



27th ANNUAL

Diversity, Equity And Inclusion Conference

June 8 – 9, 2023
New York Marriott
at The Brooklyn Bridge
Brooklyn, NY

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Diversity, Equity and Inclusion Conference

Building a Competitive Advantage

DAY ONE

Thursday, June 8, 2023

8:00 am – 9:00 am ET

Registration and Breakfast

9:00 am – 9:05 am ET

Opening Remarks

Lori Trawinski, Ph.D., Age Diversity Thought Leader, **AARP** and Conference Chair, **The Conference Board**

9:05 am – 9:30 am ET

General Session A

The View from the C-Suite: Building Competitive Advantage Through DEI

As leaders, it is the C-suite's responsibility to ensure that they are creating a culture that is inclusive, welcoming, and respectful of all individuals, regardless of their race, ethnicity, gender, sexual orientation, religion, age, ability, or any other aspect of their identity. But beyond just being the right thing to do, DEI is also a business imperative. Research has shown that diverse and inclusive teams are more innovative, more likely to make better decisions, and more likely to outperform their less diverse counterparts.

Join Holly Gagnon, CEO of WarHorse Gaming, for an insightful fireside chat, where she explores how DEI has been instrumental in attracting and retaining top talent, increasing creativity and innovation, and improving the overall culture and employee experience. You will hear about specific steps taken to implement DEI initiatives and strategies to incorporate DEI into a company's business model.

Holly Gagnon, CEO, WarHorse Gaming LLC

Moderator: **Lori Esposito Murray, Ph.D.**, President, **Committee for Economic Development of The Conference Board**

9:30 am – 9:45 am ET

Connections: Meet & Greet

Welcome to our networking session via the app! We'll spend some time meeting new people and making new connections. Please move around the room and befriend others - the network effect will make your conference experience much better!

9:50 am – 10:40 am ET

General Session B

Panel: Creating a Workforce Culture of Inclusion: Strategies for Promoting Diversity, Equity, and Inclusion

Your organization's culture is the key to DEI success, and your role is a change agent to create that culture. But building culture that is inclusive and welcoming to all is challenging.

Our panelists explore practical strategies for creating a workforce culture that values and actively promotes DEI. We will examine the role of leadership, communication, and training in creating a culture of inclusion, and discuss best practices in hiring, development, and retention practices.

Introductions: **Kevin Custer**, Vice President, Lead Diversity & Inclusion Strategist, **Wells Fargo**

Melissa Andrieux, Chief Diversity Officer / Chief Client Relations Officer, **Dorf & Nelson LLP**

Louis Chesney, Neurodiversity Product Manager, **RethinkCare**

Mark Crawford, SVP - Legal, People, Culture and US General Counsel, **BP America**

Jenny Kim Park, Head of Diversity & Inclusion, **Bank of America**

Moderator: **Lori Trawinski, Ph.D.**, Age Diversity Thought Leader, **AARP** and Conference Chair, **The Conference Board**

10:40 am – 10:55 am ET

Networking Break

10:55 am – 11:25 am ET

General Session C

Real-World Insights on Leveraging Diversity Strengths

Join panelists to learn how top organizations are leaning in to their DEI efforts and building stronger, more sustainable organizations. You'll gain insight into how they are powering growth and innovation through their diverse and inclusive approaches.

Tiffane Davis, Chief Diversity & Inclusion Officer, **Michelin North America**

Rachel Kim Tschida, Director, Inclusion & Diversity Strategy and Integration, **Starbucks**

Moderator: **May Snowden**, Senior Fellow, Human Capital and Program Director, Diversity & Inclusion Strategists Council II and Global Diversity & Inclusion Executives Council, **The Conference Board**

11:30 am – 12:00 pm ET

General Session D

Engaging Employees With Digital DEI Learning in a Hybrid Environment

During an economic downturn, it is critical for organizations to continue keeping DEI efforts at the forefront and to find sustainable and strategic ways to prioritize DEI learning. Are you looking to revitalize your organization's DEI learner journey?

Join IBIS Consulting Group to learn more about how you can bring new and engaging digital solutions to help address the DEI needs of your organization. Hear directly from Gannett USA Today's LaToya Johnson about key learnings and important considerations for leaders expanding their DEI learner journeys.

LaToya Johnson, Senior Director, Global Inclusion Strategy & Employer Brand, **Gannett | USA TODAY NETWORK**

Shilpa Pherwani, CEO, **IBIS Consulting Group**

12:05 pm – 12:25 pm ET **General Session E**

No Blanks, No Pauses

Shelly McNamara writes and speaks on her life as an out lesbian and executive at one of the world's largest corporations. She connects her personal stories and wisdom, with her vast knowledge of corporate culture and what it takes to create a thriving, inclusive workplace.

Shelly McNamara, Chief Equality & Inclusion Officer, **Procter & Gamble**

12:25 pm – 1:25 pm ET **Networking Lunch**

1:25 pm – 1:55 pm ET **Concurrent Session F1**

Case Study: Integrating DEI and ESG for Optimal Business Outcomes

In today's increasingly diverse and socially conscious business landscape, DEI and ESG practices are no longer optional for companies looking to attract and retain top talent and satisfy stakeholders. But how do these two sets of practices intersect and support one another? This case study will explore the intersection of DEI and ESG within a real-world company, examining the ways in which a focus on diversity and inclusion can drive positive environmental and social impact, and vice versa.

Angela Dixon, Senior Vice President, Chief Diversity Officer, **Berkshire Bank**

Gary Levante, Senior Vice President, Corporate Responsibility & Culture, **Berkshire Bank**

1:25 pm – 1:55 pm ET **Concurrent Session F2**

Menstruation to Menopause: Redefining Support for Women's Health at Work

Hot flashes. Painful cramps. Infertility. This is what women are facing due to menopause, endometriosis, and PCOS. But here's the shocking truth: these conditions are not just personal health matters, they are significant workplace issues, with 90% of women stating that menopause negatively impacts their work performance, with one in six individuals with endometriosis losing a job due to debilitating symptoms, and with the healthcare-related economic burden of PCOS estimated at \$4.36 billion per year.

Employers can no longer afford to overlook women's health as a pressing workplace issue. It's time to reimagine the approach to supporting women's health support, to empowering employees, to maximizing productivity, and to nurturing an inclusive work environment. Join Peppy to learn:

- A comprehensive understanding of the impact of menopause, endometriosis, and PCOS on employees in the workplace.
- Innovative approaches that have been tried and tested by top employers to redefine and enhance workplace support for women's health conditions.
- Practical strategies to implement a gender-inclusive benefits strategy that supports female employees at every stage of their lives.

Barbara Dehn, VP of Menopause and Women's Health Services, **Peppy**

Bal Gill, Talent Director, Northern & Central Europe, **Capgemini**

Moderator: **Max Landry**, Co-Founder & Co-CEO, **Peppy**

1:25 pm – 1:55 pm ET **Concurrent Session F3**

Creating Accountability for Diversity: Build a Model That Moves the Needle

Changing a corporate culture takes time and sustained effort. If you're wondering why your DEI program isn't yielding the desired results, take a hard look at accountability.

In this session, Jason R. Thompson will explore why companies must move away from one-time training to ongoing opportunities to learn, to practice, and to include. He'll cover the CAPE technique outlined in his book, *Diversity and Inclusion Matters*, and give leaders the tools to be successful and impact corporate change:

- Understand the fundamentals of the CAPE Method as the first step in meeting strategic DEI goals.
- Use the CAPE Method to maximize resources around the levers that actually impact diversity outcomes.
- Discover how to collect the right data, use the right benchmarks, set the right metrics, and hold leaders accountable to DEI goals.

Learn how to structure DEI training that actually works.

Jason Thompson, Vice President, Diversity and Inclusion, **Western Governors University** and Senior Advisor, Diversity, Equity and Inclusion, **CAPE Inclusion**

2:00 pm – 2:30 pm ET **Concurrent Session G1**

Case Study: From Performative to Transformative: How DEI Data Analytics and Insights Tied to the Bottom Line Can Transform Your DEI Strategies

Jessie will walk you through several examples of effective DEI reporting and insights and how to leverage the Good Job Institute's free tools to tie people investments to improvements in P&L. You'll come away learning how to use data to address "broken rungs" throughout the employee journey, how to demonstrate people investments are key drivers of revenue uplift, cost mitigation, and labor productivity gains, and how to drive accountability through data.

Jessie Spellman, Director of Diversity, Equity and Inclusion, **Walmart**

2:00 pm – 2:30 pm ET **Concurrent Session G2**

Nudge, Measure, Include: How to Operationalize Inclusion for Real Culture Change

Research has shown that inclusion is made - or broken - in ongoing, everyday workplace interactions. In this panel, we'll discuss best practices for converting your current resources, training, and tools into inclusion nudge format and why it's crucial you make that change if you're looking for real behavior change, ways to assess whether your current inclusion measurements are mirror (legacy) or windshield (predictive), and how to cross-functionally partner in order to embed inclusion in all people practices.

Maureen Berkner Boyt, Founder & CEO, **The Moxie Exchange**

Dawn Higgins, Director of Diversity, Equity and Inclusion, **Nestlé Purina North America**

Shannon Simon, AVP, Learning & Development, **Arch Insurance**

2:00 pm – 2:30 pm ET **Concurrent Session G3**

Accessibility: The Key to Unlocking a Resilient Workforce

Unlocking the working potential of millions of individuals with disabilities is imperative in creating a stronger workforce that allows all to participate and thrive in. Drawing from her personal experience as a Hard of Hearing individual, Alita Fabiano will delve into the importance of accessible environments, as well as how employers can begin to build a workforce as resilient as the people behind it.

Alita Fabiano, Director of Communications & DEI, **LRO Staffing**

2:35 pm – 3:05 pm ET **Concurrent Session H1**

Case Study: Embedding DEI Into Organizational Culture

Embedding DEI into an organizational culture is a complex undertaking and requires activation of multiple levers to successfully drive change, foster positive employee experiences and achieve a high level of business performance. The first and most critical step is to ensure leader commitment and accountability to driving a strategic plan that will achieve desired outcomes. Two factors will determine success: is the strategic plan realistic and actionable and have you considered potential barriers to achieving intended results and are prepared to pivot to stay on track?

Join our case study discussion on the learnings and adjustments made to a global organization's journey implementing a strategic DEI plan and the ongoing focus to drive leader commitment and accountability to engage, motivate and inspire their organizations to embrace DEI practices and behaviors.

Janet Rizzuto, Head of DEI Americas, **Warner Music Group**

2:35 pm – 3:05 pm ET **Concurrent Session H2**

Ageism: You're Too Young, You're Too Old

A diverse workforce contains people of multiple generations. Yet ageism - prejudice and discrimination based on age- is prevalent in many workplaces. It can affect workers of all ages, with older workers often facing discrimination in hiring, promotion, and job retention and younger workers being perceived as too inexperienced to lead. Here, we'll explore the ways in which ageism impacts the workforce and discuss strategies for combating it.

Kishima Garcia, Chief Diversity and Inclusion Officer, **MacDill Airforce Base**

Lori Trawinski, Ph.D., Age Diversity Thought Leader, **AARP** and Conference Chair, **The Conference Board**

3:05 pm – 3:20 pm ET **Networking Break**

3:20 pm – 3:50 pm ET **General Session I**

Equipping ERG Success Post-Pandemic

2020 was an unprecedented time in our nation's history. With a global pandemic on the rise, businesses were forced to act quickly, with many pivoting their workforces to a remote-only culture model while simultaneously answering difficult questions regarding their responses to social unrest. Fast forward to 2023 in which many organizations have pledged to cultivate more culturally inclusive workplaces by expanding their DEI efforts and strengthening their employee resource groups. What's next? How do we equip our ERGs to be sustainable leading voices for the diverse communities they serve over the long term? UnitedHealth Group's Monique McWilliams will join the conversation to share her perspective.

Monique McWilliams, Vice President, Diversity, Equity, inclusion & Head of Employee Strategies and Accountability, **UnitedHealth Group**

Moderator: **May Snowden**, Senior Fellow, Human Capital and Program Director, Diversity & Inclusion Strategists Council II and Global Diversity & Inclusion Executives Council, **The Conference Board**

3:55 pm – 4:35 pm ET **General Session J**

Panel: Managing DEI Fatigue

Several years on from George Floyd, a global pandemic and on the heels of a possible recession, DEI fatigue is pummeling both practitioners, and across the workforce. Panelists explore the causes and consequences of DEI fatigue in both practitioners and across the workforce and offer strategies for mitigating and managing it. Plus, we'll address the common challenges that DEI practitioners face in their organizations, including resistance to change and pushback from colleagues.

Juliette Austin, Head of Equity & Belonging, **Zillow Group**

Crysta Dungee, Head of US Diversity, Equity, and Inclusion, **Takeda Pharmaceuticals**

Sumita Shetty, Global Head of Diversity & Inclusion, **The Goodyear Tire & Rubber Company**

Moderator: **KimArie Yowell**, Chief Diversity, Equity and Inclusion Officer, **Rocket Central**

4:40 pm – 4:55 pm ET

Reflect & Share

Welcome to our Audience Feedback Session! This is an opportunity for attendees to share their insights and experiences from the afternoon's discussions.

During this session, we will open the floor for attendees to share their thoughts, perspectives, and questions about the DEI topics covered throughout the conference. This is a chance for attendees to reflect on what they have learned and to share their own experiences and insights with their fellow attendees.

We encourage attendees to be respectful and open-minded as we strive for a safe and inclusive environment for all. This session is meant to be a space for attendees to engage in meaningful and constructive dialogue, and we hope that everyone will feel comfortable participating.

We hope that this session will provide attendees with the opportunity to further their understanding of DEI and to learn from one another's experiences and insights. Thank you for your participation and we look forward to hearing your thoughts!

Facilitator: **Lori Trawinski, Ph.D.**, Age Diversity Thought Leader, **AARP** and Conference Chair, **The Conference Board**

4:55 pm – 5:00 pm ET

Day One Closing Remarks

Lori Trawinski, Ph.D., Age Diversity Thought Leader, **AARP** and Conference Chair, **The Conference Board**

5:00 pm – 6:00 pm ET

Reception

DAY TWO

Friday, June 9, 2023

8:00 am – 9:00 am ET

Breakfast Roundtables

Ageism, facilitated by **Kishima Garcia**, Chief Diversity and Inclusion Officer, **MacDill Airforce Base** and **Lori Trawinski, Ph.D.**, Age Diversity Thought Leader, **AARP** and Conference Chair, **The Conference Board**

Avoiding Common Strategic Pitfalls, facilitated by **May Snowden**, Senior Fellow, Human Capital and Program Director, Diversity & Inclusion Strategists Council II and Global Diversity & Inclusion Executives Council, **The Conference Board**

Data Analytics, facilitated by **Jessie Spellman**, Director of Diversity, Equity and Inclusion, **Walmart**

Disability Accommodations, facilitated by **Alita Fabiano**, Director of Communications & DEI, **LRO Staffing**

Driving Leadership Commitment and Accountability, facilitated by **Janet Rizzuto**, Head of DEI Americas, **Warner Music Group**

Leveraging Middle Managers, facilitated by **Rana Saab**, Director, Inclusion & Diversity Partner and Retail, **Starbucks**

Metrics, facilitated by **Errin Braddock**, Chief Diversity Officer, **Enterprise** and **Vanessa Nazario**, Corporate Director, Chief Diversity Officer, **Memorial Healthcare System**

PRIDE Backlash and How to Manage Corporate Allyship, facilitated by **Robert Perkins**, SVP, Chief Global Diversity and Inclusion Officer, **Mondelēz International**

9:00 am – 9:05 am ET

Day Two Opening Remarks

Lori Trawinski, Ph.D., Age Diversity Thought Leader, **AARP** and Conference Chair, **The Conference Board**

9:05 am – 9:25 am ET

General Session K

A Global Urgency About Diversity is Underway – What Does This Mean for Global DEI Leaders?

Join Mondelēz International SVP, Chief Global Diversity and Inclusion Officer, Robert Perkins as he "Comforts the Disturbed and Disturbs the Comfortable" sharing insights on the State of DEI globally that are difficult for many to talk about, along with sharing the strategies, practices, progress and results Mondelēz has been able to achieve on their own DEI journey. Robert will devote a third of his speaking time to answering audience questions.

Robert Perkins, SVP, Chief Global Diversity and Inclusion Officer, **Mondelēz International**

9:30 am – 10:00 am ET

Concurrent Session L1

Using Metrics to Identify Areas of Intervention

Diversity, equity, and inclusion are critical components of any organization's culture and success. However, it can be challenging to identify areas that need intervention or improvement. This session will explore the use of metrics to assess and evaluate the effectiveness of DEI initiatives and identify areas for improvement.

Speakers will discuss how to gather data and analyze it to understand the current state of DEI within an organization. We will also explore various metrics that can be used to assess DEI progress, including representation, retention, and engagement. You'll learn how to use data to inform your DEI strategy and create actionable goals.

Errin Braddock, Chief Diversity Officer, **Enterprise**

Vanessa Nazario, Corporate Director, Chief Diversity Officer, **Memorial Healthcare System**

9:30 am – 10:00 am ET **Concurrent Session L2**

Driving Structural Change and Accountability

Change management is a critical aspect of any organization, particularly as it relates to diversity, equity, and inclusion. Here, we'll delve into the strategies and approaches that can be used to drive structural change and accountability within organizations.

We will explore the various stages of change management, including planning, implementing, and sustaining change. We will also discuss the role of leadership in driving DEI initiatives, and how to effectively engage and involve employees in the change process. Plus, we'll examine the importance of accountability in driving DEI efforts, and how to measure the impact and success of these initiatives. We will also discuss the challenges that organizations may face when attempting to drive structural change, and how to overcome these obstacles.

Jennifer Mahone-Rightler, Senior Vice President, Global Chief Diversity Officer, CSR, Wellness & Well-Being Programs, **Epsilon**

Gustavo Viano, Vice President, Global Diversity, Equity & Inclusion, **Brink's**

10:05 am – 10:35 am ET **Concurrent Session M1**

Building a Talent Pipeline: Deeper Than Recruitment

As organizations continue to prioritize diversity, equity, and inclusion in their workforce, it is important to create a comprehensive strategy for attracting and retaining diverse talent. One key component of this strategy is building a pipeline that effectively develops and engages diverse candidates. You'll hear best practices for building a diverse talent pipeline that includes outreach to diverse communities, partnering with organizations to create educational opportunities, inclusion in job postings and recruitment efforts, and support for diverse candidates throughout the hiring process.

Darryl Jackson, Director of Diversity, Equity and Inclusion, **IMA: Institute of Management Accountants**

Moderator: **Jean MacInnes**, Managing Director, Head of Americas Diversity, Equity and Inclusion, **Mizuho**

10:05 am – 10:35 am ET **Concurrent Session M2**

Inclusive Leadership: Leveraging Middle Managers as a Change Agent

Middle managers often have a unique position within an organization, with the ability to influence both their direct reports and upper management. By leveraging these individuals as champions for DEI, organizations can effectively drive change and create a more inclusive culture.

We'll look at best practices for engaging middle managers in DEI efforts, including strategies for building buy-in and creating accountability, and discuss the challenges and pitfalls to avoid when working with middle managers as change agents.

Laura Castillo-Page, Ph.D., Chief Diversity and Inclusion Officer, **The National Academies of Sciences, Engineering, and Medicine**

Rana Saab, Director, Inclusion & Diversity Partner and Retail, **Starbucks**

10:35 am – 10:50 pm ET **Networking Break**

10:50 am – 11:20 am ET **Concurrent Session N1**

Developing Financial Inclusion

Financial inclusion is the availability and accessibility of financial services and products to all individuals, regardless of their socioeconomic status or background. However, marginalized communities often face barriers to accessing financial services and products. Increasing their access within your workforce can benefit your organization and your community. We'll discuss strategies for building financial inclusion, examine the challenges and opportunities for promoting financial literacy and empowerment in underrepresented communities, and discuss best practices for offering inclusive financial products and services to your workforce.

Sharifa A. Anderson, Chief Diversity and Inclusion Officer, **Fannie Mae**

LaTricia Hill-Chandler, Chief Diversity, Equity and Inclusion Officer, **Southern Bancorp**

10:50 am – 11:20 am ET **Concurrent Session N2**

Leading Through Influence: The Subtle Art of Persuasion in Transformation

Influential leadership is a key element of effective change. You won't have direct control over every aspect that needs to change, yet you still need the shift to occur. Join the NFL and The Broadway League – two groups comprised of independent organizations – to learn their strategies for cultivating change and driving results across their members, and how you can apply these lessons to your organization – no matter its structure.

Jonathan Beane, Senior Vice President, Chief Diversity & Inclusion Officer, **National Football League**

Gennean Scott, Chief Diversity Officer, **The Broadway League**

11:25 pm – 12:10 pm ET **General Session O**

Beyond Identity, Toward Togetherness: The True Goal of Inclusion and Belonging

Join us for a thought-provoking conference session on the true goal of inclusion and belonging in DEI initiatives. Our speakers will explore how to remain focused on creating a sense of togetherness and community among diverse groups.

We will consider the importance of celebrating individual identities while building strongly connected communities and meaningful relationships and how this approach can facilitate greater understanding and collaboration within diverse teams and organizations.

Natacha Buchanan, Chief Diversity Officer, **ConocoPhillips**

Shelly McNamara, Chief Equality & Inclusion Officer, **Procter & Gamble**

Moderator: **Aaron Craig Mitchell**, Advisor, **Shine A Light**

12:15 pm – 12:40 pm ET **General Session P**

Looking Forward: Top Issues Facing DEI in the Year Ahead

Our final session looks to the year ahead in DEI, by looking back at what was covered in the past two days. This session is an opportunity for us to reflect on our progress and consider what we can do to continue to advance diversity, equity, and inclusion in the coming year and beyond. We'll review the highlights of the conference and discuss what we learned about the latest DEI trends and best practices, and then look to the future, considering what challenges and opportunities we might face as we strive to create more inclusive and equitable workplaces.

Jonathan Beane, Senior Vice President, Chief Diversity & Inclusion Officer, **National Football League**

Jackie Cureton, Chief Diversity Officer, **Bitly**

Moderator: **Gustavo Viano**, Vice President, Global Diversity, Equity & Inclusion, **Brink's**

12:40 pm – 12:45 pm ET

Closing Remarks

Lori Trawinski, Ph.D., Age Diversity Thought Leader, **AARP** and Conference Chair, **The Conference Board**