

# Chicagoland Learning Leaders Conference Agenda



**WHEN:** Friday, October 30, 2009, 8:00 am – 6:30 pm  
**WHERE:** Q Center, St. Charles, IL.  
**WHO:** Open to all Learning and Talent Development Managers and Executives

| Time          | Room                                    | Friday, October 30, 2009   | Learning Leaders   |
|---------------|---|--|--|
| 7:30 - 8:15am | Lobby                                   | Registration & Continental Breakfast – North Reception Lobby   |  |
| 8:15 - 8:30   | Fox River Ballroom                      | Welcome / Opening Remarks  | Dirk Tussing<br>Annie Laures & Edward Prentice III   |
| 8:30 - 9:15   | Fox River Ballroom                      | <b>Creating a Culture of Servant Leadership</b>  | <b>Tom Griffin, CLO - U.S. Cellular</b>  |
| 9:15 - 10:00  |   | <b>Solving the Mystery of Leading People Through Change</b>  | <b>Judd Hoekstra, Ken Blanchard Co.</b>  |
| 10:00 - 10:30 | Book Signing: Who Killed Change?        |  |  |
| 10:30 – 11:15 | EL103/05                                | Strategies for Measuring Business Impact   | Thomas, McD's; Anderson, Cylient; Moore & Kantor, Zeroed-In  |
|               | EL104/06                                | Meeting Generational Learning Needs through e-Mentoring  | Aleck, Baxter; Best, Hewitt; Crisanti, Aon; Krupinski, CDW; Emelo, 3Creek                                  |
|               | EL207/09                                | Potbelly's Reality Sandwich: Culture, Collaboration and Training   | Sue Deisinger, CARA; Michelle Reid-Powell, Potbelly Sandwich Works   |
|               | EL208/10                                | Developing Learning Agility at the Leadership Levels: A Multi-Dimensional Strategy                               | Don Beeman, Grant Thornton<br>R. Mebane & M. Gaines, STCCG   |
|               | EL211/13                                | Why Changes in Customer Expectations are Wreaking Havoc on Contact Centers and three ways you can circumvent it! | Vance, Ulysses; Horner, NorthShore; White, BCBS-IL; McGoldrick, Mercer; Matijevich, former Bank of America |
|               | EL212/14                                | Accelerating Speed to Proficiency using Cognitive Science  | Marty Rosenheck, Cedar Interactive   |
| 11:15 pm      | Q Tower Dining                          | Networking Lunch   |  |
| 12:30 - 1:00  | Fox River Ballroom                      | Recognizing Chicagoland Learning Leaders   | Dirk Tussing   |
| 1:00 - 1:45   |   | <b>Leadership Skills for a Reset Economy</b>   | <b>Jeff Malehorn, CEO – GE Capital</b>   |
| 2:00 - 2:45   | EL103/05                                | Engaging Your Millennium Workforce Using New Learning Technologies   | Edward Prentice III, Centrax<br>PJ McGuire, Modet  |
|               | EL104/06                                | Creating Sustainable Behavior Change to Deliver Training ROI   | Kathy Granger, Fort Hill Company<br>Dave Ryan, Gray Matters Group  |
|               | EL207/09                                | Communities: Bridging Gaps between Formal & Informal Learning  | Tom Barfield, Accenture  |
|               | EL208/10                                | Components of a "World Class" Leadership Development Experience  | Aaron Olson and Mark Bocianski, Hewitt   |
|               | EL211/13                                | From Boring to Engaging: Develop & Deliver Webinars that Wow   | Sheri Jeavons, Power Presentations   |
|               | EL212/14                                | Mentoring – Getting Started, Getting Traction & Getting Results  | Turnquist, L&LP; Keating, Children's Marienau, DePaul; Metz, Abbott  |
| 2:45 - 3:00   | Break                                   |  |  |
| 3:00 - 3:45   | EL103/05                                | Integrating Coaching-Based Leadership into Your Organization   | Dianna Anderson, Cylient<br>John Graziani, Harris Private Bank   |
|               | EL104/06                                | Unlock the Secrets to Informal Learning in the Enterprise  | Dave Batt, StreetSmarts  |
|               | EL207/09                                | Leadership & Collaboration Book Discussion   | Matt Woolsey, ZS Associates<br>Lisa Callahan, Accenture  |
|               | EL208/10                                | What's Trust Got to Do with It?  | Hoekstra, Ken Blanchard Co.; Higgins, Accenture; Olmstead, Trustworks Group; Ron Kantor                    |
|               | EL211/13                                | Managing FlexWorkers Requires New Skills   | Corinne Miller & Tom Barr  |
|               | EL212/14                                | The Future of Sales Training   | Calvert, Anixter; Parks, CDW; Wilson, GP; Himmel, Regis; Lambert, ASTD;                                    |
| 4:00 - 4:45   | Fox River Ballroom                      | CLO/CTO Roundtable: Collaboration & Informal Learning  | Vanhournout, Accenture; Aleck, Baxter; Bocianski, Hewitt; Dowd, NorthShore; Goelzer, IGA Coca-Cola         |
| 4:45 - 6:30   | Executive Networking Cocktail Reception |  |  |

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# The 8th Annual Chicagoland Learning Leaders Conference

Friday, October 30, 2009 8:00 am - 6:30 pm  
Q Center, St. Charles, IL

**COLLABORATION**  
achieving  
"much much more with less"  
Executives & Thought Leaders share  
insights & strategies to improve talent  
performance & business results.



"We are especially excited that it's going to be held at the Q Center in St. Charles which is from Accenture's standpoint the heart and home of our learning. We have up to a thousand of our people on campus each week which really puts into practice our core value of one global network in the area of learning... one of the reasons we so enjoy being part of the Chicagoland learning leaders programs is we get to share with others some of the things that we have been up to ... and to learn from others as well."

Don Vanthournout, Accenture's Chief Learning Officer

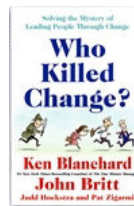
## KEYNOTE & FEATURED SPEAKERS



**Tom Griffin, CLO**  
U.S. Cellular



**Jeff Malehorn, CEO**  
GE Capital-Commercial  
Distribution Finance



**Judd Hoekstra**  
The Ken Blanchard  
Companies



**Dirk Tussing**  
Executive Director, CLL  
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and many more

