



Engaged @Work

Employee Engagement and Experience

July 11 – 12, 2023
New York Marriott Marquis
New York, NY

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Engaged @Work

July 11 – 12, 2023

New York, NY

DAY ONE

Tuesday, July 11, 2023

7:30 – 8:30 am

Registration and Breakfast

8:30 – 8:35 am

Welcome and Introductions

Ruben Luque, Director, HR Digital Engagement, **Verizon**,
Conference Chair

8:35 – 9:00 am **General Session A**

Why Putting People and Purpose First Will Be the Great Differentiator

For the iconic global risk assessment firm Moody's, their world-class talent is their greatest asset. Designing the employee experience to optimize for the employee and for the business has the potential to be the great differentiator. In our opening session, Moody's Managing Director, Global Talent Strategy & Employee Experience will share the thinking behind the firm's new "PurposeFirst" approach to how, when and where work is done, and why the right choices in reinventing the employee experience can create important competitive advantages across sectors going forward.

Shavit Bar-Nahum, Managing Director, Global Talent Strategy & Employee Experience, **Moody's**

Reflection

In our 5-minute Reflection breaks, we will pause to share takeaways with each other, ask any final questions of the speakers, conduct polls, and engage in other exercises to connect and recharge.

9:05 – 9:30 am **General Session B**

Fireside Chat: The Chief Heart Officer of VaynerMedia

We welcome the first-ever Chief Heart Officer, Claude Silver of VaynerMedia, to share with us the crucial role of emotional optimism and empathetic leadership in revealing the greatness that resides within people. We will discuss what it takes, amidst today's challenges, to build a culture that unlocks creativity and provides the best possible employee experience.

Claude Silver, Chief Heart Officer, **VaynerMedia**

Moderator: **David A. Dye**, PhD, Senior Fellow, **The Conference Board**

Reflection

9:35 – 10:15 am **General Session C**

Panel: The EX – CX Connection

Explore how to measure the connections between employee engagement and greater customer satisfaction; how a customer-centric purpose can enhance employee engagement throughout an enterprise; and how to nurture the employee empowerment and creativity that can result in extraordinary customer experiences.

Amy Benson, Chief People and Community Officer, **Shipt**

Tamar Cohen, Vice President, Employee Experience, **Travelers**

Patti Simpson, Chief Administrative Officer, **Union Square Hospitality Group**

Moderator: **Denise Dahlhoff, Ph.D.**, Senior Researcher, Consumer Research, **The Conference Board**

10:15 – 10:30 am **Break**

10:30 – 11:10 am **General Session D**

Panel: How Are We Listening?

Hear from leaders across sectors who have designed and executed listening strategies from the ground up; who are combining traditional surveys with new data sources to look at employee sentiment in new ways; and who are employing other tools and methods to innovate in listening and responding to employees.

Jenna Filipkowski, Ph.D., People Science Advisor, **Federal Reserve Bank of New York**

David Mahl, Senior Talent Management Consultant, **Kimberly-Clark**

Moderator: **Ruben Luque**, Director, HR Digital Engagement, **Verizon**

Reflection

11:15 am – 12:00 pm **General Session E**

Panel: Onboarding and The New Hire Experience

Effective onboarding is both more important, and more challenging, than ever before. Immersion in culture and values; defining success; providing mentors and models; creating connections and community – all can make the difference between an engaged employee and a position that soon needs to be refilled. Hear from leaders across sectors on how they are creating experiences for new hires that put them on the path to engagement, retention, and growth.

Sherita Thomas, Vice President, Global Associate Experience, **T. Rowe Price Associates, Inc.**

Arun Bedi, Senior Director, Talent Management and Executive Coaching, **Visa**

Audra Pinter, Senior Manager Onboarding & Operations, **Discover Financial**

Moderator: **Lee Miller**, Senior Fellow, Human Capital Center, **The Conference Board**; Professor, **Columbia University School of Professional Studies**

12:00 pm – 12:45 pm **Lunch**

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12:45 – 1:15 pm **General Session F**

Gen Z Rising: Attracting, Engaging, and Retaining the Workforce of the Future

Ready or not, Gen Z, born in 1997 or later, will soon represent 30% of the workforce. Leaders need to understand their perspectives, both because Gen Zers are urgently needed in the talent marketplace, and because they are comfortable amplifying their concerns on social media in ways never demonstrated by previous generations at this stage of their careers. Learn from a new research study from The Conference Board, based on communicating directly with Gen Z employees working full-time salaried and hourly jobs, what five themes are of paramount importance to Gen Z as they evaluate employers.

Robin Erickson, PhD, Vice President, Human Capital, **The Conference Board**

1:15 – 1:45 pm **General Session G**

Generation Z: Conversation

Born in the wake of 9/11; growing up during a deep and protracted global recession; experiencing increasing political and social conflict; and having crucial years in high school, college, or a new workplace transformed by a global pandemic – it is no wonder that members of Generation Z have unique perspectives on work and on life. Following our research presentation, we will hear from Gen Z leaders on what matters most in an employee experience.

Maia Ervin, Chief Impact Officer, **JUV**

Meenakshi Janardhanan, Research Analyst, Human Capital Center, **The Conference Board**

Moderator: Alexandra York, Entrepreneurship Reporter, **Insider**

Reflection

1:50 – 2:15 pm **General Session H**

The CHRO of Synchrony: Leadership Reimagined for Today's Workplace

Cultivating a high-performance, more equitable culture in today's hybrid workplace requires a new kind of leader. In this fireside chat, DJ Casto, Executive Vice President and CHRO of Synchrony will share with us how the leading consumer financial services company is turning old command and control management practices on its head, training leaders to take on the role of an effective coach by listening, guiding and trusting employees. Real-time, candid feedback has replaced outdated performance management systems, driving equity, accountability and a high-performance culture. In the new world of work, businesses need to rethink how managers manage and harness their team's superpowers to be successful.

DJ Casto, Executive VP & Chief Human Resources Officer, **Synchrony Financial**

Moderator: Melissa Fisher, PhD, Distinguished Principal Research Fellow, **The Conference Board**

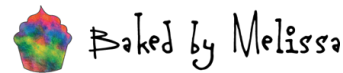
Reflection

2:20 – 2:40 pm

Recharge and Connect

We will engage in a special exercise to meet fellow participants, and learn about their sectors, their roles, and their top priorities in employee experience and engagement.

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2:40 – 3:20 pm **Concurrent Session I1**

Panel: Building an Effective Culture in a Remote or Hybrid Workplace Where All Employees Are Included and Engaged

Leveraging a strong, positive organizational culture is considered a key to organizational success. As more organizations have moved to a hybrid or remote work environment, even well-established organizational cultures do not necessarily transfer directly. Particularly as more new hires join an organization, the risk increases that the culture will become disconnected from the organization's purpose, values and business strategy. How can an organization inculcate its culture in new hires and reinforce it in existing employees, when many of those employees no longer interact together in person? How do you ensure that remote and hybrid employees are included and engaged in the culture? How do you create opportunities for their full participation, and ensure equity and advancement opportunities for all employees? What's working to advance equity, inclusion and belonging? What needs to change?

Dea Katel Fischer, Sr. Director, Internal Communications, Employee Engagement & Talent Brand, **Squarespace**

Jessica Miller, Managing Director, **Cushman & Wakefield**

Moderator: Lee Miller, Senior Fellow, Human Capital Center, **The Conference Board**; Professor, **Columbia University School of Professional Studies**

2:40 – 3:20 pm **Concurrent Session I2**

Engagement from Nonprofits to Corporate Boardrooms: A Conversation with the Chief People Officer of the National Association of Corporate Directors

A conversation with Tracy Gee, Chief People Officer for the National Association of Corporate Directors, exploring some of the unique challenges of prioritizing employee engagement in nonprofit environments, and why Employee Experience and Engagement need to be on for-profit and nonprofit boardroom agendas.

Tracy Gee, Chief People Officer, **National Association of Corporate Directors**

Moderator: Deb Lewison Grant, Ed.D, Director Employee Engagement & Experience, **Global Citizen**

3:20 – 3:25 pm **Break**

3:25 – 3:30 pm

Day One Recap, Excursion Details, Day Two Preview

Ruben Luque, Director, HR Digital Engagement, **Verizon**,
Conference Chair

3:30 – 4:15 pm **Reception**

4:00 – 6:15 pm

Excursion: Reimagining the Workplace at Cisco

We will conclude our first day on-site at the Cisco Experience workplace, exploring the spaces, designs, and technology that can allow employees to connect, collaborate, and thrive in in-person, remote, or hybrid environments. As we explore, we will interact with our peers and share experiences on the challenges and opportunities for employee engagement in the new world of work.

DAY TWO

Wednesday, July 12, 2023

8:00 – 9:00 am

Registration and Breakfast

8:00 – 9:00 am

Breakfast Roundtables

Attendees are welcome to join a Breakfast Roundtable for small group discussions on focused issues in employee experience and engagement.

- 1. Engaging with AI, facilitated by Gina Debogovich, Author, AI Powered Business**
- 2. The Magic Formula: Employee Happiness = Customer Happiness, facilitated by Denise Dahlhoff, Ph.D., Senior Researcher, Consumer Research, The Conference Board**
- 3. Effectively Connecting with Disengaged Employees, facilitated by Arun Bedi, Senior Director, Talent Management and Executive Coaching, Visa**
- 4. 'Pet Projects' as a Driver of Engagement and Business Growth, facilitated by Tamara Duncan, Founder & Creative Director, OrangeYouGlad**
- 5. How Engagement and Hybrid Are Evolving Over the Long Term, facilitated by Deb Lewison Grant, Director Employee Engagement & Experience, Global Citizen**
- 6. Building Mental Wellness and Resiliency, facilitated by Natasha Pollock, Vice President - Human Resources and Officer, The Timken Company**

9:00 – 9:05 am

Welcome and Introductions

Ruben Luque, Director, HR Digital Engagement, **Verizon**,
Conference Chair

9:05- 9:30 am **General Session J**

How Culture Plus Technology Maximize Engagement at Cisco

Cisco's remarkable success at engaging its employees has been recognized year after year – with the company most recently taking the #1 spot on Fortune's 2022 and 2023 Best Companies to Work For ranking, as well as holding a top spot for Employee Engagement and Development on the Wall Street Journal's The 250 Best-Managed Companies of 2022. Learn how Cisco brings culture and technology together to build relationships between employees and leaders that strengthen engagement and enhance performance.

Michael Droubay, Vice President of People & Communities,
Cisco

Reflection

9:35 – 10:00 am **General Session K**

The Timken Company's HR Chief on the Future of the Front-Line Experience

The Timken Company, a global leader in engineered bearings and industrial motion products that operates in 46 countries and employs more than 19,000 people, has been recognized as one of America's Best Large Employers by Forbes and one of America's Most Innovative Companies by Fortune. In this fireside chat with Timken's HR chief, Natasha Pollock, we will explore how the employee experience is evolving for both top engineering talent and those in skilled manufacturing jobs. Learn how Timken is recruiting, developing and engaging a future-ready workforce equipped to solve new customer challenges and adapt in environments with ever-increasing automation capabilities.

Natasha Pollock, Vice President - Human Resources and Officer, **The Timken Company**

Moderator: David A. Dye, PhD, Senior Fellow, **The Conference Board**

Reflection

10:05 – 10:20 am **Break**

10:20 – 11:00 am **General Session L**

The Future of the Employee Experience: Time

One gift we have received from these turbulent times is permission – indeed, a mandate – to question everything about how we work, including the work week. Hear from esteemed experts and business leaders who have embraced a four-day work week, and learn what results they have seen in engagement and productivity.

Alex Soojung-Kim Pang, Program Director, **4 Day Week**, and Author, **Shorter: Work Better, Smarter, and Less**

Tamara Duncan, Founder & Creative Director,
OrangeYouGlad

Spencer Kimball, Co-founder & CEO, **Cockroach Labs**

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Moderator: Solange Charas, PhD, Distinguished Principal Research Fellow, **The Conference Board**

Reflection

11:05 – 11:35 am **General Session M**

The Future of the Employee Experience: AI

While we are witnessing dramatic growing pains of late, there is no doubt that AI has begun, and will continue, to remake how we work. What forms will future AI collaborator take, how can they be used best, and how will AI help customize and humanize the employee experience?

Gina Debogovich, Author, *AI Powered Business*

11:35 – 11:45 am

Conclusion

Ruben Luque, Director, HR Digital Engagement, **Verizon**,
Conference Chair