



The 2013

# Onboarding Talent

## Technology and Integration

December 4, 2013 Pre-Conference Seminar

December 5-6, 2013

The Conference Board Conference Center, New York, NY



### Conference Themes

- Technology Enabling Onboarding: Virtual, Hybrid or High Touch?
- The Millennial Wave - How to Leverage Onboarding
- Onboarding delivering on Growth and Globalization Strategy

### Continuing Education Credits

HRCI re-certification credits applied for  
No partial credits issued.

## Reasons to Attend/Key Benefits

You will learn:

- Methods to align and integrate talent acquisition, onboarding and talent management
- Onboarding communication coupled with video and rich media to reinforce learning and culture transfer
- “Gamification” for engagement at Onboarding
- Techniques to connect new employees through social learning programs
- Development of appropriately blended onboarding experiences including online learning, classroom learning, or social learning through peer to peer formats

Confirmed Speakers:

George Bradt, CEO, **PrimeGenesis** and Author of *Onboarding the First Time Leader LAB*

Lytana Kids, VP, Global Workforce Planning, **UPS** – Recruitment to Day 1

Mohit Garg, CEO, **MindTickle** – Gamification and 21st Century Tools

Melody Thigpen, Onboarding Program Leader, **Capital One** – presents on the business case for Hybrid and High Touch Onboarding

Ian Bird, Director, New Hire Experience, **IBM** – Yielding Innovation from the New Hire Experience

Stacy Doepner-Hove, Director, Masters Program in HR, **University of Minnesota** – Onboarding: Individualized and System Wide

Joanne Veech, Global Talent Management, **PwC** – Global Onboarding Leveraging Millennial Insights

Kate Ebner, Director, **Institute for Transformational Leadership at Georgetown University** – presents the New Dimensions of Leadership for Millennials

Edie Mitchell, Director of Global Learning and Talent Development, **LivePerson** – Talent acquisition meets Onboarding-The Candidate Experience

Patrick J Martin, Manager of Content and Curriculum Development and Laura Hastings, Onboarding Project Lead, **Bechtel** – Leveraging Globalization to Move Onboarding Forward

## Who should attend

- Director/Manager Onboarding
- Director of Talent Management and Talent Acquisition
- VP/Director/Manager: Leadership Development
- HR Generalists
- Director/Manager Employee Engagement and Integration
- Director/Manager: Learning, Organizational Design and Development, Training

## Pre-Conference Seminar Wednesday, December 4, 2013

### Onboarding New Leaders LABS: Onboarding – The Crucible of Leadership

REGISTRATION AND CONTINENTAL BREAKFAST 8–9 AM

LAB A 9–10 AM

#### Onboarding for Leadership Development, Success and Retention

PwC has concluded the world's largest study dedicated to Millennial workers. During this LAB they will share deep data on the trends and new strategies they have identified to better select, engage and retain.

Anne Donovan, HR Transformation Leader, PwC

NETWORKING REFRESHMENT BREAK 10–10:15 AM

LAB B 10:15 AM–NOON

#### Millennial Leadership Development Strategies

This LAB will feature a deep dive into leadership development strategies designed for millennial executive transition and Onboarding. We will examine the new paradigm unique to millennial workers and what this will mean for successful leadership development programs.

Kate Ebner, Director, Institute for Transformational Leadership  
Georgetown University

LUNCHEON NOON–1 PM

LAB C 1–5 PM

#### The First-Time Leader

The First-Time Leader LAB provides three key components designed to provide practical and theoretical understanding of the BRAVE Leadership Framework with its focus on Behaviors/ Relationships/Attitudes/Values/Environment. Tools to support new or significantly elevated leadership responsibility.

##### The BRAVE Framework and Tools

- 1 **Taking charge of your new team**
  - a. **BRAVE** onboarding tool
- 2 **BRAVE Leadership Modules and Tools**
  - b. **Environment** – Utilizing the SWOT analysis tool
  - c. **Values** – Mission, Vision, Values tools
  - d. **Attitude** – Culture Assessment Sheet
  - e. **Relationships** – Communication Planning, Onboarding and Interviewing
  - f. **Behaviors** – Milestone Management
- 3 **Understanding and Calibrating for Differences across Team Size**
  - g. Adopt a start-up mindset with teams of less than 10
  - h. Treat teams of 10-30 like extended families
  - i. When leading teams of 30 or more, hierarchy is your friend

George Bradt, Managing Director, PrimeGenesis and Author, *First Time Leader*

CONCLUSIONS AND DISCUSSION FOR WORK AFTER THE LAB

Call Customer Service at 212 339 0345

# Thursday, December 5, 2013

REGISTRATION AND CONTINENTAL BREAKFAST 8–9 AM

WELCOME AND INTRODUCTION 9–9:15 AM

Omar Andrade, Conference Program Director, **The Conference Board**

A 9:15–10:15 AM

## 21st Century Onboarding: Social and ‘Gamified’

Learning has a meaningful role in Onboarding. While online learning provides significant benefits in terms of standardization, agility, cost-effectiveness and scale, it lacks the human touch. Leading organizations have successfully leveraged new age techniques such as social learning and gamification to create the engagement factor and a more personalized experience for the new hires.

Mohit Garg, CEO, **MindTickle**

B 10:15–11 AM

## Onboarding’s Linkage to Positive Employee Experience

In the US organizations have resumed talent acquisition and the ensuing Onboarding required. This is especially true in support of several simultaneous priorities which include: technology evolution supporting HR transformation and service delivery; the rapid entry of millennial workers and the social, mobile and collaborative opportunities which follow; going global into newer and newer markets as companies stretch to find growth. The result has been a revisit to long postponed Onboarding investment as companies race to impact: recruiting, the reality virtual workforces and a drive to transform HR delivery overall.

Melodie Thigpen, Director, Corporate Onboarding, **Capital One Financial Corporation**

NETWORKING REFRESHMENT BREAK 11–11:15 AM

C 11:15 AM–12:15 PM

## Talent Acquisition Meets Onboarding: The Candidate Experience

Learning and engagement begin before you walk in the door at leading organizations. Onboarding starts with innovative Pre-Hire Centers and continues with robust mentoring and skill-building experiences during orientation—all designed to set employees up for success.

Edie Mitchel, Director of Global Learning a Talent Development, **LivePerson, Inc.**

LUNCHEON 12:15–1:15 PM

D 1:15–2:15 PM

## Making the Onboarding Experience Personal and System-wide

Onboarding and Engagement systems must effectively address the individual’s reasons for being at work as well as the need for systematic planning and implementation. Start with an understanding of work and your workers, then implement a system that can be adapted and adjusted throughout the organization, and still provides for individual differences.

Stacy Doepner-Hove, **University of Minnesota’s Carlson School of Management**, Director of the Master’s Program Human Resources and Industrial

E 2:15-3 PM

## Onboarding's Linkage to Engagement and Integration

Previously CH2M Hill examined its employee engagement lifecycle separately according to new hire, mature hire, offboarding etc. In a drive to impact engagement they integrated their processes and aligned Onboarding as a key area of focus. Our speaker will share this case and key take-aways.

Karen Hancock, Head of Global Onboarding, **CH2M Hill**

NETWORKING REFRESHMENT BREAK 3-3:15 PM

F 3:15-4 PM

## Onboarding and Complex Integration

Few business realities compare in complexity and risk to the integration of newly acquired or reconfigured businesses, but it may be viewed through an Onboarding lens to provide culture transition and the necessary communications channels to improve success and performance.

Lytana Kids, VP, Global Workforce Planning, **UPS**

G 4-5 PM

## Onboarding that Yields Innovation

At IBM, new employees are seen as primed to advance the organization in social technologies and drive innovation to new levels. IBM uses onboarding practices with social enterprise techniques. Leveraging social learning and networking in both pre-hire and new hire mode, IBM conveys culture and understanding of what it means to be part of IBM. This in turn increases performance, engagement and relevance.

Ian David Bird, Director, New Employee Experience and Social Learning, IBM Centre for Advanced Learning, **IBM**

NETWORKING RECEPTION 5-6:15 PM

## Friday, December 6, 2013

CONTINENTAL BREAKFAST 7:45-8:45 AM

WELCOME AND INTRODUCTIONS 8:45-9 AM

H 9-10 AM

## Millennial Dilemma – Practical Social Strategies for Onboarding

Several investigations show that millennial workers value customization and personalization in terms of their development and socialization at work. Given the current and future importance of engaging, developing and retaining these workers several organizations have decided to reconfigure Onboarding to leverage the strengths and work with the differences this group brings to the equation.

In this session, attendees will get a behind the scenes view of the creation onboarding programs leveraging new technologies. Specifically the session looks at gamification to increase communication and engagement with new hires or transitioning workers.

Patricia Romeo, Social and Digital Talent Management, **Deloitte**

## Conference KeyNotes

Registration includes this summary of conference highlights  
and a post-conference interactive webcast

I 10–11 AM

## Onboarding and the Knowledge Economy

Professional services firms and other knowledge economy businesses hold among the most expensive and difficult workforces to replace. They are bound together by strong culture, functioning across geographies in complex and highly matrixed organizations. When people truly are your most valuable asset no touch point can be neglected. In this instance a focus on speed to contribution and relevance are examined.

David Bruesehoff, EY Director, Talent Management

Kari Merkel, Talent Development Manager, **Booz Allen Hamilton, Inc.**

NETWORKING REFRESHMENT BREAK 11–11:30 AM

J 11:30 AM–12:30 PM

## Leveraging Globalization to Move Onboarding Forward

Bechtel has embarked on a global redesign of content delivery and onboarding program. They have identified an opportunity to capture innovation and emerging best practices strategies learned from their extensive work in global emerging markets; this then informs the onboarding and learning content of the business at home.

Patrick J Martin, Manager of Content and Curriculum Development, **Bechtel Corporation**

Laura Hastings, Onboarding Project Lead, **Bechtel Corporation**

LUNCHEON 12:30–1:30 PM

K 1:30–2:30 PM

## The ROI and Business Case for Onboarding

Informed by findings from a worldwide millennial and employee engagement surveys PwC has embarked on the difficult task of measuring the true value and ROI on good Onboarding. The session will investigate some key Onboarding principles including:

- Target turnover number for new hires.
- Using a C-suite dashboard to understand the investment, and ROI, on new hires.
- Developing a compelling business case for investment in Onboarding.
- Measuring new hire engagement and successful onboarding after their first month and then when they should be fully engaged and when the honeymoon is over.

Joanne Veech, Director of Global Talent, **PwC**

CLOSING REMARKS 3 PM

## Previous past participants of our Onboarding events

Aetna  
Bechtel Group, Inc.  
Boeing Company  
Capital One Financial Corporation  
Continuum Health Partners, Inc.  
Credit Suisse (USA), Inc.  
Dell Inc.  
Goldman Sachs & Co.  
Humana, Inc.  
Intel Corporation  
Intuit, Inc.  
Johnson & Johnson  
JPMorgan Chase & Co.  
Kuwait Oil Company  
McDonald's Corporation  
MerckOracle Corporation  
Rockwell Automation  
State Farm Insurance Companies  
Walmart Stores Inc.

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*(The Best of DVD series does not include footage from this conference)*

Call Customer Service at 212 339 0345



## Registration Information

**Online** [www.conferenceboard.org/onboarding](http://www.conferenceboard.org/onboarding)

**Email** [customer.service@conferenceboard.org](mailto:customer.service@conferenceboard.org)

**Phone** 212 339 0345 8:30 am to 5:30 pm ET Monday through Friday

## The 2013 Onboarding Talent

Technology and Integration

The Conference Board Conference Center, New York, NY

### Conference (906014-1)

December 5–6, 2013

Associates **\$1,599**

Non-associates **\$1,799**

### Pre-Conference Seminar (B92014-1)

December 4, 2013

Associates **\$1,015**

Non-associates **\$1,215**

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### Hotel Accommodations

Fees do not include hotel accommodations. For a listing of local hotels, please contact customer service.

**The Conference Board Conference Center**  
845 Third Avenue  
3rd Floor  
(between 51st and 52nd Streets)  
New York, NY 10022

### Cancellation Policy

Full refund until three weeks before the meeting. \$500 administration fee up to two weeks before the meeting. No refund after two weeks before the meeting. Confirmed registrants who fail to attend and do not cancel prior to the meeting will be charged the entire registration fee.

### Team Discounts per person

For a team of three or more registering from the same company at the same time, take \$300 off each person's registration.

One discount per registration. Multiple discounts may not be combined.



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**THE CONFERENCE BOARD**

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