2020 Employee Engagement & Experience Global Virtual Summit

Part 1: Employee Engagement and Workforce Transition in a Disrupted and Adaptive World

Thursday, August 6, 2020

Noon-12:15pm

Welcome and Introductions
David Dye, PhD, Program Director, The Conference Board

12:15 – 12:45 pm

Research Update: Current State of Affairs
COVID-19 has turned the world upside down. From a Human Capital perspective, what do we need to do to adjust? And how can we ensure that employee engagement and experience don’t tank? During this session, we will share currently available HC resources from The Conference Board and discuss what organizations can do to mitigate the pandemic’s impact on employees.
Robin Erickson, PhD, Principal Researcher, The Conference Board

12:45 – 1:30 pm

Keynote Session: From Hurricane Katrina to COVID-19: Stories of Resilience, Core Values, and Inclusion
PJ Rivera, Vice President for Planning + Services – The Americas, Marriott International

Moments of crisis require us to challenge and crystalize our organizational values, look above and out, and create opportunities for resilience, inclusion, and creation. PJ Rivera will share stories that connect these themes across his experiences in the public and private sector, engaging participants as they:
- Explore how to reframe moments of crisis as moments for learning and clarity on what’s most important
- Seek to increase the resilience of their organizations and workforces for future challenges.
- Understand the role they play in leading and promoting inclusion

1:30 – 1:45 pm Virtual Break

1:45 pm - Welcome Back
David Dye, PhD, Program Director, The Conference Board

1:45 – 2:30 pm

Panel Discussion: Driving Employee Engagement Now: Let’s Focus on Business Purpose!
Employee engagement means something very different now depending on your business purpose and the effects from the crisis. We will hear from three leading organizations across diverse industries of hospitality, commercial office construction, and the US Government who are adapting and thriving in today’s environment. Panelists will discuss: What are the lessons learned within your industry? How have you helped employees self-engage and empower themselves to “adjust/re-invent/transition”? What are you doing to support and facilitate short-term job changes and long-term career paths for your employees? How do you address survivor guilt and re-engage the employees who remain after furloughs and layoffs?
Jane Datta, Chief Human Capital Officer, National Aeronautic and Space Administration
David Stafford, Vice President, Personnel and Chief Human Resources Officer, Michelin North America, Inc.
Rich Cober, PhD, Chief Human Resources Officer, HITT Contracting

2:30 – 3:00 pm

Keynote Session: The General Motors Story: Adapting and Thriving During Crises
General Motors’ journey during the COVID-19 pandemic is an interesting and informative one where its workforce became part of the “front line” health response having its employees manufacture ventilators under the Defense Production Act initiative. Due to its global workforce, GM was affected by and out in front early with effective leadership communications that impacted engagement levels very positively. We will hear from GM discuss worker psychological safety, how employees balance work and home life in the virtual environment, and how they continue to measure and redefine what engagement means in the virtual world.
Laura Jones, Head of Global Talent Management, General Motors Company
Lori Kuehn, Senior Manager, Performance Management and Employee Experience, General Motors Company

3:00 pm – Closing
David Dye, PhD, Program Director, The Conference Board
Part 2: Adapting to the New Employee Experience – Here and Now

Thursday, September 17, 2020

Noon-12:15pm
Welcome and Introductions
David Dye, PhD, Program Director, The Conference Board

12:15 – 12:45 pm
Gain insights from one of our Program Directors about the employee experience from the worker’s perspective, how HR and people analytics professionals can support the delivery of a good employee experience, and more.
Stela Lupushor, Program Director and Senior Fellow, The Conference Board

12:45 – 1:30 pm
Keynote Session: How to Raise Your Employee Engagement and Provide An Even Better Employee Experience During A Crisis
What can a company do to maintain an already great culture, a positive employee experience, and outstanding business results during a crisis— it makes all of it better! Quicken Loans has been a leader in the financial services industry since 1985 and became the largest retail lender in the US in January 2018. During the recent crisis, they have witnessed their largest-ever increases in employee engagement scores and saw no disruption to their business while changing their employee business model from a primarily an in-office workforce to a 50/50 split of in-office and remote workers. Rather than responding tactically to the crisis, Quicken Loan leaders saw this as an opportunity to rethink their future of work, re-consider the employee experience, and adapt to their own employees creating and adapting to a new future way of working.
Mike Malloy, Chief Amazement Officer, Rock Central/Quicken Loans

1:30 – 1:45 pm Virtual Break

1:45 pm- Welcome Back
David Dye, PhD, Program Director, The Conference Board

1:45 – 2:30 pm
Panel Discussion: A New and Different Employee Experience is Here: How Leaders Are Responding and Driving It
How has the employee experience changed in response to multiple crises, such as the COVID-19 global pandemic and the quest for social justice and racial equality? Adapt and Thrive is an aspirational future of new meaning and purpose for its employees. We will hear from three leading organizations across diverse industries of Medical Technology/Services/Solutions, the US Government, and a global healthcare company who are adapting and thriving in today’s environment.
Panelists will discuss: How has the fundamental definition of employee engagement changed as employees focus on their health, safety, and economic well-being? Understanding and enhancing employee engagement with the introduction of new workplace rituals and routines. They will look at communications and how to build employee trust, and new workplace controls to isolate employees from hazards and redesign the workplace to prevent transmission. Helping leaders engage more fully in a socially distant workplace will be discussed as well.
Jeff Orlando, Vice President, Global Learning and Leadership Development, Medtronic
John Salamone, Chief Human Resources Officer, US House of Representatives
Maryellen McQuade, Corporate Vice President for Human Resources, Novo Nordisk Inc

2:30 – 3:00 pm
Keynote Session: Never Let a Good Crisis go to Waste
How you respond to a crisis can set the tone for your organization every day afterwards – leaders are in the spotlight and employees are rattled. Dan Tangherlini, who according to his bio, “fixes broken things for fun” has served in a variety of crisis management capacities: CFO of the US Treasury Department during the Global Financial Crisis; DC Metro General Manager after a series of high-profile problems; and Administrator of the General Services Administration after a scandal that led to the entire management team being replaced. Dan will relate his teams’ experiences leveraging responses to crises as a means of engaging employees and leadership teams in focusing organizational strategy. Some insights shared will include the use of employee-engagement exercises such as the “Great Ideas Hunt” at GSA that led to savings of millions of dollars.
Dan Tangherlini, Managing Director, Emerson Collective and Former Administrator, U.S. General Services Administration

3:00 pm- Closing
David Dye, PhD, Program Director, The Conference Board
Part 3: Building and Sustaining Resilience for the Reimagined Workplace

Thursday, October 1, 2020

Noon-12:15pm
Welcome and Introductions
David Dye, PhD, Program Director, The Conference Board

12:15 – 12:45 pm
Research Update: Building Resilience in a Time of Multiple Crises

COVID-19 sparked global health and economic crises, followed by supply chain inadequacies and waves of violent unrest due to systemic racism. These crises and others have enveloped us in a level of uncertainty never before experienced and, today, almost 38% of Americans are reporting anxiety disorders. The solution to this rising anxiety pandemic is to develop our resilience. During this session, we will share new research on how organizations and managers can help develop a resilient workforce.

Robin Erickson, PhD, Principal Researcher, The Conference Board
Leo Flanagan, PhD, Distinguished Principal Research Fellow, The Conference Board

12:45 – 1:30 pm
FITBIT’S ROLE IN RESEARCH: Wearable Technology’s Potential to Help Detect Illness

The world’s most significant health advances have resulted from medical research, and Fitbit is proud to say that our devices are the most commonly used physical activity devices used in published work. Fitbit has worked with leading research institutions to pioneer new approaches to cancer treatment, weight loss, and more. In 2019, we worked with Scripps Research to help improve surveillance of influenza-like illnesses -- a particularly relevant and important project which was the basis for Fitbit’s new, unique solution to help employers bring employees safely back to the workplace. Join Dr. John Moore, Fitbit’s medical director, to learn about:

- Fitbit’s role in research
- How the promising results of the Scripps wearables study is helping to drive solutions for employers.
- Fitbit’s current COVID-19 research with Stanford University and its potential for identifying outbreaks.

Dr. John Moore, Medical Director, Fitbit Health Solutions

1:30 – 1:45 pm Virtual Break

1:45 – 2:30 pm
Keynote Session: Focusing on Associate Well-being in the Digital Age

The way customers shop, the way we work, and the way all of us live our daily lives have been evolving thanks to technology rapidly. Add a pandemic to the mix, and the rate of change has accelerated. At Walmart, we are people-led and tech-empowered. During the pandemic and long after it, investing in our associates' well-being will be critical in ensuring we’re providing top-notch customer service and making meaningful change around the world.

Amy Goldfinger, Senior Vice President for Talent Walmart Inc.

2:30 – 3:00 pm
Panel Discussion: How to Avoid Burnout by Supporting Employee Mental Health and Well-Being

The COVID-19 pandemic and the events of 2020 are impacting organizations and having widespread effects on employees’ mental health. Employee burnout is on the rise, at a high cost to both employers and employees.

During this session, we will discuss some of the ways HR leaders are supporting their workforces, as well as strategies organizations can use right now to help support employee mental health and well-being.

Mark Biegger, former CHRO, P&G
Eugenia Kaplun, Head of Client Success, Gympass

3:00 pm - Closing
David Dye, PhD, Program Director, The Conference Board