19th Annual Change & Transformation Conference
Recovery, Reinvention, Resilience
VIRTUAL EVENT
June 15 – 16, 2021
www.conferenceboard.org/change
CHANGE AND TRANSFORMATION 2021
Recovery • Reinvention • Resilience

DAY ONE
Tuesday, June 15th, 2021

Part One: Transforming Culture

11:00 – 11:10 am (All Times ET)
Welcome and Introduction

11:10 – 11:40 am
Keynote: Siemens USA CEO Barbara Humpton on Purpose-Driven Cultural Transformation
In the fall of 2019, the Harvard Business Review identified Siemens as one of the “Top 20 Business Transformations of the Last Decade.” Central to Siemens’ transformation was committing to a higher purpose beyond maximization of shareholder value and infusing this purpose into the company by creating an “ownership culture.” Learn how CEO Barbara Humpton led this transformation at Siemens USA, and how she sees cultural change as a new source of value – especially now.
Barbara Humpton, Chief Executive Officer, Siemens USA

11:40 am – 12:25 pm
CHROs on Building Agile Cultures – Lessons from 2020
The last year has posed unprecedented organizational challenges; but those organizations with people-centric cultures of agility and innovation were arguably the best ready to face them. In this conversation among CHROs, learn how they led culture change before the pandemic; how their organizational cultures prepared them for the remarkable upheavals of 2020; and what lessons they are taking into 2021 and beyond.
DJ Casto, EVP, CHRO, Synchrony
Stephen Childs, Vice President, CHRO, Panasonic Automotive

12:25 – 12:45 pm Break

12:45 – 1:15 pm
Vulnerable and Authentic: Empathetic Leadership of Culture Change
Effective cultural transformations require leaders to consistently meet people where they are, through genuine and transparent interactions. Explore through real-life examples how authentic inclusion and involvement can spark joy and generate the positive energy to transform workplace cultures (wherever that workplace may be). Come away with practical solutions to create empathic employee experiences, build excitement and curiosity, and thereby activate the untapped potential of the organization to deliver business value.
Darrin Tulley, Former SVP, Workplace Solutions, Business Transformation, Culture, and Data Officer, MassMutual

Part Two: Resilience and Wellbeing

1:45 – 2:15 pm
Research: The Science of Resilience – Overcoming the Anxiety Epidemic and Preparing for a New Future
According to the Centers for Disease Control, 8 percent of Americans had anxiety disorders in 2019; as of September 2020, that number had jumped to 25 percent. To overcome this anxiety epidemic, and to be ready for a new future, we must develop resilience across our organizations. In this session with distinguished Conference Board researchers, we will learn.
• How to define real resilience.
• The specific behaviors that rewire the brain toward resilient responses to challenges.
• Practical actions leaders can take to develop employees’ resilience.
Robin Erickson, Ph.D., Principal Researcher, The Conference Board
Leo Flanagan, PhD, Distinguished Principal Research Fellow, The Conference Board

2:30 – 3:00 pm
Wellness and Change Going Forward
In one way or another almost every Change initiative of the past year had a connection to wellness – whether it was as a goal, an understood precondition to change, or as an impact to bear in mind. How are organizations planning to incorporate this prioritization of wellness going forward? How are Change leaders driving cultural transformations toward wellness? How might health and wellness prioritization change the nature of Change and Transformation going forward?

3:00 – 3:30 pm
Day One Recap, Day Two Preview, and Networking Discussion on Resilience
Attendees will engage in small group discussions “face to face” via Zoom. Connect with peers and share experiences, challenges and insights on resilience.

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DAY TWO
Wednesday, June 16, 2021

Part Three:
Change Leadership and Enablement

11:00 – 11:10 am (All Times ET)
Welcome and Introduction

11:10 am – 11:50 am
The Development of Change Leadership Comes into Focus
The traumatic upheavals of the past year made clearer than ever the need for leaders to showcase many of the key elements of change leadership: clarity, empathy, and compassion. And that is just the start. While disruptive transformation programs abound, how can we use the lessons of the pandemic to develop increasingly effective change leaders? Leaders able to listen, coach, and model change—not just mandate it. Hear from top Talent, Employee Experience, and Change Management executives on the development of “people-centered” change leaders that will fuel the success of our transformation efforts in the years to come.

Christopher Westcott, Head of People Experience, Federal Reserve Bank of New York

11:50 am – 12:20 pm
Measuring, Managing, and Predicting Behavior Adoption
An executive who has led Change at multiple global powerhouses shares how Change leaders can measure, manage, and predict behavior adoption, and how to use this data to plan and advance a successful Change portfolio.

12:20 – 12:30 pm Break

12:30 – 1:10 pm
Building C&T Self-Service Capability
For a great many organizations, expanding “self-service” Change and Transformation capability – resources enabling those outside of Change functions to manage change initiatives independently – has become a priority. Join a deep dive on self-service capability as Change leaders who have expanded self-service resources share their goals, designs, toolkits, and results.

1:10 – 1:30 pm
Networking Discussion: Change Enablement
Attendees will engage in small group discussions “face to face” via Zoom. Connect with peers and share experiences, challenges and insights on expanding Change capability across organizations.

1:30 – 2:00 pm
Change Leaders, the C-Suite, and Being Ready for the Next Crisis
The pandemic has underlined for C-Suites and Boards the need for innovative thinking on scenario planning and alternate business models during crises; it has shown the need to build capability for major pivots in times of uncertainty; and it has accelerated digital transformation. All these trends heighten the importance of Change and Transformation guidance and call for open lines of communication among Change leaders, the C-Suite, and the Board. Bob Kolodgy, Executive Vice President and Chief Financial Officer at the Blue Cross Blue Shield Association, shares with us how top leadership should be working with Change and Transformation leaders to shape an organization ready for the future – including the next crisis, whatever it may be.

Bob Kolodgy, Executive Vice President, Chief Financial Officer, Blue Cross Blue Shield Association

2:00 – 2:15 pm Break

Part Four: The New Future of Work and the New Future of Change

2:15 – 3:00 pm
Change and Transformation in the Hybrid Workplace
2020 brought us unprecedented, and previously unimaginable, changes in how many of us worked. And as pandemic lockdowns end, we again face brand-new ways of working, with some returning full-time to an office they haven’t seen in a year; others adopting a hybrid work schedule; and still others remaining remote permanently. How should Change leaders help usher organizations into this new future of work? And how will Change and Transformation itself change and transform for the hybrid workplace? Hear from Change leaders across sectors as they share their experiences, insights, and plans.

3:00 – 3:20 pm
Networking Discussion: The Future of Change
In our final networking discussion, attendees will engage in small group discussions "face to face" via Zoom to discuss the future of Change in our new workplaces, and their biggest takeaways from the conference.

3:20 – 3:30 pm Break
3:30 – 4:00 pm

**Conference Capstone: VMware COO on Servant Leadership in Driving Change**

Drawing from his personal journey and from the organization’s transformations, VMware Chief Operating Officer Sanjay Poonen shares how servant leadership is at the heart of successfully driving change and transformation in business models, customer-centric cultures, and the future of work.

**Sanjay Poonen**, Chief Operating Officer, Customer Operations, **VMware**

4:00 pm

**Conclusion**

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