Talent and Unleash Potential | Marquis Ballroom Salon 8

Some of the greatest areas of opportunity for your business may be found in the potential of your workforce. Learn how to unleash it.

Join our panel of learning leaders as they discuss how the right talent initiatives can activate your talent, trigger improved performance and energize your business growth trajectory. We’ll dive into strategies, reveal some surprising data from the latest talent activation research study and share successful approaches for:

- Empowering employees to both flourish in their roles and boost the bottom line.
- Engaging talent from acquisition through to executive training.
- Extending employee development beyond providing knowledge to building stronger teams and the unique skill sets your business needs to compete and prosper.

Monica Guillory, director of HR and workplace inclusion at R. R. Donnelley will lead the discussion with Charissa Wagner, VP, talent acquisition and development at Taylor Morrison, and Jessica DiCicco, VP, learning and development at Randstad North America.
Is Your Organization Winning the Race to Scale-Up, or Still Trying to Decide if it’s Going to Enter the Race? | Marquis Ballroom Salons 4-5

Make decisions, take action, evaluate results and repeat. This is the cycle of life for organizations around the globe. Yet talk to people in most organizations and you will hear about common challenges that frustrate and bewilder; decisions taking too long, lack of alignment within and across teams, inability to build engagement and momentum. What if there was a way to scale-up leadership and change the way we are working, to unlock the effectiveness of our people, accelerate the cycle and drive high impact results for our organizations?

Takeaways:

• Level up employee engagement & empowerment through a simple yet sophisticated approach to decision-making.

• Insights to untangle the dilemma teams face when trying to create alignment on strategic priorities.

• Quickly and accurately identify the most critical challenges for any team; while also motivating the team to address them.

Brad Margolis
Senior Director, Executive Development & Organization Effectiveness, Electronic Arts (EA)
Learner Experience — Case for Change at GM | Marquis Ballroom Salons 4-5

As with many industries, the pace of change in the automotive space is accelerating. It stands to reason that the knowledge and skills needed for performance today will not be adequate to succeed in the future. The short runway we will have to develop our learners coupled with the half-life of knowledge estimated at five years, learning and performance organizations need to shift from primarily content producers to creating learning environments that provide quicker access to performance solutions compared to traditional design and build approaches. It’s time for us to reposition ourselves as curators, facilitators and enablers of learning based on their needs.

Join Chris Bower as he shares insight into the strategic approach at General Motors — building a learning organization that is capable of supporting the needs of the learners in the rapidly changing workforce.

In this session you will learn about:

- Learning enablers vs. content creators.
- Importance of learner-centricity.
- Learner experience strategy.

Onboarding Leaders to Accelerate Performance at MGM Resorts! | Marquis Ballroom Salons 4-5

Clearly defining the manager’s role in onboarding new leaders is critical to an organization’s success. The overall objective in new leader onboarding is to accelerate a leader’s performance in their role by setting clear expectations, building strong relationships and effectively navigating the organization’s culture. Investing in the right actions during the first 90 to 180 days can increase a new leader’s ability to deliver performance results and succeed in a new organization. Most leaders fail not because of their functional capabilities, but because they do not effectively integrate into the organization’s culture. Similarly, organizations often fail leaders by overlooking the need to create an environment where new leaders can thrive.

Learning Objectives/Session Takeaways:

- Key aspects of an effective new leader onboarding process.
- Management’s role in onboarding new leaders.
- Support systems and mechanisms for supporting success.
Maximize the return on your human capital with a customized development program combining your strategic objectives with insight into the latest thinking on critical business issues. Partner with Drexel LeBow to create a custom program that builds impactful solutions to your organization’s challenges from the inside out.

Innovative Solutions

IN CORPORATE AND EXECUTIVE EDUCATION

CONTACT ANNA KOULAS, MBA, EXECUTIVE DIRECTOR OF DREXEL BUSINESS SOLUTIONS INSTITUTE 215.571.3766 | AS326@DREXEL.EDU
AGENDA | TUESDAY MORNING, APRIL 2

7 a.m. | REGISTRATION | Marquis Ballroom Foyer
7 a.m. | NETWORKING BREAKFAST | Grand Ballroom A-B | Hosted by SABA
7 a.m. | *CONVERSATION CENTER | Marquis Ballroom 3
*In App Reservation Required

8 a.m. | PARTNER SPOTLIGHT | Marquis Ballroom 4-5
Joe Mozden VP, Workforce Solutions, DeVryWORKS
Mike Prokopeak, Vice President and Editor in Chief, Chief Learning Officer

8:15 a.m. | KEYNOTE ADDRESS | Marquis Ballroom 4-5
Putting Joy to Work | Ingrid Fetell Lee | Designer and Founder of The Aesthetics of Joy; Author, “Joyful”

9:30 a.m. | SPOTLIGHT WORKSHOPS
Building a High-Performance Organization: Lessons in Theory and in Practice
Marquis Ballroom Salon 1
Matt Kelly, Editor & CEO, Radical Compliance
Chrystal Murray VP, Academy Lead, JPMorgan Chase & Co.

What L&D Should Do Now to Prepare for the Next Recession | Marquis Ballroom Salon 2
Dave Vance, Executive Director, Center for Talent Reporting

Micro, Mobile and Measured: Our Learning Beyond the Classroom Strategy for the iGen Workforce
Marquis Ballroom Salon 7
Jason Moore, Manager, ALT Learning Technologies & Programs, Gulfstream Aerospace Corporation

The Leadership Wisdom of Dogs | Marquis Ballroom Salon 8
Krissi Barr, CEO, Barr Corporate Success

10:30 a.m. | NETWORKING BREAK | Marquis Ballroom Foyer

11 a.m. | PARTNER WORKSHOPS
How USA TODAY NETWORK Creates Personalized Learning Journeys | Marquis Ballroom Salon 1
Craig Lutz, Senior Manager, Learning & Technology, USA TODAY NETWORK

Generational Differences: Optimizing Employee Engagement Strategies | Marquis Ballroom Salon 2
Dr. Bea Bourne, Professor, Graduate Marketing, Purdue University Global

The Skills Gap Connection: Where You Are and Where You Need to Be
David Koehn, VP, Product Development, D2L | Marquis Ballroom Salon 6

Preparing Today's Workforce for Tomorrow
Keith Keating, Senior Director, Global Learning Strategies, GP Strategies | Marquis Ballroom Salon 7

Creating and Leading an Imaginative Learning Culture
Matt Hirst, Senior Director, OD, Talent & Learning, GameStop | Marquis Ballroom Salon 8

NOON | NETWORKING LUNCH | Grand Ballroom A-B | Hosted by SNHU
A conversation with Joe Mozden, VP of Workforce Solutions at DeVryWORKS

Mike Prokopeak
Vice President and Editor in Chief, Chief Learning Officer

Joe Mozden
Vice President
DeVryWORKS

Innovative learning requires more than just the latest technology. At GP Strategies®, our solutions combine a modern approach, fresh ideas, and a singular focus on delivering business results.

To see how we are transforming learning and development in your industry, visit gpstrategies.com/innovation-kitchen.
Putting Joy to Work | Marquis Ballroom 4-5

In the pursuit of business success and bottom-line results, joy is an attribute that can often seem trivial or unimportant. But the irony is that joy originally evolved to motivate our early human ancestors to pursue goals, and psychologists are beginning to understand that rather than being a distraction from success, joy actually fuels it. Studies show joyful doctors make better diagnoses, joyful salespeople improve customer satisfaction, and joyful employees are up to 12% more productive. In this talk, Lee shows how to bring joy to every level of an organization, from the physical environment to leadership behaviors, to improve employee health and retention, innovation and collaboration, and organizational success.

Learning Objectives:

- Gain a deep understanding of the research base that links emotional wellbeing and organizational performance
- Learn how to apply the research through a set of concrete approaches to creating joy through workspace, culture, leadership, and employee education
- Understand how to measure emotional wellbeing within an organization to identify and amplify successful initiatives
Building a High-Performance Organization: Lessons in Theory and in Practice

Every large organization wants a high-performance culture — and if senior leaders understand how to achieve it, they’ll invest in the education and training to get it. This session will first look at why a strong, engaged corporate culture is so important: research that shows exactly what business outcomes an engaged corporate culture can achieve, and the strategic theory (yes, there is some) that shows what roles junior and senior executives should play. Then we will walk through a case study of one large financial firm, and how it identifies promising executives and trains them for the strong leadership that can bring about that high-performance organization.

In this session you will:

- Hear fresh academic research that explores the connections between an engaged employee base and better business outcomes such as fewer lawsuits filed against the company, smaller settlements for litigation and higher profitability;

- Review lessons of strategic theory that show how high-performing organizations typically define their culture and which responsibilities they assign to junior and senior executives;

- See how one large financial firm manages its learning and development program for promising executives to achieve higher performance for the firm overall.

Matt Kelly
Editor & CEO, Radical Compliance

Christy Murray
VP, Academy Lead, JPMorgan Chase & Co.

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What L&D Should Do Now to Prepare for the Next Recession

In May 2018 the U.S. economy recorded its 107th consecutive month of expansion since the end of the Great Recession, becoming the second longest expansion in U.S. history. Assuming the economy continues to grow through July 2019, we will break the record set in 1991-2001 for the longest period of uninterrupted growth in U.S. history. While this is great news, it also means that statistically speaking the next recession is right around the corner, probably in the next one to two years.

Join Dave Vance, former chief economist and CLO for Caterpillar, to learn steps you can take now to prepare for the next recession. He will explore the severity and cause of past recessions and review the leading indicators to watch. He will also suggest both tactical and strategic steps to best position L&D for the unavoidable cost pressures that are sure to accompany the next recession.

In this session we will explore:

- The causes and consequences of notable recessions and depressions in U.S. history.
- The likely timing and severity for the coming recession.
- Strategic steps you can take now to lessen the impact on L&D, including enhanced relationships, strategic alignment, development of business cases and disciplined execution.
- Tactical steps you can plan to take when the recession arrives, including prioritized spending reductions, assistance from your governing board and the conversion of fixed-to-variable expenses.

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- Tactical steps you can plan to take when the recession arrives, including prioritized spending reductions, assistance from your governing board and the conversion of fixed-to-variable expenses.
Micro, Mobile and Measured: Our Learning Beyond the Classroom Strategy for the iGen Workforce | Marquis Ballroom Salon 7

As a great shift change looms on the horizon, many training orgs struggle to balance strategic planning and large-scale delivery of effective training during an unprecedented volume of churn. As boomers retire, the iGen replacement workforce expects that training on the job will match the learning style they grew up with — tech-enabled, personalized, self-guided and on-demand in mobile-friendly microlearning chunks.

The digital transformation from traditional instructor-led training to self-guided delivery of iGen-friendly content has been a continuous improvement journey. Recognizing that the currency of the modern learning economy is your learner’s attention — hard to get and harder to keep — we are leveraging HTML5 and a learning technology stack to evolve our user learning experience design into a powerful consumer-level experience for corporate learning audiences. Gulfstream shares our Learning Beyond the Classroom strategy that allows for mobile-first design of scalable, sustainable training at the learner’s time and place of need.

Application on the Job:

- Gain insight into a scalable, sustainable training delivery solution that is both mobile-first design thinking and agile.
- Capture and analyze user behavior within self-guided training to enable data-driven decision-making for learning strategy.
- Review our list of measuring tools, technologies and techniques to capture people readiness as a powerful KPI and make data-driven decisions that improve the probability of success for your next-generation workforce.

Empowering employees with modern learning

Join speaker Debra Kellogg of Toshiba America Business Solutions to hear how Toshiba built a next-generation employee portal and gain insights on:

- Providing your learners with tools for success in today’s busy world
- When and how to leverage expertise to work more efficiently
- Ideas on how to deploy a coaching, learning, and goal-oriented culture
- How to leverage today’s technology to meet tight budget and ROI training requirements.

Date/Time: Tuesday, 2 April 2019, 2:45 - 3:45 PM
Location: Marquis Ballroom Salon 2
The Leadership Wisdom of Dogs | Marquis Ballroom Salon 8

Leadership lessons from dogs? Woof yes!

Drawn from her book “The Fido Factor,” renowned consultant Krissi Barr will captivate you as she reveals the secret leadership wisdom business professionals can learn from their four-legged friends.

The cornerstone concept is that great leaders, like great dogs, exhibit four key traits: they are faithful to their pack, inspirational to their teammates, determined to succeed and observant of their surroundings. By drilling down into each “FIDO factor” you’ll discover new ways to upgrade your leadership quotient, including:

- How an “I’ve got your tail” attitude builds trust.
- What great leaders of the pack do.
- Ways to become more doggedly determined.
- How to pick up on small details to avoid big problems.

Don’t let the cuddly premise fool you: this is a serious presentation. The dog angle just makes it fun! So unleash yourself, learn some new tricks and get a leg up at work.

Learning Objectives/Takeaways:

- Learn how great leaders — like dogs — are Faithful, Inspirational, Determined and Observant (spells FIDO), and how to improve your capabilities in each area.
- Discover the traits most critical to developing influential personal leadership and the keys to successfully leading an aligned, high-performance team.
- Provide a memorable and relatable framework for leadership development that includes practical tips on how to avoid ending up in the “corporate doghouse” wearing the cone of shame.

Build a pathway for employee success

Stand out in a competitive talent market by offering your employees an educational benefit program that not only improves employee retention, but also increases your bottom line performance.

Organizations that reinvent traditional tuition reimbursement programs have seen:

- reduced turnover costs
- enhanced employability skills
- improved engagement and productivity
- increased consumer satisfaction

We can help.

Learn how Pearson improves business performance by building a workforce that’s more skilled, competitive, engaged, and prepared for the future of work: pearson.com/accelerated-pathways

Dare to change.
How USA TODAY NETWORK Creates Personalized Learning Journeys | Marquis Ballroom Salon 1

When your workforce is spread across 100-plus locations across the country and beyond, effectively delivering impactful learning experiences can seem like a daunting challenge. That’s why it was critical for USA TODAY NETWORK to implement a world-class talent development solution that would help the organization achieve four key business goals:

1. Provide an asynchronous learning experience to new hires and existing employees.
2. Offer custom learning journeys based on the needs of different sales channels.
3. Improve direct reporting capabilities for both administrators and leadership.
4. Migrate content from multiple systems into one easy-to-use system.

Do any of these goals sound similar to your organization’s aspirations? Join us for this presentation to see how USA TODAY NETWORK customized learning journeys to meet the needs of individual learners and the business.

Learning Objectives:

• Insights into the value of partnering learners with an onboarding coach to guide them to success.
• Instructions on how to integrate formal and informal learning content.
• Guidelines on tracking use and measuring the value of your learning investments.

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Generational Differences: Optimizing Employee Engagement Strategies | Marquis Ballroom Salon 2

For the first time in history, there are five generations in the workplace. Forty-three percent of organizations surveyed recognized changing demographics represented a significant impact on their organizations. With an aging workforce and shrinking labor pool, it’s important to understand each group’s needs and how you might tailor your employee engagement, learning and training programs to achieve improved outcomes.

In this workshop, we will review each of these groups’ characteristics, motivational factors and workstyles to gain a better understanding of how they impact employee engagement levels. We will then examine how this differentiation creates the need to integrate multigenerational strategies in recruitment, orientation, talent management, retention and succession planning.

Takeaways/Learning Objectives:

- Examine the five generations in the workplace and explore preferred communication methods.
- Discuss the importance of employee engagement across generations.
- Determine response to organizational change among generations.
- Consider how you can use this information to optimize development and training in your organization.

The Skills Gap Connection: Where You Are and Where You Need to Be | Marquis Ballroom Salon 6

If you don’t know where you’ve come from, you don’t know where you’re going.” – Maya Angelou

When it comes to the ever-widening skills gap challenge, organizations are obviously at a critical turning point. But first they need to know where they are before making drastic and potentially irreversible changes to their workplace structure. Organizations must assess and determine what skills are needed to be successful and competitive in the modern workforce, while at the same time comparing them to the skills their employees already have. This workshop will walk you through how to effectively assess employee skills within your organization and build to desired outcomes. Attendees will hear how successful organizations are measuring and tracking skills in order to modernize learning in the workplace.

Takeaways include:

- How to identify key skills necessary for organizational success.
- How to map learning to close the skill gaps in your organization.
- What continuous improvement can look like in learning and development.
LEARN HOW TO MAXIMIZE YOUR IMPACT AT THESE SESSIONS:

APRIL 1, 3:00 PM  
MARQUIS BALLROOM SALON 1
Achievement Unlocked:  
Analyzing the Rewards of Gamification Capabilities  
– Yum! Brands

APRIL 2, 11:00 AM  
MARQUIS BALLROOM SALON 1
How USA TODAY NETWORK Creates Personalized Learning Journeys  
– USA TODAY NETWORK

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Preparing Today’s Workforce for Tomorrow | Marquis Ballroom Salon 7

The Fourth Industrial Revolution has begun and the stakes are high for businesses, workers and society as a whole. The very concept of work is being redefined as different generations enter and exit the workforce. Digital technologies are demanding that employees acquire new skills to adapt to new ways of working, otherwise they’ll get left behind. L&D leaders now have a call to action: Ensure employees are relevant and adaptable so they can rise to the challenge of this new revolution.

The task may seem daunting but here’s the good news: Drawing on insights from the disruptive technology landscape over the past 20 years, we can proactively address the complex workforce challenges we face. There may never have been a better opportunity to get ahead of this issue, and never a greater risk of inaction. Our directive is clear: Create the future workforce, now.

Drawing on theory and research, this session will focus on helping you prepare and take action for the future of workforce development. Keith Keating will discuss the concept of building the connected learner, share actionable advice on ways you can identify the skills needed for the future in your organization and how to foster a learning culture that will motivate employees to develop those skills. You will explore ways to utilize human-centric design to support accelerating the reskilling of our workforce, encouraging you to remain mindful to put our people first.

Learning Objectives/Session Takeaways:

- Insight into the state of our industry and ways L&D needs to evolve to meet the needs of the future workforce learner.
- Strategies L&D leaders should consider following to enable future workforce learners for success.
- Key core competencies and skills we should be looking for in our future workforce.

Keith Keating
Senior Director, Global Learning Strategies, GP Strategies
Creating and Leading an Imaginative Learning Culture

Authentic and lasting innovation lives in the elusive space between imagination and critical thinking. Every learning and development leader has at one time wondered why a well-planned learning and development program has failed. In this presentation, Matthew Hirst will argue that while such programs have been well planned and delivered, they may not have not been well imagined. He will discuss the real and sustainable business value of creating a development team comprised of “mad scientists” who understand the business and its people well, and who have developed the trusting relationships that allow them to imagine what their organization can do without constraints.

In this brief session, you will:

- Understand the nature, value and application of imagination and ideation.
- Learn how to build and encourage a team that can generate ideas and then identify with their business partners how to operationalize and monetize those ideas.

Matt Hirst
Senior Director, Organizational Development, Talent & Learning, GameStop
AGENDA | TUESDAY AFTERNOON, APRIL 2

1:15 p.m. | PARTNER SPOTLIGHT | Marquis Ballroom 4-5
Mark Van Name, President, Principled Technologies
Mike Prokopeak, Vice President and Editor in Chief, Chief Learning Officer

1:30 p.m. | KEYNOTE ADDRESS | Marquis Ballroom 4-5
Learning’s Value in the Era of Disruption
Brenda Sugrue, Global Chief Learning Officer, EY, 2018 CLO of the Year
Mary Kay Vona, Principal, People Advisory Services, EY
Mary Woolf, Senior Manager, People Advisory Services, EY

2:45 p.m. | PARTNER WORKSHOPS
A GPS for Learning and Work. Eliminating the College/Workplace Gap | Marquis Ballroom 1
Peter Smith, Orkand Chair, Provost’s Office, UMUC

Empower Your Employees with Modern Learning, Communication and Performance Tools for Success | Marquis Ballroom 2
Debra Kellogg, Manager, Education, Performance & Communications, Toshiba

The Human Side of Business Transformation | Marquis Ballroom 7
Karen Lai, Vice President Client Partnership, BetterUp

Diversity, Equity & Inclusion for 2020 and Beyond | Marquis Ballroom 8
Moderator: Jada K Hebra, Senior VP & Chief Diversity & Inclusion, SNHU
Jomo Castro, Regional Director-External Affairs, AT&T
Aisha Ghori Ozaki, Manager, Inclusive Diversity, Allstate
Magda Sanchez, Consultant, Dell
Janet Uthman, VP, Inclusion & Multicultural Marketing, Comcast

3:45 p.m. | NETWORKING BREAK & BOOK SIGNING WITH PETER SMITH | Marquis Ballroom Foyer
Hosted by UMUC

4:15 p.m. | CHIEF LEARNING OFFICER PODCAST LIVE TAPING | Marquis Ballroom 4-5
Mike Prokopeak, Vice President and Editor in Chief, Chief Learning Officer
Justin Lombardo, Senior Advisor, Talent Management, Roman Catholic Archdiocese of Chicago
Karie Willyerd, SVP and Chief Learning Officer, Visa

5:30 p.m. | NETWORKING RECEPTION | Lodge At The Lawn | Hosted by Principled Technologies
A Conversation with Mark Van Name, President of Principled Technologies.
Learning’s Value in the Era of Disruption | Marquis Ballroom 4-5

In the world of continuous disruption, understanding how organizations are transforming their learning strategies, methods and approaches has never been more critical. To enhance our collective understanding in this arena, EY conducted a global external study to generate new insights on the strategic value of learning and how the learning organization is transforming in response to disruption. The study compares the views of senior business leaders and learning leaders on strategic priorities, investment, operations, measurement and learning culture. The results identify new opportunities for CLOs to add even more value to the organizations they serve.

In this session, you will learn:

• How the perceptions of business leaders and learning leaders align and don’t align regarding learning’s role in an increasingly dynamic business environment.

• How organizations are addressing work shifts due to technological disruptions such as artificial intelligence.

• How the learning function must respond to both business and workforce disruption, in effect disrupting itself.

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A GPS for Learning and Work. Eliminating the College/Workplace Gap | Marquis Ballroom Salon 1

Drawing on his 50 years of experience and the research and interviews that informed his most recent book, “Free-Range Learning in the Digital Age: the Emerging Revolution in College, Career, and Education” (SelectBooks, 2018), Smith will make the case for harnessing the value of all learning — formal and informal, collegiate or non-collegiate — for satisfying both academic and job-related requirements. Smith envisions an end to “knowledge discrimination,” the academic tradition and practice that values where you learned something as more important than how well you know it and can apply it. Ending knowledge discrimination heralds the creation of a new assessment-based and learner-centered ecosystem which has the potential to align worker/learners’ knowledge, skills, and abilities, however and wherever gained, more precisely with employment as well as academic requirements.

Learning Objectives:
• Better understand the potential for qualitative validation of learning wherever and however gained.
• Better understand the social and economic costs of denying workers the value of their knowledge.
• Better understand the emerging ecosystem for learning beyond the campus.
• Better understand the inevitability of this disruptive change.

Empower Your Employees with Modern Learning, Communication and Performance Tools for Success | Marquis Ballroom Salon 2

Join this informative session to hear how Debra Kellogg, manager of education, performance, and communications at Toshiba America Business Solutions, built a next-generation employee portal. Combining their LMS with modern e-learning courses, Kellogg developed the Toshiba Academy, the Toshiba Connect Communication Portal, and the company’s conversation-driven performance program, Ignite. You’ll learn how a very lean L&D team deployed these in the United States and Latin America in less than a year, along with tips on providing your learners with tools for success.

Learning Objectives/Session Takeaways:
• Empower your employees with tools for success in today’s busy world.
• Understand when and how to leverage partners’ expertise to work more efficiently.
• Gain ideas on how to deploy a coaching, learning, and goal-oriented culture!
• Learn how to leverage today’s technology to meet tight budget and ROI training requirements.

Peter Smith
Orkand Chair, Provost’s Office, University of Maryland University College

Debra Kellogg
Manager, Education, Performance & Communications, Toshiba
The Human Side of Business Transformation | Marquis Ballroom
Salon 7

People are the most powerful drivers of a company's strategy yet most transformation efforts continue to rely on technology and process change to drive outcomes. Join us to explore the science behind lasting behavior change and engage in a hands-on activity to define the mindsets, skills and behaviors needed to execute your company's strategy. This work can serve as valuable inputs to 2019 talent strategy, program designs and strategic transformation efforts.

In this strategic working session, you will:

- Explore the research behind lasting behavior change.
- Use an evidence-based approach to identify behaviors, mindsets and skills required to realize your company's strategy.
- Assess your company's capability and readiness to drive transformational change.

Who should attend? This working session is designed for senior talent leaders, HR business partners and internal OD/OE practitioners.

Diversity, Equity & Inclusion for 2020 and Beyond | Marquis Ballroom
Salon 8

Creating and implementing effective diversity, equity and inclusion programs are no longer just the right thing to do. They're imperative for business success. As we approach the next decade, huge cultural shifts are priming companies to add focus to this important area. This discussion will focus on what's being done today and what will need to be done in the future to fully realize the benefits of inclusive initiatives.

This panel brings together experts including practitioners, leaders and academics to discuss:

- Why companies need a diversity, equity and inclusion strategy right now.
- Implementation tips: quick wins and sustaining long-term impact.
- How to measure the success of your D&I programs and celebrate them.

Karen Lai
VP, Client Partnership, BetterUp

Jada Hebra
SVP, Chief Diversity & Inclusion Officer SNHU

Jomo Castro
Regional Director, External Affairs AT&T

Aisha Ghori Ozaki
Manager, Inclusive Diversity Allstate

Magda Sanchez
Consultant Dell

Janet Uthman
VP, Inclusion & Multicultural Marketing Comcast
The Chief Learning Officer Podcast is an original audio series from Chief Learning Officer magazine. Editor-in-chief Mike Prokopeak and veteran CLO Justin Lombardo invite listeners into an exclusive club of senior learning leaders and participate in a one-of-a-kind conversation about what’s happening in corporate education, featuring in-depth interviews with learning executives, authors and industry leaders.

Joining us for today’s live taping of the podcast is Karie Willyerd of Visa.
AGENDA | WEDNESDAY, APRIL 3

7 a.m. | REGISTRATION | Marquis Ballroom Foyer
7 a.m. | NETWORKING BREAKFAST | Grand Ballroom A-B
7 a.m. | CONVERSATION CENTER | Marquis Ballroom 3
*In App Reservation Required

8 a.m. | PARTNER WORKSHOPS
Creating a Coaching Culture | Marquis Ballroom Salon 7
Larry O’Brien, Senior Facilitator & Leadership Coach, Bluepoint Leadership Development

Getting Real About Skills Development | Marquis Ballroom Salon 8
Moderator: Sean Stowers, Director of Business Development, Pearson
Katherine Whalen, Director of Talent Management, Humana
Andy Ruziska, Managing Partner, Condensed Curriculum International
Lynn Schroeder, Talent & Workforce Development Futurist

9:15 a.m. | PANEL DISCUSSION
Mentoring for the Masses | Marquis Ballrooms 4-5
Moderator: Mike Prokopeak, Vice President, Editor in Chief, Chief Learning Officer
Kelly Cassaro, Global Director of Curriculum & Instruction, Generation: You Employed
Jim Irvine, Dean, Global Leadership & Professional Development, Renault-Nissan Alliance
Heather Pownall, Director, Engagement & Learning Innovation, Association of International CPAs
David DeFilippo, Principal, DeFilippo Leadership, Inc.

10:15 a.m. | NETWORKING BREAK | Marquis Ballroom Foyer

10:30 a.m. | PARTNER WORKSHOPS
Learning’s Value in the Era of Disruption | Marquis Ballrooms 7
Elizabeth Bilotta, Vice President, Chief Human Resources Officer, Crozer-Keystone Health System
Kris Risi, Assistant Dean, Corporate and Executive Education Drexel University, LeBow College of Business

Driving Innovation with Personalized Learning | Marquis Ballrooms 8
Jessica Martin, Senior Manager, Education, Corporate Compliance, DaVita Inc.
Tracy Huckabee, Digital Experience Strategist, Principled Technologies

11:30 a.m. | KEYNOTE ADDRESS | Marquis Ballrooms 4-5
Can You Learn To Be Lucky?
Karla Starr, Author, “Can You Learn To Be Lucky? Why Some People Seem To Win More Than Others”

12:30 p.m. | BOXED LUNCH TO-GO | Cascade
CHICAGO 2019
CALL FOR SPEAKERS

If you are an experienced voice in the L&D industry, Chief Learning Officer is interested in what you have to say!

Chief Learning Officer
SYMPOSIUM
Swissôtel Chicago | October 14-16, 2019
clomedia.com/speakers-bureau
Creating a Coaching Culture | Marquis Ballroom Salon 7

This workshop provides a framework and a road map for those seeking to create a culture of coaching within their organization. Drawing upon the organization and leadership development strategies employed by some of today’s most progressive organizations, this fast-paced, highly-engaging learning event will provide participants with concepts and approaches they can use to create a culture in which day-to-day conversations enhance performance and accelerate learning.

Learning Objectives:

• To learn the characteristics of a coaching culture and how it can help teams and organizations make a significant shift in effectiveness.

• To explore ways leaders can be encouraged and equipped to coach team members on a regular basis.

• To identify the strategic initiatives senior executives can take to create a culture of coaching throughout their organizations.
Getting Real About Skills Development | Marquis Ballroom Salon 8

When workers in your organization don’t require a degree, where do they turn for their critical upskilling needs? How do you identify the right resource or intervention based on what skill needs are? Some industry insiders say organizational talent and development teams spend billions on this but ultimately only support professional skilled labor. At the National Skills Coalition summit in January, audience members voted community colleges as the No. 1 delivery mechanism for skills-based learning. What is the difference between upskilling and learning and development? What happens to workers that never need to take a college course but need to gain skills and continuously develop? What impacts are organizations seeking from these types of programs, and are they seeing them? What happens when you start being real about skills?

In this session, participants will learn more about how:

- Companies like Humana are working to contextualize skills gained from education, and how they apply to an individual’s growth and development within an organization to drive continuous improvement strategies around employee development.

- Strategies being leveraged by large companies to upskill workers and move them into the right roles based on skills attainment, both inside and outside of traditional educational settings.

- Ideation around career pathway development and the integration of educational programs, career development pathways, and learning and development initiatives to drive the cost-effective and efficient delivery of the right skills at the right time using the right resources.

Moderator:
Sean Stowers
Director of Business Development, Pearson

Katherine Whalen
Director of Talent Management, Humana

Andy Ruziska
Managing Partner, Condensed Curriculum International

Lynn Schroede
Talent & Workforce Development Futurist

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Mentoring for the Masses | Marquis Ballroom 4-5

In the modern learning kit, mentoring may be one of the most powerful and impactful learning tools. It’s also quite possibly the most misunderstood and misapplied. The personal aspect of mentoring relationships is tailor made for the age of customized learning but that idiosyncratic nature makes it difficult to scale across the organization. In this panel discussion, we’ll examine the role of mentoring in the modern learning organization and debate several questions, including:

- Can mentoring be effectively scaled across the organization?
- Is technology an enabler or a distraction to mentoring?
- How should mentoring change in the era of #MeToo?
- What’s the role of mentoring in high potential development?

Moderator:
Mike Prokopeak
Vice President, Editor in Chief
Chief Learning Officer

Kelly Cassaro
Global Director, Curriculum & Instruction, Generation: You Employed

Jim Irvine
Dean, Global Leadership & Professional Development, Renault-Nissan Alliance/Nissan Motor Limited

Heather Pownall
Director, Engagement & Learning Innovation, Association of International Certified Professional Accountants

David DeFilippo
Principal, DeFilippo Leadership, Inc
PARTNER WORKSHOPS | WEDNESDAY, APRIL 3 | 10:30 a.m.

Prescription for Future Success: Leadership Development
Lessons From Health Care | Marquis Ballroom Salon 7

The contemporary and ever-more complex health care industry has required physicians to take on a wider range of responsibilities, especially towards integration of the various silos in a health system. As with other industries, the next phase of health care requires leaders who are innovative, interdisciplinary thinkers with the skills to lead and shape the future. How do you engage and develop your leaders to acquire the understanding and required skillsets to successfully lead within a constantly evolving environment? Learning to work across silos, willingly adopting new technology and processes, and embracing a patient (customer)-centered approach for positive impact — sound familiar?

These leadership development challenges are not unique to health care. In this interactive session, hosted by Crozer-Keystone Health System and Drexel University, LeBow College of Business, we will:

• Describe the business case, organizational environment and CKHS Physician Leadership Academy program structure which facilitates participants’ journey from physician leader to health care enterprise leader.

• Explore engagement strategies related to buy-in, academic partnerships, mentoring and capstone projects.

• Provide a frame for group discussion around leadership development challenges and opportunities across industries to bring together best practices and approaches that have worked to advance leadership development within participants’ organizations.

Leave this session with renewed energy and ideas on how to develop or enhance successful programs for the future of your future-ready workforce.

Elizabeth Bilotta
Vice President, Chief Human Resources Officer, Crozer-Keystone Health System

Kris Risi
Assistant Dean, Corporate and Executive Education Drexel University, LeBow College of Business
Driving Innovation with Personalized Learning | Marquis Ballroom
Salon 8

DaVita and Principled Technologies designed an innovative, personalized approach to compliance training for 45,000 learners. The course starts with identifying the learner’s role and then teaches a common foundation of legal content while periodically branching to scenarios, examples, exercises and quizzes that apply to each person’s role. Using simple rapid-development tools, Principled Technologies delivered personalized programs with 12 different content branches.

The boilerplate content, generic scenarios and repetitive activities that are common in off-the-shelf learning solutions often fail to feel relevant to learners. With compliance training, the risk of ineffective learning is too great to leave to chance.

The results of this course speak for themselves: an independent, external evaluation declared its impact on knowledge and behavior to be significant. Internal survey results concur.

In this session, you will learn:

• How to articulate an actionable vision of personalized, role-based learning while not substantially increasing resource demands.

• How to implement a personalized approach to online learning that imparts knowledge and changes behavior.

• Which topics are ideal for personalized learning.

• Some simple tools you can use to create personalized learning courses

Jessica Martin
Senior Manager, Education, Corporate Compliance, DaVita Inc.

Tracy Huckabee
Digital Experience Strategist, Principled Technologies
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Diversity, Equity & Inclusion For 2020 and Beyond

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Tuesday, April 2, 2019
2:45pm | Room 8

Learn more at snhu.edu/clo
Can You Learn To Be Lucky? | Marquis Ballroom 4-5

“Do you believe in luck?” is a polarizing question, one you might ask on a first date. Some of us believe that we make our own luck. Others see inequality everywhere and think that everyone’s fate is at the whim of the cosmos. Karla Starr has a third answer: unlucky, “random” outcomes have predictable effects on our behavior that often make us act in self-defeating ways without even realizing it.

In this ground breaking book, Starr traces wealth, health, and happiness back to subconscious neurological processes, blind cultural assumptions, and tiny details you’re in the habit of overlooking. Each chapter reveals how we can cultivate personal strengths to overcome life’s unlucky patterns. For instance:

- Everyone has free access to that magic productivity app—motivation. The problem? It isn’t evenly distributed. What lucky accidents of history explain patterns behind why certain groups of people are more motivated in some situations than others?

- If you look like an under performing employee, your resume can’t override the gut-level assumptions that a potential boss will make from your LinkedIn photo. How can we make sure that someone’s first impression is favorable?

- Just as people use irrelevant traits to make assumptions about your intelligence, kindness, and trustworthiness, we also make inaccurate snap judgments. How do these judgments affect our interactions, and what should we assume about others to maximize our odds of having lucky encounters?

We don’t always realize when the world’s invisible biases work to our advantage or recognize how much of a role we play in our own lack of luck. By ending the guessing game about how luck works, Starr allows you to improve your fortunes while expending minimal effort.
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Location: Marquis Ballroom Foyer
Monday, April 1 | 9:00 a.m. - 5:30 p.m.
Tuesday, April 2 | 7:00 a.m. - 5:30 p.m.
Wednesday, April 3 | 7:00 a.m. - 12:00 p.m.

NAME BADGES
Please wear your name badge to all CLO Symposium functions. Your badge is your ticket to everything: sessions, receptions and meals.

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Dress is business casual. To accommodate temperature fluctuations, we recommend carrying a sweater or jacket.

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Water stations are located throughout the meeting space. Please support our efforts to be green and create less waste.

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A mobile charging station is located in the Ballroom foyer.

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All found items should be taken to the CLO Symposium registration and information desk.

SMOKING
The Marriott Marquis Houston is a non-smoking hotel. Please smoke only in designated smoking areas.

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Should unforeseen circumstances prevent any of the named speakers from presenting at the CLO Symposium, every attempt will be made to find a suitable replacement of equal quality and relevance. Chief Learning Officer will not be responsible for any consequential or other losses resulting from such changes. Should the CLO Symposium itself be canceled for any reason, liability shall be limited to the registration fee paid. Chief Learning Officer will not be responsible for any consequential or other losses resulting from the cancellation of the CLO Symposium.
AGENDA AT A GLANCE

**MONDAY, APRIL 1, 2019**

9 a.m.  Registration | Marquis Ballroom Foyer
9 a.m.  *Conversation Center | Marquis Ballroom 3 | *In App Reservation Required

1:15 p.m.  Welcome Address | Mike Prokopeak  
  Marquis Ballroom 4-5

1:30 p.m.  Keynote Address - Dream Teams and the Science of Breakthrough Collaboration | Shane Snow  
  Marquis Ballroom 4-5

2:30 p.m.  Networking & Refreshment Break | Marquis Ballroom Foyer

**3 p.m.  Partner Workshops**

**Achievement Unlocked: Analyzing the Rewards of Gamification Capabilities** | Moumita Dutta  
Marquis Ballroom Salon 1

**Show the Value of Learning by Running L&D Like a Business** | Amy Graft and John Mattox  
Marquis Ballroom Salon 2

**Leadership 480: Develop Leaders for Today, Tomorrow, and the Future** | John Verdone  
Marquis Ballroom Salon 6

**Learning in the Attention Economy** | Delisa Dyess and Tracy Huckabee  
Marquis Ballroom Salon 7

**Activate Talent and Unleash Potential** | Monica Guillory, Charissa Wagner & Jessica DiCicco  
Marquis Ballroom Salon 8

4:15 p.m.  CLO Power Hour | Marquis Ballroom Salons 4-5

5:30 p.m.  Networking & Refreshment Break | Marquis Ballroom Foyer | Hosted by DeVryWORKS

**TUESDAY MORNING, APRIL 2, 2019**

7 a.m.  Registration | Marquis Ballroom Foyer
7 a.m.  Networking Breakfast | Grand Ballroom A-B | Hosted by SABA
7 a.m.  *Conversation Center | Marquis Ballroom 3 | *In App Reservation Required

8 a.m.  Partner Spotlight | Joe Mozden and Mike Prokopeak | Marquis Ballroom 4-5

8:15 a.m.  Keynote Address: Putting Joy to Work | Ingrid Fetell Lee | Marquis Ballroom 4-5

9:30 a.m.  Spotlight Workshops

**Building a High-Performance Organization: Lessons in Theory and in Practice** | Matt Kelly and Chrystal Murray  
Marquis Ballroom Salon 1

**What L&D Should Do Now to Prepare for the Next Recession** | Dave Vance  
Marquis Ballroom Salon 2

**Micro, Mobile and Measured: Our Learning Beyond the Classroom Strategy for the iGen Workforce** | Jason Moore  
Marquis Ballroom Salon 7

**The Leadership Wisdom of Dogs** | Krissi Barr  
Marquis Ballroom Salon 8

10:30 a.m.  Networking & Refreshment Break | Marquis Ballroom Foyer

11 a.m.  Partner Workshops

**How USA Today Network Creates Personalized Learning Journeys** | Craig Lutz  
Marquis Ballroom Salon 1

**Generational Differences: Optimizing Employee Engagement Strategies** | Dr. Bea Bourne  
Marquis Ballroom Salon 2

**The Skills Gap Connection: Where You Are and Where You Need to Be** | David Koehn  
Marquis Ballroom Salon 6

**Preparing Today's Workforce for Tomorrow** | Keith Keating  
Marquis Ballroom Salon 7

**Creating and Leading an Imaginative Learning Culture** | Matt Hirst  
Marquis Ballroom Salon 8

Noon  Networking Lunch | Grand Ballroom A-B | Hosted by SNHU
1:15 p.m.  **Partner Spotlight** | Mark Van Name and Mike Prokopeak  | Marquis Ballroom 4-5
1:30 p.m.  **Keynote Address - Learning’s Value in the Era of Disruption** | Brenda Sugrue, Mary Kay Vona & Mary Woolf  | Marquis Ballroom 4-5

2:45 p.m.  **Partner Workshops**
- A GPS for Learning and Work. Eliminating the College/Workplace Gap | Peter Smith  | Marquis Ballroom Salon 1
- Empower Your Employees with Modern Learning, Communication and Performance Tools for Success | Debra Kellogg  | Marquis Ballroom Salon 2
- The Human Side of Business Transformation | Karen Lai  | Marquis Ballroom Salon 7
- Diversity, Equity & Inclusion for 2020 and Beyond | Moderator: Jada K Hebra and Panelists: Jomo Castro, Aisha Ghori Ozaki, Magda Sanchez and Janet Uthman  | Marquis Ballroom Salon 8

3:45 p.m.  **Networking Break & Book Signing with Peter Smith**  | Marquis Ballroom Foyer  Hosted by UMUC

4:15 p.m.  **Chief Learning Officer Podcast Live Taping** | Karie Willyerd, Justin Lombardo and Mike Prokopeak  | Marquis Ballroom 4-5

5:30 p.m.  **Networking Reception**  | Lodge At The Lawn  Hosted by Principled Technologies

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7 a.m.  **Registration**  | Marquis Ballroom Foyer
7 a.m.  **Networking Breakfast**  | Grand Ballroom A-B
7 a.m.  **Conversation Center**  | Marquis Ballroom 3  *In App Reservation Required

8 a.m.  **Partner Workshop**
- Simplify Compliance TBD  | Marquis Ballroom Salon 7
- Getting Real About Skills Development | Moderator: Sean Stowers and Panelists: Katherine Whalen, Andy Ruziska and Lynn Schroeder  | Marquis Ballroom Salon 8

9:15 a.m.  **Panel Discussion** | Moderator: Mike Prokopeak and Panelists: Kelly Cassaro, Jim Irvine, David DeFilippo and Heather Pownall  | Marquis Ballroom 4-5

10:15 a.m.  **Networking Break**  | Marquis Ballroom Foyer

10:30 a.m.  **Partner Workshops**
- Learning’s Value in the Era of Disruption | Elizabeth Bilotta and Kris Risi  | Marquis Ballroom Salon 7
- Driving Innovation with Personalized Learning | Jessica Martin and Tracy Huckabee  | Marquis Ballroom Salon 8

11:30 a.m.  **Keynote Address - Can You Learn To Be Lucky?** | Karla Starr  | Marquis Ballroom 4-5

12:30 p.m.  **Boxed Lunch To-Go**  | Cascade

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