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

Presented with assistance from:

Castlight
eM Life
meQuilibrium
**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**, Author, **Happy Healthy Nonprofit & Trainer**

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**

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**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**

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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

Concurrent 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 sessions with senior executives. One CEO recently said that leadership today is “relearning being human.” Having that kind of conversation takes a courage — brave enough to start and stick with — a conversation that truly matters. In this session you will learn about how leaders dive deeper into their personal resiliency journeys and then translate that into team journeys.

Bill Jensen, PhD, CEO, The Jensen Group

Concurrent Session D2: 12:50 – 1:40 PM

How to Build a Resilient Workforce

Fact: people spend more of their waking hours at work than anywhere else – more than the time spent with family and friends, or on any leisure activity. The ever-increasing sources of workplace stress and anxiety are magnifying the responsibility of the employer. Your people need your support; they need too much to be resilient, will perform all-stars, fueled by the power of resilience, will lead your workforce into the future, but first you need to show them how. Learn from a panel of forward-thinking HR leaders at today’s leading companies to discover what it truly means to build a resilient workforce. In this session, you’ll learn actionable takeaways to:

- Overcome common obstacles to gaining leadership support
- Develop a strategic plan that embeds resilience into your culture
- Select a resilience technology to assess, builds, and track progress overtime

Sari Kalin, MS, RD, LDN, Manager, Well-Being Programs, Corporate Benefits, Liberty Mutual Insurance
Andrew J. Shatté, PhD, Chief Science Officer & Co-founder, meQuilibrium
Jill Sochor, Global Leadership and Professional Development, Manager, Ford Motor Company

Concurrent Session E1: 1:50 – 2:40 PM

Human and Digital: The Digital Age and the Importance 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 examples 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 workforce 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 mindfully use technology to

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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.

Pamela Corson, PhD, LPC, CADC, CEAP, VP Behavioral Health, Prudential Financial, Global Health Organization

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

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

Beth Kanter, Author, Happy Healthy Nonprofit & Trainer

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

More than Mindful: Purposeful...Unlocking Individual and Organizational Resilience

A rapidly growing body of evidence suggests that organizational and individual health and resilience have one common denominator: a strong, self-transcendent sense of purpose. Change at the individual level happens more rapidly and with less resistance when the change strategy is anchored in the person’s “why,” or purpose. Studies show that having a strong sense of purpose reduces the risk of anxiety and depression and enables people to recover more quickly when faced with challenges or crises – the definition of resilience. This session will cover the latest in neuroscience, transformational organizational and wellbeing strategy, and real company case studies. Audience members will walk away with evidence-based practical ways to help employees build resilience actively by exercising their purpose “muscles,” and to create greater organizational effectiveness by building a purpose "hub" that unifies their health and talent strategies.

Vic Strecher, PhD, Professor of Public Health and Medicine, The University of Michigan, Founder, Kumanu, the Purpose Company, Author, Life on Purpose: How Living for What Matters Most Changes Everything

Refreshment Break 10:10 – 10:30 AM

General Session J: 10:30 – 11:20 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:

• An overview of the six dimensions of the Wellbeing Model developed by CSH founder and director, Mary Jo Kreitzer, PhD.

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• 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

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
**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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<th>Conference Price:</th>
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<tr>
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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.