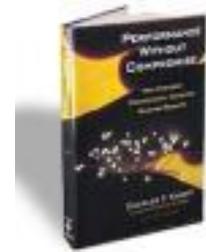




Charles F. Knight
Chairman Emeritus



Performance Without Compromise



Charles F. Knight led Emerson through 27 years of exceptional financial performance as the company also grew from a domestic manufacturer to a leading global technology and solutions provider. Today, Emerson remains one of the world's most admired, innovative and successful companies. Key to Emerson's long-term competitiveness and success is a dynamic management process carried out with unrelenting discipline.

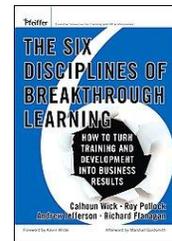
Join Chuck Knight for an insightful view of the Emerson management process and a discussion of the critical importance of leadership.



Richard Flanagan, PhD
Senior Vice President
Fort Hill Company



The Six Disciplines of Breakthrough Learning: How to Turn Training and Development into Business Results



Training and development is a strategic investment that a company makes in its workforce. It is as important to a company's future as the investments it makes in research, new products, sales and marketing, technology, and acquisitions. Arguably no other part of a company has the potential to impact more employees and stakeholders. Unfortunately, the "scrap rate" of training, that is, learning that goes unused, is high and costly, not only in dollars but also in customer dissatisfaction.

That said, training and development can and frequently does produce significant returns and competitive advantage, but only when managed in a systematic and disciplined way.

This presentation will provide an overview of six disciplines that, when practiced in concert, constitute a breakthrough in training that converts a much higher proportion of learning into business results.

- Define Outcomes in Business Terms
- Design the Complete Experience
- Deliver for Application
- Drive Follow Through
- Deploy Active Support
- Document Results

These disciplines, while intuitively obvious on the surface, represent a paradigm shift in the design and delivery of corporate training. The focus of this presentation will be on the specific application of these principles, with specific case examples from our work with hundreds of companies and programs. Particular emphasis will be placed on optimizing the transfer and application of learning, the area which offers the greatest opportunity for transformational change.

“It’s in the Bag” - Developing a Leadership Culture at Coach Inc. to support their growth objectives.

Ethel Wragg
Divisional V.P of
Learning Development



Scott Carpenter
Regional Vice President



Coach rolled along as a subsidiary of brand colossus Sara Lee, but now it rides alone. Sara Lee decided Coach didn't mesh with its new packaged goods business plan and spun the company off in 2000.

Coach designs and manufactures (mostly through third parties) classically styled, high-quality leather goods and accessories, including purses, outerwear, luggage, and gloves. The company, founded in 1941, also licenses its name for watches, eyewear, footwear, and furniture. Coach sells its wares through department and outlet stores (in the US and in 19 other countries), catalogs, and its Web site. It also runs some 285 stores in the US and plans to open about 20 new stores a year.

Key Numbers

Fiscal Year–End June

Sales (mil.) \$2,111.5

1–Year Sales Growth 23.4%

Net Income (mil.) \$494.3

1–Year Net Income Growth 27.2%

Ethel Wragg will talk about her strategy, plans and creative solutions that she has lead to effectively support the CEO objectives and Coach Inc.

Some of the solutions are:

- An innovative talent recruiting program created by High Potentials
- Creating a leadership bench by developing High potential
- Building trust within Coach Inc. starting with the CEO and his leadership team through the organization including the retail operations
- Support a very aggressive global growth strategy

Scott Carpenter from BlessingWhite, Inc. will talk about their research on leadership and high performing organizations.

Developing a Level 4 Simulation for Soft Skills Training



Brian Knudson
Founder & CEO

Dave Shepherd
Human Resources –
Education



Strategic Challenge

Like any worthwhile endeavor, Allstate's Voice of the Customer project encountered several challenges right from the kick-off. A primary goal of the course was to accurately represent the customer's perspective in a variety of realistic circumstances, to frame this perspective in a design that would deliver Allstate's message effectively. In addition to this challenge, the course was targeted at diverse areas within Allstate's corporate structure. Each of these areas – Call Center, Agency, and Claims department – had unique concerns that also had to be reflected properly in the training.

Learning Solution(s)

The solution was to develop a Level 4 simulation game. In it, the learner plays the role of a Customer Experience Expert assigned to advise Allstate employees and Agencies in various scenarios as they related to a single customer's insurance needs. By creating this fictitious role, the course was able to span the disparate elements of each actual job role and place all the learners on equal footing. This strategy reinforced one of Allstate's key messages – that every Allstate representative had the ability to make a difference in positively shaping the customer's perspective.

Though able to unify the different groups of learners through this unique theme, the course still needed to address the distinct concerns each area faced. To achieve this, the development team worked with subject matter experts to refine the context and dialogue of the scenarios, ensuring that the breadth of common misconceptions were included. When the learner answered a question after reviewing each scenario, it was important that the responses were precisely worded to encourage careful consideration.

Lessons Learned

With the theme and content in place, the development team set about making the simulation game a dynamic, and even fun, undertaking. It started with a custom photo shoot that would assure the scenarios were credible and visually appealing. To measure the progression of the game and calibrate the impact of the learner's decisions on the customer's perspective, a "Loyalty Meter" was designed to automatically adjust after each question was answered. Then, to keep the learner engaged and better reflect the unpredictable nature of insurance situations, "interruptions" were added that would be randomly triggered and affect the Loyalty Meter positively or negatively. With detailed remediation provided after each scenario and a range of professional audio talent, the team was able to create a complete and authentic learning experience.

The Right Blend:
How the Deloitte U.S. Firms empowered
self-directed, blended learning with
SkillSoft® KnowledgeCenters™

Susan Gawley
Learning Manager


Grainne McVeigh
Global Account Manager


Deloitte & Touche USA LLP and its subsidiaries (the “Deloitte U.S. Firms”) provide audit, tax, consulting and financial advisory services through 40,000 people in over 90 cities. Many professionals work on a mobile basis, whether on virtual teams, at client sites or while traveling. An intranet-based Learning Management System (LMS) provides a large number of learning resources to personnel, including over 5,700 courses, online books and case studies across a broad range of technical and non-technical subjects. Given the diverse population of professionals and the volume of available learning materials, the organization’s learners need options which are:

- Easy to find and access
- Aligned to key skill areas
- Meet a variety of learning styles
- Are self-directed
- Are available 24/7, whether in or out of the office.

In addition, the Deloitte U.S. Firms wanted to provide alternative learning strategies, including simulations and activities to engage learners and further reinforce concepts.

To meet these learning needs, the Deloitte U.S. Firms expanded on an existing relationship with SkillSoft®, a leading provider of enterprise e-learning. They partnered to create custom KnowledgeCenters™, one-stop shops for learning about selected topics. These Centers combine online courses, articles, books, links, learning paths, simulations and certifications to provide portals for clearly organized, self-directed resources for all learners.

The content, including proprietary and vendor materials, and the KnowledgeCenters™ are linked to the Deloitte U.S. Firms’ LMS for course enrollment and completion records.

To successfully develop the KnowledgeCenters™, the Deloitte U.S. Firms and SkillSoft® had open communication to determine needs and possible solutions. They each assigned project managers, along with teams of subject experts, stakeholders and technology resources for the design and development. Existing resources were leveraged, and both teams were flexible to allow customization of resources as needed.



Len Neuzil

Sr. Vice President
Financial and Securities Practice
and Executive Consultant
N-1 Technologies



Crashing the C-Suite Gate: A Senior Management Case Study

As former Executive Vice President and Corporate Information Officer for The Options Clearing Corporation ("OCC"), a clearinghouse for stock options transactions, Len Neuzil regularly met with board members and other executive stake holders to present a strategic vision and justify tactical plans for the organization's IT asset management, new product development, national operations, disaster recovery and business continuity.

Mr. Neuzil will share his experience from an evolutionary career in the IT industry which mirrors current learning leaders' challenges with the corporate environment, human capital, change management, training, and productivity.

Len will share how he learned to partner with business leadership to:

- ensure achievement of corporate business objectives
- enhance overall strategy vision, planning, and execution
- promote the alignment of short and long-term business objectives
- structure and deliver projects in a timely and cost-effective manner
- meet internal/external client requirements and expectations



Marty Murillo
Director, Solutions
Development




Judy Albers
Senior Consultant


Client-Supplier Relationships In Chicagoland:

Are you in the groove like Jake and Elwood Blues, or at odds like Al Capone and Elliott Ness?

Strategic Challenge:

Clients and Suppliers have the potential to be powerful allies, enabling each other's growth. Clients seek learning services partners with the expertise they need to quickly achieve results. Yet all too often we don't achieve what we hoped for, and both parties end up frustrated by unmet expectations. Budget pressures and staff cuts have increased the pressure and the tendency to blame each other when deadlines are missed or deliverables are off target.

Learning Solution(s):

This session will be an interactive discussion of best (and a few worst) practices from both the client and supplier perspectives. Marty Murrillo served as Intrepid Learning Solutions' client manager for a large scale outsourcing partnership with Boeing. Judy Albers led JPMorganChase's learning technologies function prior to joining Intrepid, where she managed relationships with LMS and online content suppliers. Marty and Judy will share their experiences and facilitate a discussion of strategies for establishing and maintaining solid partnerships, avoiding common pitfalls, and delivering solid results.

Lessons Learned:

Together with session participants, Marty and Judy will share and discuss lessons learned as clients and suppliers, providing a take-away list for all who attend.



Deanna Kowlaski
Director, Instructional
Design Technologies



Ed Prentice
President



Return on e-Learning: Achieving the promise of e-Learning: Grainger SAP Process and Task Level training

Strategic Challenge

When W.W. Grainger embarked on an enterprise-wide SAP implementation, the Grainger Learning Center (GLC) needed to find innovative ways to train the 15,000 affected employees by the time that the system went into production. The need to deliver training as close as possible to the go-live date, ongoing changes to the software base, and time demands on Grainger subject matter experts increased the difficulty of this task.

Another challenge that Grainger faced during the implementation was the need to provide information about the project and the upcoming process changes to the widely dispersed personnel who were not living and breathing the SAP project.

Finally, the GLC had to continue to meet the ongoing organizational learning needs while addressing the SAP project requirements.

Learning Solutions

Grainger realized that they needed a partner experienced in producing high-quality learning solutions quickly to meet their challenging project timeline. Grainger engaged Centrax Corporation, a learning solutions provider with a 20 year proven track record, to create engaging, high-quality online learning modules to provide training to its diverse audience. GLC staff and Grainger subject matter experts working with Centrax instructional designers for a series of courses in the multi-level curriculum designed by the GLC. The project team created a suite of highly tailored multi-media courses along with interactive simulations of the SAP software and a series of facilitator-led presentations for the six major process areas of the SAP project. The aggressive project schedule required creation of over forty online programs during a five month period from kickoff to deployment.

Lessons Learned

- Establish up-front who has sign-off responsibility for each deliverable and what process both organizations will use to ensure that those sign-offs take place in a timely fashion.
- Recognize that change is a natural part of any software implementation. Identify creative ways to design and build materials for the stable components early to allow time late in the schedule for those components that take longer to solidify.
- Frequent communication is key. However, in large, rapidly changing projects with tight deadlines, verbal agreements can lead to misunderstandings. Followup conversations with written confirmations of any agreed schedule changes or course revisions.

Doing More with Less

Kim Hagan
Director, AON
University



Steven Seymour
Vice President of
Strategic Accounts



Aon University was reduced in staff and budget by half 4 years ago - they had to continue to provide results with less money and staff. However, the business needs also required increased impact on business goals. Aon needed to do more with less in a different way – they needed greater impact with less training. The staff and budget cuts forced them to think differently about training - to analyze needs to a greater extent than ever before in order to prioritize the business needs. This presentation is about the evolution of Aon's centralized training and learning department "Aon University" and how they have had a greater impact on the business with less resources and less training... and how they have utilized Cornerstone to help them achieve their goals.



**Demetra
Anagnostopoulos**



Dave Brazel

**"Experience from the Trenches:
An interactive Best Practices
sharing session with your peers"**

Kevin Murnane

Senior Consultants



Never has the quotation by Albert Einstein been more accurate: *"The significant problems we face cannot be solved at the same level of thinking we were at when we created them."*

The success of leaders depends not only on results, but also on core values, strong relationships and the support of organization systems and processes. Leaders who are inflexible or possess limited leadership repertoires may create or sustain systemic problems. How are companies developing leaders who are competent, flexible, and motivated, embrace change, champion teamwork, and accurately analyze and tackle complex challenges?

Come prepared to actively participate in a unique hands-on session! Our goal is to leverage your and your peers' wisdom to examine the Conference theme and how it is being carried out in your organizations. You'll emerge invigorated and equipped with best practices and new insights.

You will:

- Dialogue with your peers about how they are approaching leadership development issues and changes
- Learn from panel members and other participants in a supportive and focused way,
- Come away with a variety of perspectives on, and solutions to, issues you are facing.



Jeffrey Berk

Vice President, Products & Strategy

KnowledgeAdvisors



Learning Analytics Dashboards: Key Performance Metrics for Learning Impact

Strategic Challenge

Dashboards are a convenient place for viewing vital information organized into a graphical representation that is both easy to use and easy to understand. Many organizations are utilizing them to help understand what is occurring within their learning organization.

Learning Solutions

- Research learning metrics
- Identify macro learning constructs
- Build micro learning indicators
- Build a process to collect and report
- Design technology and templates for support

Lessons Learned

Identifying feeder systems is crucial to the successful dashboard creation

- LMS, Assessment and Evaluation Tools
- ERP Systems (HRIS, CRM, Finance)
- Databases (SQL, Access, Excel)
- Understand Frequency of Use vs. Cost of Integrations
- Check for System Ownership and Security Issues

Shared Learning Drives Shared Business Success



Steven Lowenthal

Program Manager, UHC Learning Exchange

University HealthSystem Consortium (UHC)



Strategic Challenge

In a continuing effort to assist academic health centers in increasing organizational performance levels, University HealthSystem Consortium (UHC) sought to create a centralized eLearning offering that would enable its 234 member hospitals across the US to provide rapid access to training on pressing health issues, and improve member employee recruitment, retention and compliance training at a reduced cost.

Learning Solutions

In this session, Steven Lowenthal, Program Manager for UHC Learning Exchange, will outline how UHC created a shared learning platform that offers enhanced collaboration among member organizations, and drives down the cost of delivering, managing and tracking business critical training. The approach both extends the business value that UHC can offer its members, and helps promote industry-wide support for a high performance workforce.

Lessons Learned

A list of key **lessons learned for how to be a better business partner** from this experience



Karen Scott
Senior Manager



Driving Impact through Microlearning

Learning Solution

On a state-by-state basis, Allstate initiated, in 2005, a program in which each state selected a customized “package” of change that included rating changes and product changes. To support quoting accuracy, Allstate needed a learning solution for agents and support staff across the country that could be customized and delivered quickly and would be both efficient and effective.

Topics and Lessons learned

Perspectives on informal learning and microlearning

The Need

Critical Solution Features

Solution Alternatives

Allstate’s Approach

CLO Panel Discussion
Chicagoland Learning Leaders Conference



Bob Dean



Jane Dowd



Corrine Miller



Mary Jo Burfeind



An engaging forty-five minute Q&A session of senior Chief Learning Officers sharing insight at the 5th Annual Chicagoland Learning Leaders conference.