The 2019 Resilience at Work CONFERENCE
Thriving as Individuals and Teams in Business
October 15–16, 2019
Hilton Boston Back
Boston, MA

www.conferenceboard.org/resilience
**Conference Day One**

**Tuesday, October 15, 2019**

Registration and Continental Breakfast: 7:30 – 8:30 AM

Optional Special Session: 8:00 – 8:20 AM

**Mindful Moment and Movement**  
Participants are invited to take part in a mindful moment and movement session. Centering and breathing exercises will be facilitated to support participants to become still and focused, followed by gentle office yoga. You will learn practices that you can bring back and use in your work environment.

Ananda Leeke, Chief Mindfulness Officer, Ananda Leeke Consulting, and Author of Digital Sisterhood

Beth Kanter, Master Trainer & Nonprofit Innovator in networks, learning, and social media

Welcome and Opening Remarks: 8:30 – 8:40 AM

Christine Beer, Co-Program Director, The Conference Board

Gregg Mauro, Co-Program Director, The Conference Board

**General Session A: 8:40 – 9:40 AM**

**Rely on Resilience: Transform How Teams Think and Grow in the Face of Change**

Our brains are wired for the negative. With the pressure and pace of change, from adopting new technologies to the ever-evolving social workplace norms, there is a pervasive growth of anxiety, anger, and aggression in the workplace. Unchecked, these symptoms lead to burnout, employee engagement challenges and ultimately turnover. We have to fight back against this negative hardwiring to transform change from a threat to an opportunity; to teach individuals and teams how to adapt and grow. In this session, Dr. Shatté will share the science of resilience and explore how to rewire how you think as HR leaders to become agents of real change within your workforce.

- Get people to think clearly and stay focused in the face of change and challenges
- Navigate the negative thinking styles in your organization and emotional barriers to productivity to prevent burnout
- Align people around organizational values—the true North Star of collaboration
- Connect people to a sense of meaning and purpose

With 25 years in the field of resilience and positive psychology, Dr. Shatté will illustrate these skills with case studies from organizations at the leading edge of resilience and agility.

Andrew J. Shatté, PhD, Chief Science Officer & Co-founder, meQuilibrium

**General Session B: 9:40 – 10:30 AM**

**The Well-Way: How to Achieve High Engagement and Performance by Leading with Wellbeing at the Forefront**

In this session, Dr. Marleece Barber will discuss how leading with well-being as a central part of your management strategy (Intimate Leadership) will create a culture of connection, energize teams, and super-charge individual and organizational performance. Resilience training is part of an overall organizational culture shift from healthcare and benefits to a broader frame of health and well-being. How do leaders at all levels of the organization leverage health and well-being strategy to support individuals, business performance, and the success of the organization’s products? Why should resilience capability be viewed from an overall organizational health and well-being strategy? In this session, participants will learn about a long-term practice and data-driven decision-making strategy, and practical approaches for understanding and responding to organizational distress. Participants will take-away approaches for visioning and evolving health, well-being, and resilience capabilities of individuals and management teams.

Marleece Barber, MD, Chief Medical Officer, Lockheed Martin

**Refreshment Break 10:30 – 11:00 AM**

**Concurrent Session C1: 11:00 – 11:50 AM**

**A Resilience Ecosystem: Partnering Across the Organization to Benefit a Global Workforce**

Well-being, resilience and mental health are key business issues for today’s workforces. The increasing integration of technology into work processes and ambiguity of organizational roles in an agile work environment have created new stressors for individuals and new risks for organizational performance. An integrated approach to resilience training and organizational development has proven to be beneficial for the evolving the well-being of people and their work environments. In this session, Sallyanne Oettinger and Jonathan Gelfand will discuss an approach to resilience from a Leadership, Learning, and Inclusion perspective, enriched by Health Benefits and Well-being, and cross-functional internal business partnerships. Participants will learn and discuss strategies for evolving and scaling solutions to support people in the development of resilience skills and cultures.

Jonathan Gelfand, Global Health Promotion Manager, IBM

Sallyanne Oettinger, Learning Design and Offering Management Leader, Leadership, Learning & Inclusion, IBM

**Concurrent Session C2: 11:00 – 11:50 AM**

**The Energy of Purpose-driven Leadership: Drivers of Individual and Team Performance**

Current case studies show why Purpose-driven Leadership is a significant driver of resilience for individuals in organizational settings. In this session, you will learn about business drivers and human drivers for a business case to integrate purpose-driven leadership into a major public-school district, with positive impacts, starting with leaders, and following through to administrators, teachers and students. In this session, Dr. Home H.C. Nguyen will discuss approaches to overcome complexities and challenges for leadership and resilience initiatives for your organization.

Dr. Home H. C. Nguyen, Ed.D, Founder, Executive Coaching and Facilitation, Mindkind Institute

**Luncheon 11:50 AM – 12:40 PM**

**Resiliency Session D1: 12:50 – 1:40 PM**

**Resiliency: Me to We**

This session details what Bill Jensen has learned about personal resiliency during behind-closed-doors coaching

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Resilience
Building
Concurrent Session
Charles Ashworth,
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examples
human connection
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augmented reality are automating areas where humans have
critical.
the workplace, maintaining huma
Importance of
Human and Digital: The Digital Age and
Concurrent Session E1: 1:50 – 2:40 PM
Human and Digital: The Digital Age and the
Imporatance of Human Connection
With the emergence of an abundance of technology entering
the workplace, maintaining human connection is becoming
critical. Charles Ashworth will discuss the impacts of tools like
artificial intelligence, chatbots, machine learning, and
augmented reality are automating areas where humans have
traditionally interacted to achieve results. In this session, you
will learn ways to balance these solutions with the need for
human connection and well-being. Participants will learn from
eamples of HR practices and discuss how technology can
distance us from human connection, roadblocks we might
encounter, and how we can marry technology with human
connection to drive successful outcomes.
Charles Ashworth, Chief People Officer, Copper
Concurrent Session E2: 1:50 – 2:40 PM
Building Behavioral Health in the Construction
Industry: A Model for Optimal Workplace
Resilience
A national poll of U.S. employees found that 76% struggled
with at least one issue that affected their mental health.
Behavioral health problems, including substance abuse, can
harm employee performance and wellbeing in significant ways.
In the construction industry, the risks are far greater; a recent
study, published by the Centers for Disease Control and
Prevention (CDC) found that 20% of all men who died by
suicide in the United States were in the construction/extraction
industry. In this session, Dr. Lisa K. Desai and Jamie Evans
will discuss a comprehensive plan designed and implemented
for Turner Construction, a leader in the field, to better condition
their work force through behavioral health education,
awareness, and support. Participants will learn effective
strategies to reduce mental health stigma; the role of leaders,
managers and team members in building a culture of resilience
and support; use of peer-to-peer training; effective education
and programming in the areas of depression, anxiety,
substance and alcohol abuse, and gambling; and online mental
health screening.
Lisa K. Desai, PsyD, Director of Mental Health Screening and
Research, MindWise Innovations, Powered by Riverside
Community Care
Jamie Evans, Director of Safety, Turner Construction
Refreshment Break 2:40 – 3:10 PM
Concurrent Session F1: 3:10 – 4:00 PM
Conquering Technology Distraction and
Burnout to Be More Present for Yourself, Team,
and Organization
You’re amazing at what you do. You’re deeply committed to
your career and creating value for your organization and the
clients you serve. But you’re overwhelmed by the barrage of
emails, calls, texts, tweets, and meetings that consume your
daily life and bring productivity to a screeching halt. In this
session, Meico Marquette Whitlock will discuss how to combat
technology burnout so that you spend more time on mission-
critical activities and so teams can methodically use technology to
improve productivity. This session will help participants
uncover the real reason you’re overworked and overloaded by
your technology and what you can do about it, assess your
digital distraction score and learn strategies for improving it,
and commit to taking at least one substantive, concrete action
step to live a more balanced and intentional life after leaving
the session.
Meico Marquette Whitlock, CEO, Mindful Techie
Concurrent Session F2: 3:10 – 4:00 PM
Purpose-driven Mindfulness with Proven
Outcomes: A Validated Study of the Skills and
Subskills Developed Through Mindfulness
Practice
General Session G: 4:10 – 5:00 PM
Partnering Excellence: Drive Better Health and
Business Outcomes
A person’s capacity of resilience to stressors depends on a
supportive work environment and a health strategy which
addresses social, financial, emotional, cognitive, and physical
determinants of health. In this session, Dr. Sharon Smith will
discuss an approach to partnerships with business leaders,
site leaders, wellness champions, and wellness clinics, which
drives evidence-based health programming for specific
population needs of business units. Dr. Smith will share case
studies to explain an evolving health and partnership strategy,
approaches for understanding how determinants of health are interrelated, and examples of improved outcomes. Participants will learn from examples of how evidence-based approaches to health help people to mitigate stressors in their work environment and achieve optimal health outcomes and business performance.

Sharon E. Smith MD, MBA, FACP, VP and Chief Medical Officer, Global Health, Prudential

Conference Day Two

Wednesday, October 16, 2019

Continental Breakfast: 8:00 – 8:30 AM

Optional Special Session: 8:00 – 8:20 AM

Mindful Moment and Movement
Participants are invited to take part in a mindful moment and movement session. Centering and breathing exercises will be facilitated to support participants to become still and focused, followed by gentle office yoga. You will learn practices that you can bring back and use in your work environment.

Ananda Leeke, Chief Mindfulness Officer, Ananda Leeke Consulting, and Author of Digital Sisterhood

Beth Kanter, Master Trainer & Nonprofit Innovator in networks, learning, and social media

General Session H: 8:30 – 9:20 AM

Mental Health on the Horizon: Strategies and Lessons Learned from a Global Manufacturing Perspective
Mental health disability is expected to significantly increase over the next decade, surpassing the impact of physical disability on individuals’ health and organizational performance. The global cost of mental disorders is projected to go up to $6 trillion by 2030, nearly triple the cost in 2010. Dr. Carol Flippen will discuss drivers of mental health in work environments, the stigma attached to mental health issues, and challenges of access to appropriate treatment to mitigate risks and drive better health outcomes for the workforce. Participants will learn about strategies and practices to address employee well-being in manufacturing environments, potential risks and benefits of Resilience training for workforces, and potential pathways to better mental health for individuals in complex and changing work environments.

Carol Flippen, MD, Global Well-being Director, General Motors

General Session I: 9:20 – 10:10 AM

Wellbeing Leadership: Fostering Whole-Person Leadership, from the Inside Out
This session will highlight the University of Minnesota’s Earl E. Bakken Center for Spirituality and Healing’s (CSH) Wellbeing model and its application in fostering resilient, whole-person leadership. Topics to be covered:

- How the model is being employed to address burnout and support physician leaders and others in healthcare.
- Examples of CSH’s Wellbeing tools and practices that support resilient, whole-person leadership.

Mariann Johnson, Mindfulness and Wellbeing Instructor, Earl E. Bakken Center for Spirituality & Healing (CSH), University of Minnesota

Refreshment Break 10:10 – 10:30 AM

General Session J: 10:30 – 11:20 AM

Seeding the Organizational Culture of Resilience: C-Suite Level Health & Well-being Strategy to Address Urgent Issues of Chronic Pain in the Workplace
Resilience training is part of an overall organizational culture shift from healthcare and benefits to a broader frame of health and well-being. In this session, Dr. Dawn Bazarko will discuss C-Suite approaches for addressing emerging and urgent health risks, including chronic pain risks to individual and organizational health and performance. Participants will learn approaches for devising strategy to address chronic pain and its impact on individual health and organizational performance, based on long-term practice and a data-driven decision-making strategy.

Dawn Bazarko DNP, MPH, RN, FAAN, Chief Clinical Officer, UnitedHealth Group

General Session K: 11:20 AM – 12:10 PM

Resilience Through Crisis: Leading Through Your Organization’s Greatest Challenge
Facing threats from natural disasters to cyberattacks to active shooters to egregious misbehavior, today’s managers are more likely than ever to face a true crisis. It is a make-or-break “you’re It” moment calling for team as well as individual resilience. Drawing upon more than 15 years of field research and case studies, Eric McNulty, Associate Director of Harvard’s National Preparedness Leadership Initiative, will share insights and practical tools from his work with leaders from major corporations and government agencies to foster their personal crisis leadership capabilities as well as those of crisis management teams around the world. You will learn about approaches and tools for creating unity of effort, making crucial decisions, and taking effective action in the midst of high-pressure, high-stakes situations.


Conference Wrap-Up & Closing Remarks: 12:10 – 12:20 PM
Christine Beer, Co-Program Director, The Conference Board
Gregg Mauro, Co-Program Director, The Conference Board

Conference Adjourns: 12:20 PM

For sponsorship opportunities, please contact gregg.mauro@conferenceboard.org
REGISTRATION INFORMATION

Online  www.conferenceboard.org/resilience
Email   customer.service@conferenceboard.org
Phone  212.339.0345

8:30am – 5:30pm ET, Monday – Friday

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Fees do not include hotel accommodations.

Location
Hilton Boston Back Bay
40 Dalton S
Boston, MA 02115
Phone: (617) 236-1100

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.