TALENT 2020
The New Future of Work • Reinventing Leadership • Talent and AI
VIRTUAL EVENT
OCTOBER 6–7, 2020
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EY Building a better working world
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Virtual Event

Tuesday, October 6, 2020

Chapter One: The New Future of Work

11:00 – 11:15 am (All Times ET)
Welcome and Introduction
Eryn O’Brien, Vice President, Global Talent & Culture, Eastman

11:15 am – 12:00 pm
Unleashing Extraordinary Talent in Extraordinary Times
Many of us began 2020 focused on the battle for talent amidst a historically tight labor market. Soon, however, 2020 brought us all new battles to wage: to keep people engaged, connected, safe, and skilled for what lay ahead during a time of unprecedented challenges. Now we ask: How do you unleash people’s power to be extraordinary, during a time of truly extraordinary change?

In this session, EY People Advisory Services experts and clients will explore ways in which you can unleash human power by supporting the ‘whole self’ at work – wherever work takes place; by future-focused learning; and by leveraging technology to engage your workforce and continue to put your people first.

Frank Giampietro, Principal, East Region Leader, People Advisory Services, EY
Meg Steens, Global Director Talent Management, Corteva Agriscience

12:00 – 12:15 pm
BREAK

12:15 – 1:00 pm
CONCURRENT SESSIONS
Newskilling for Tomorrow’s Demands: Insights from Those Leading the Way
Walmart and JPMorgan Chase are among the most active and innovative businesses leading efforts to connect more of the workforce to the skills that will be in demand in the 2020s. Discover the innovations in forecasting, training, community college partnerships, apprenticeships and more that they are employing to expand economic opportunities for employees, and the pool of job-ready talent for employers.

Shana DeSmit, Vice President, RGM – Central, Walmart
Jennie Sparandara, Head of Workforce Initiatives, Global Philanthropy, JPMorgan Chase

Chapter Two: Reimagining Leadership and Teams

1:30 – 1:45 pm
Recap and Introduction to Chapter Two
Eryn O’Brien, Vice President, Global Talent & Culture, Eastman

1:45 – 2:30 pm
CONCURRENT SESSIONS
Developing HiPo Talent While Scaling from Startup to Enterprise
CNBC recently described identity management platform Okta as “one of the cloud success stories of the decade.” For the past few years, in addition to helping the business scale for rapid growth, one of Okta’s top HR priorities has been leadership development of its internal HiPo talent. Yet this priority faced significant limitations, with a startup-lean workforce in which each individual took on multiple roles and could ill afford to be pulled out to focus on a “cumbersome” development program. Learn how, even under those constraints, Okta built a successful program to develop, engage and retain top talent.

The New Normal: Building and Scaling Culture with a Remote Workforce
Livongo, which went public in 2019, stands at the intersection of two disruptions that have only grown in importance. First is its innovative digital health model of managing chronic conditions through data science, real-time insights and personalized coaching. And second is its remote workforce, which – long before pandemic lockdowns – included members of every function as well as the CEO. How was a culture built and employees attracted, retained and developed in a distributed workforce, all while Livongo was cited as a best place to work? What can enterprises leading remote workforces by necessity learn from one that successfully does so by design?

Meena Narayanan, Vice President- People & Culture, Livongo

How COVID-19 Has Reshaped Our Organizations and Our Missions
An exchange among Talent leaders sharing experiences and insights on keeping employees safe, supported, and connected during a time of unprecedented challenges. How have organizations been changed by these experiences? How have our missions as Talent leaders changed? What changes do we expect to remain going forward?

Judy Winter-Giella, Vice President Talent Management and Development, Broadridge
Deny Magos, Vice President, Talent and Performance, Nielsen

1:00 – 1:30 pm BREAK
Jen Ryan, Director, Learning & Development, Okta

How U.S. Bank is Developing New Leaders for New Consumers
Even before 2020, consumer preferences in retail banking were evolving rapidly; this year those changes came at light-speed. Discover how U.S. Bank created a new learning journey empowering employees with skills, behaviors and mindsets needed to better serve customers in an ever-changing environment. Learn how key capabilities for future challenges were identified, how the learning journey was designed, and how those efforts have continued through 2020’s disruptions.

Jennifer Mercer, PhD, Director, Enterprise Education, U.S. Bank

2:30 – 2:45 pm BREAK

2:45 – 3:30 pm
Day One Capstone: The Missing Core in Building High-Performing Teams
Professor of Practice at Columbia Business School Dr. Hitendra Wadhwa has for years taught the school’s most popular leadership elective, winning multiple awards for his work. In this talk he will draw from the latest science of human nature and studies of high-performing teams and leaders to demonstrate how to maximize a team’s potential from the inside out. Learn what a “great” team looks like in a rapidly-evolving world; the power of building a strong inner core for your organization’s teams; and how this inner core is the foundation for alignment, commitment, dialogue, learning, collaboration and trust among team members.

Dr. Hitendra Wadhwa, Professor, Columbia Business School

3:30 – 3:45 pm BREAK

3:45 – 4:30 pm
Closing Discussions
Connect with fellow attendees, speakers, Conference Board Council members, and other Talent leaders to share experiences and insights. We will be going deeper into some of the topics explored today and discuss related subjects.

Chapter Three: Recruitment Reinvented

11:00 – 11:15 am
Recap and Introduction to Chapter Three
Eryn O’Brien, Vice President, Global Talent & Culture, Eastman

11:15 am – 12:00 pm
How Procter & Gamble Reinvented Its Recruitment Process
Learn how Procter & Gamble reinvented its recruitment process, one already famously successful in attracting high performance talent. Discover how an explosion in technology and platform options was leveraged to align the recruitment process with evolving business strategies and see the results that followed.

Laura Mattimore, Vice President, Global Talent, The Procter & Gamble Company

12:00 – 12:15 pm BREAK

12:15 – 1:00 pm CONCURRENT SESSIONS
Bridging the Continuing Tech Talent Gap
Even in the face of economic disruption and rising unemployment, the competition to attract and retain talent in the tech sector continues, and will continue to have a profound effect on an organization’s ability to develop and deliver quality products and services. Learn from CHRO Naveen Bhateja how Medidata, a leader in software as a service for clinical trials, takes a multi-pronged approach to fill and bridge the talent gap. Bhateja shares how a focus on the 4Bs – Buy, Borrow, Build and Bots – can close this gap and create engaging opportunities for employees that result in increased retention.

Naveen Bhateja, CHRO, Medidata Solutions

Exclusive Research: How AI is Changing Talent Acquisition
Artificial intelligence (AI) technologies have the potential to increase the efficiency of recruitment processes, improve employment brand, bolster recruitment marketing, improve candidate and hiring manager experience, optimize sourcing, and enhance the quality of hires, all while driving down costs and streamlining boring and repetitive tasks. Drawing from new Conference Board research, this session will provide a deeper understanding of what AI is from a non-technical perspective, highlight common issues with employing AI in talent acquisition, explore the impact of AI on the roles and skills of talent acquisition professionals, and show how organizations can support TA to ensure successful implementation of AI.

Robin Erickson, Ph.D., Principal Researcher, The Conference Board

Wednesday, October 7, 2020

10:00 – 10:45 am (All Times ET)
Opening Discussions
Connect with fellow attendees, speakers, Conference Board Council members, and other Talent leaders to share experiences and insights. We will be going deeper into some of the topics to be explored today and discuss related subjects.
Chapter Four: Talent Strategy in the Cognitive Corporation

1:30 – 1:45 pm
Recap and Introduction to Chapter Four

Eryn O'Brien, Vice President, Global Talent & Culture, Eastman

1:45 – 2:30 pm
The Deeply Human Skills Made More Valuable by AI

The Future of Jobs report by The World Economic Forum predicted that in 2020, primarily because of the rise of automation, the top three fundamental skills needed in business will be deeply human:

1. Complex problem solving
2. Critical thinking
3. Creativity

Artificial Intelligence can and will be used to amplify these human skills to produce previously impossible, “superhuman” results. Discover how Adobe is using human-centric AI to level up human innovation and design great customer and employee experiences.

Chris Duffey, Senior Strategic Development Manager, Adobe; Author, Superhuman Innovation: Transforming Business with Artificial Intelligence

2:30 – 2:45 pm BREAK

2:45 – 3:30 pm
Thriving Amidst Constant Change: How Data-Driven Development Builds Resilient Mindsets

The year 2020 could serve as the definition of a VUCA world. What employees – indeed, what each one of us – need now is the mindset to face the unknown with confidence, and the tools to help in the moments that matter. As The World Economic Forum noted, “individuals’ mindset and efforts will be key… for people to become creative, curious, agile lifelong learners, comfortable with continuous change.”

Learn how to use the science of resilience and personalized, data-driven cognitive development and coaching to improve the wellbeing and performance of employees. Discover how to help them get comfortable being uncomfortable -- asking for social support when they need it, and rebounding quickly and successfully in times of peak stress – so that employees will not only survive but thrive in challenging environments.

Pam Boiros, Chief Marketing Officer, meQuilibrium

3:30 – 3:45 pm BREAK

Blending Digital and Social Learning for Continuous Development and Organizational Growth

Memorial Sloan Kettering Cancer Center is evolving both in geographic footprint and through digital experiences to better serve healthcare consumers, and that requires employees’ continuous development beyond the classroom.

Explore how, even before remote learning became a necessity, MSKCC developed modular learning methods integrated through an online pathway, including:

- Design decisions;
- Lessons learned in matching development needs with content and media variety;
- Embedding motivation and feedback mechanisms

Anika Gakovic, PhD, Director, Talent Development, Learning and Organization Development, Memorial Sloan Kettering Cancer Center

3:45 – 4:30 pm CONCURRENT SESSIONS

Capstone Conversations

3:45 – 4:30 pm
Developing Data-Driven Innovators

Ramin Beheshti came to the role of Chief Product and Technology Officer at Dow Jones with a mission: to develop engineers who had seen themselves at “the IT department” into innovative collaborators across the organization; and to develop non-technologists across the organization into enthusiastic data-driven innovators. Learn the organizational, talent, and culture changes that made it happen, and the results that followed.

Ramin Beheshti, Chief Product and Technology Officer, Dow Jones

Empowering Transparent Leadership

In times of uncertainty the value of transparency shines through, as team members hunger to understand where things stand with their organizations, their career paths, and their leaders. At Novartis, this value has long been cultivated, including by encouraging leaders to share their own vulnerability. Learn how this embrace of “vulnerable” leadership is supported by and reinforces the organization’s culture; how it enhances the employee experience; and how it helped strengthen support and connection during the exceptional challenges of 2020.

Teresa Sankner, Head Talent Management and Leadership Development, Novartis

For sponsorship opportunities, please contact michael.felden@conferenceboard.org
4:30 – 4:45 pm

Conclusion: Continuing the Conversation
Eryn O’Brien, Vice President, Global Talent & Culture, Eastman

REGISTRATION INFORMATION

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

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