Change and Transformation
CONFERENCE

Fueling the Future: Developing Agile Leaders, Digital Transformers, and Champions of Change

Pre-Conference
Organization Design and Transformation: Strategic. Agile. Aligned
June 12, 2019

Conference
June 13–14, 2019
New York Marriott Downtown
New York, NY

Supporting Sponsors:
Gagen MacDonald
Logical Design Solutions
Root
GuideSpark

Workshop Sponsored By:
ALIGN Solutions

www.conferenceboard.org/change
Pre-Conference Agenda

June 12, 2019
New York Marriott Downtown, NYC

Participate in a highly interactive full-day workshop with top organization design and transformation leaders. Dig into detailed case studies and work through innovative tools to design and lead business model transformations that enable differentiation, digital leadership and marketplace success. Apply the concepts and frameworks to your own organization design challenges.

Looking forward, the one certainty all organizations face is that business models, the nature of work, customer relationships and experiences, and the role of digital capabilities will continue to change – and will require new applications, tools and leadership capabilities. This workshop will provide hands-on interaction with innovative and proven tools to design and lead organization transformation, and participants will take back new strategies for designing and implementing organizational change that aligns with long-term strategy and enhances organizational resilience and agility.

Featured speakers will include:

Reed Deshler, Principal, AlignOrg.Solutions
Thomas Braun, Associate Vice President, Organization Effectiveness & Human Capital Analytics, Humana
Bill Bartlett, Vice President, Organizational Development, Novant Health

Wednesday, June 12, 2019

8 - 9:00 am
Registration and Breakfast

9:00 – 9:15 am
Welcome and Introductions

9:15 – 10:45 am
Designing for New Business Models

- Learn a powerful metaphor for aligning organizations and review key tools that will help leaders and practitioners align organization choices to achieve improved results
- Explore the characteristics of new business models and the unique features that make designing and implementing new models exciting and challenging.
- Rethink what products and services mean and how to orchestrate a value-added platform for customers and providers.

10:45 – 11:00 am
Refreshment Break

11:00 am – 12:30 pm
Case Study: Designing a Product-focused Operating Model
- Review a live case study about how Humana is transforming its operating model to deliver new, unique value to the market

12:15 – 1:15 pm
Lunch

1:15 – 2:45 pm
Putting Alignment Tools to Work
- Apply select organization alignment tools to ensure that organization systems and choices can deliver new business model value.
- Review a live case study about how a leading organization is using alignment tools to transform its organization and create the conditions for strategy realization.

2:45 – 3:00 pm
Refreshment Break

3:00 pm – 4:00 pm
Case Study: Leading an Effective HR Transformation
- Review a live case study about Novant Health is evolving its HR function and changing the behaviors and expectations of leaders and HR professionals alike

4:00 – 4:45 pm
What Makes an Effective Alignment Leader®
- Learn the characteristics and competencies of an Alignment Leader, and how an Alignment Leader can couple with the skills of an effective Change Partner to achieve successful outcomes.
- Learn how to use an integrated journey map and select tools to measure readiness for, adoption of, and long-term sustainability of change

4:45 – 5:00 pm
Closing Remarks

Sponsored by:

For sponsorship opportunities, please contact michael.felden@conferenceboard.org
Day One - Thursday, June 13, 2019

8 – 9 am
Registration and Breakfast

9 – 9:10 am
Welcome and Introductions

Molly Ghoussias, Conference Chair

9:10 – 9:45 am
Keynote: Human-Centric Transformation

Lynn Roger inaugurated the role of Chief Transformation Officer at BMO Financial Group, and now, as Global Head of Employee Experience & Workplace Transformation, is fundamentally changing the way BMO employees work across business and IT. Crucial to this change is a human-centric approach to transformation. Learn how BMO keeps a focus on humans at the heart of its change strategy, and how a human-centric approach accelerates its digital transformation.

Lynn Roger, Global Head of Employee Experience & Workplace Transformation, BMO Financial Group

9:45 – 10:30 am
Dialogue: How Agile Leaders Drive Transformational Initiatives

Hear from a panel of Fortune 500 leaders who have driven transformational change initiatives in their organizations. Gain insights into the crucial shifts in communications and change capacity that can reshape cultures and learn the keys to embracing change across the organization.

Greg Burns, SVP, HR and Continuous Improvement, Allstate Insurance Company
Sarah Dunn, Global Human Resources Officer, Tapestry
Jennifer Mauer, VP, Corporate Communications, Merck

Moderator:
Hillary Goodman, Managing Director, Gagen MacDonald

10:30 – 10:45 am
Refreshment Break

10:45 – 11:20 am
Concurrent Session
Case Study: Using Local Flexibility to Power a Change to Global Consistency

For the Fortune 200 global design and construction corporation AECOM, a transformation of the employee experience involves over 80,000 employees in 20,000 jobs in over 150 countries across seven continents. A shift to employing Workday across the entire organization meant significant changes for employees using over 30 different systems and resource platforms that varied by business. Learn how AECOM accomplished this transformation to global consistency by enabling local flexibility and take back Change resources and tools to leverage at your own organization.

Allison Gries, Senior Manager, Global Organization Design and Change Leadership, Organization and Employee Experience, AECOM

www.conferenceboard.org/change
12:00 – 12:10 pm  Break

12:10 – 12:50 pm  
**Mind the Gap: Challenges & Strategies for Minimizing Disconnects**  
Change and Transformation Council - Panel Presentation

Members of The Conference Board’s Council on Change and Transformation will share insights and strategies on a common challenge C&T leaders and practitioners are facing in their organizations: the disconnect between executives that get "it" and espouse the critical need for change, and the leaders below them who are accountable for running and supporting the business.

Panelists:  
* Craig Hawkins, Innovation Transformation Leader, Procter & Gamble  
* Captain Jeff Ward, Deputy to the Executive Director for Global HR Transformation, U.S. Department of the Navy  
* Thaiz Chanman, AVP, Culture Change and Org Effectiveness, Vizient

Moderator:  
* Kent Greenes, Program Director, Change & Transformation Council, The Conference Board

12:50 – 1:50 pm  Lunch

1:50 – 2:35 pm  
**Experience Strategy & Platforms: Building Organizational Capabilities to Win in the 2020s**

Successful digital transformation isn’t possible without organizational transformation. Yet, many first-wave transformation efforts have focused on acquiring, experimenting, and launching new technologies without building the organizational capabilities, culture, and worker experiences needed to support sustainable change. The result? These organizations get stuck in their digital journey, experiencing the illusion of being digital at a time when becoming digital is critical.

Learn about designing the organizations of the future, with new human-machine work, new ways of working, and experience strategy and platforms that enable true business-digital transformation.

*Mimi Brooks, CEO, Logical Design Solutions*

2:35 – 2:50 Break

2:50 – 3:35 pm  Concurrent Session  
**Accelerating Transformation to a Digital Supply Chain while Reducing Risk**

An interactive exploration of the unique challenges and risks of digital transformation of the supply chain. Learn about ways to sustain changes that improve your controls and those of the companies in your supply chain to reduce risk. The session introduces an actionable Change framework to accelerate transformation through cross-functional collaboration.

*Craig Moss, Chief Operating Officer, Center for Responsible Enterprise and Trade (CREAtE.org); Director, Digital Supply Chain Institute*

3:40 – 4:15 pm  Concurrent Session  
**Transformation: The Intersection of Innovation and Change**

True innovation is not possible without change. Conversely, embracing change often requires a culture of innovation. When one brings together key thinking and frameworks from each field, insights emerge on identifying and removing barriers to change. Gain insights on building a transformational culture using examples from academia, tech startups, and digital gaming.

Come to this session ready to interact, to participate in and see the results of live surveys, and to leave with new tools to identify and overcome barriers to change.

*Keith Kitani, CEO and Co-founder, GuideSpark*

For sponsorship opportunities, please contact michael.felden@conferenceboard.org
Making It Stick: A Dialogue on Sustaining Change
Tackle how change is sustained long after initial goals have been met. Explore innovative approaches to maintaining a commitment to change, to identifying and pushing back against a return to old habits, and to tracking long-term results.
Thomas Braun, Associate Vice President, Organization Effectiveness & Human Capital Analytics, Humana
Brian Kedzior, Senior Director, Organizational Development and Change Management, Walgreens
Stanley Silverman, Vice Chairman, Drexel University
Moderator: Roxanne Brown, President, Association of Change Management Professionals

5:05 – 5:10 pm
Closing Remarks
Molly Ghoussias, Conference Chair

Day Two - Friday, June 14, 2019
8:00 – 9:00 am
Registration and Breakfast
8:00 – 9:00 am
Breakfast Roundtables
Attendees are welcome to join a Breakfast Roundtable, led by our speakers and Change and Transformation Council members, for small group discussions on:
1. The Neuroscience of Change Leadership
2. Leading During Times of Change
3. Change and Transformation in Healthcare
4. Starting Up a CM Function
5. The Role of Teams in a Changing Organization
6. Connecting Change to Identity and Purpose
7. Battling Change Fatigue
8. How Do We Manage Digitally-Driven Change?
9. Change Communication: Successes and Failures
9:00 – 9:10 am
Welcome
Molly Ghoussias, Conference Chair
9:10 – 10:10 am
Change Starts Here: A Disruptive Approach to Change
Change is hard. It takes time and often fails. Why? People! The bigger the organization, the harder it is to take your strategy and culture from the boardroom to the frontline—making change difficult.
Successful change requires organizations to break free from traditional approaches of communication and engagement. Gary Magenta brings his unique style of “edutainment” as he shares a proven change process that ensure change not only happens but sticks.
In this session, attendees will explore:
• How to understand change as a competitive advantage.
• What prevents organizations from successfully changing.
• How to make change stick.
Gary Magenta, Chief Change Architect, Root
11:40 am – 12:15 pm

**The Future of Change: Developing and Supporting Agile, Resilient Individuals**

Building on research into individual readiness for change, Humana is innovating to build capacity by developing a change-ready workforce. Its FIT – Feel, Innovate and Think – program allows individuals to assess whether they are agile, and helps build resilience and greater openness to change through initiatives including wellness and personal renewal. Explore the dramatic results of the program, and its implications for leadership development in a culture of constant change.

*Thomas Braun*, Associate Vice President, Organization Effectiveness & Human Capital Analytics, **Humana**

12:15 – 12:25 pm

**Closing Remarks**

*Molly Ghoussias*, Conference Chair
REGISTRATION INFORMATION

Online  www.conferenceboard.org/change
Email  customer.service@conferencceboard.org
Phone  212.339.0345
        8:30 am – 5:30 pm ET, Monday – Friday

| Pre-Conference Pricing:          |
| Membes                     | $1,015  |
| Non-Members                 | $1,215  |

| Conference Pricing:          |
| Members                     | $2,395  |
| Non-Members                 | $2,895  |

Location
New York Marriott Downtown
85 West Street
New York, NY 10006
tel: (212) 385-4900

Hotel cut-off date: May 21, 2019

Please Note: Registration fees do not include hotel accommodations.

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.