



## Learning & Talent Development Leaders Conference Agenda

**WHEN:** Monday, October 25, 2010, 8:00 am – 7:00 pm  
**WHERE:** McDonald's Hamburger University, Oak Brook, IL.  
**WHO:** Open to all Learning and Talent Development Managers and Executives

Time	Room	Monday, October 25, 2010	Learning Leaders
7:30 - 8:15 a.m.		Registration & Continental Breakfast	
8:15 - 8:30	224	Welcome / Opening Remarks	Dirk Tussing
8:30 - 9:10	224	<b>Building Tomorrow's Workforce: The Inclusion Paradox</b>	<b>Andres Tapia, Aon Hewitt</b>
9:15 - 9:55		<b>At McDonald's: None of Us is as Good as All of Us – TRAINING IS KEY</b>	<b>Pat Harris, Diana Thomas &amp; Charlie Strong</b>
10:00 - 10:30		Networking Break <i>PLUS</i> Borders Bookstore with Andres Tapia	
10:30 - 11:15	224	Effectively Blending Formal and Informal Learning	Kent Barnett, KA; Linda Crisanti, Aon; Newton Moore, CMH; Billy Biggs, GP; Dani Petrie, Walgreens
	248	Offshoring: Teaming for Success	Rod Mebane & Laura Oswald, STCCG; Marsha Morrow, Allstate; Sonia Vora, Northern Trust; Laura Jones, Aon Hewitt
	263	Creating High Performance, Curriculum-Based Leadership Development Programs Using a Blended Model	Mark Bocianski & Aaron Olson, Aon Hewitt; Rob McKinney, Harvard Business Publishing
	264	Next Generation Virtual Classroom: An Accenture Case Study	Bill Jindrich & Jim Goldsmith, Accenture
	132	Increasing Innovation & Productivity by Leading Across Multiple Generations	Haydn Shaw, FranklinCovey
	138	Leveraging Social Media in Contact Centers <i>To Engage and Empower Leaders and Agents</i>	Dina Vance, Ulysses; Fran Horner, NorthShore; Matt Donovan, GP; Carl Puccio, Alpine Access
11:30 am – 12:30 pm		<b>Networking Lunch: Multi-generations: What's New (HU132) Hot Off The Press: 6D's 2.0 Book (HU248) Social Learning thru Apprenticeship (HU264)</b>	<b>Ronald McDonald's House Charities (HU138) Linking ROI to the Business (HU263);</b>
12:30 - 12:45	224	Recognizing Chicagoland Learning Leaders	Dirk Tussing
12:45 - 1:15		<b>Using Social Media for Communicating with Generation Y'ers</b>	<b>Nancy Loo, WGN News</b>
1:15 - 1:45		<b>How the Navy is Employing Technology to Train Generation Y Sailors</b>	<b>John Drake, U.S. Navy</b>
1:45 - 2:15		<b>Setting a New Standard: Walgreens Employees with Disabilities Achieving High Performance</b>	<b>Randy Lewis, Walgreens</b>
2:30 - 3:15	224	What do you do when the business is changing and your learning function is not aligned? Transform!	Carolynn Haug & Dana Murphy, Equity Residential
	248	Walgreens Quest for Inclusion: <i>1/3 of the Workforce, People with Disabilities</i>	Deb Russell, Walgreens
	263	Making Leadership Development Stick	John Lawson, Grainger; Linh Lawler, NorthShore; Don Beeman, GT; Jay Scherer, BPI; Mike Kasper, HCSC
	264	The 2020 Next Generation LEARNING VENUE: New Ways Never Imagined	C. Jacobson, U of P; E. King, InXpo; R. Rykhus, Grant Thornton; M. Murdoch, FranklinCovey; Turnquist L&LP
	138	The New Rules of Engagement: The Rise of Social Media's Influence on the Expectations of Millennials	Nancy Ahlrichs, United Way; Matt Woolsey, Diamond; Doug Miller, DePaul; Peggy Eyssalenne, getAbstract; Lisa Callahan, Accenture
3:15 - 3:30		Networking Break	
3:30 - 4:15	224	Business Simulations: Decisions and their Impacts	K. Himmel, Regis; B. Welter, Adaptive; A. Lutz, Accenture; A. Carter, McDonald's; J. Drake, US Navy
	248	SOCIAL LEARNING: New Learning Technology for the Connected Age	Jim Lundy, Saba
	263	Creating 21st Century Leaders through Networked Mentoring	C. Browning, 3creek; Tim Aleck, Baxter; T. Best, Aon Hewitt; D. Krupinski, CDW; Jim Ebert, MillerCoors
	264	Preparing for Workforce 2020 ... How Should Learning & Talent Development Respond Today?	Chip Cleary, ElementK; Joseph Knytych, BCBS-IL; R. Kowalski, Right; Gretchen Koch, CompTIA; Sherry Woody, formerly GE Capital
	132	Inclusion Paradox Workshop: Four Pillars of Keeping Your Innovative Cross-cultural Teams Together	Chuck Adams, Aon Hewitt
	138	Product Sales Training Strategies for a Multi-generational Workforce	Marty Rosenheck, Cedar Interactive; Greg Newman, Blackboard; Patrick Culp, Learn.com
4:30 - 4:45	224	Recognizing Chicagoland Learning Leaders	Dirk Tussing
4:45 - 5:30		<b>CLO/CTO Roundtable: Leveraging a Diverse Workforce to Increase Innovation and High Performance</b>	<b>Dr. Roy Pollock, Moderator; Tim Aleck, Baxter; Karen Kocher, CIGNA; John Lawson, Grainger; Diana Thomas, McDonald's</b>
5:30 - 7:00 p.m.		Executive Networking Cocktail Reception	

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## The 9th Annual Chicagoland Learning Leaders Conference

Monday, October 25, 2010 8:00 am - 7:00 pm  
Hamburger University, Oak Brook, IL



**Building Tomorrow's  
Diverse Workforce  
Inclusion Inspires  
HIGH PERFORMANCE**

**Executives & Thought Leaders share  
insights & strategies to improve talent  
performance & business results.**

*"We can only succeed in today's competitive market by fundamentally changing the way we look at our workforce and the unique individuals who shape it ... As the emerging workforce becomes increasingly diverse, we must reflect their needs in everything we design, develop, and deliver for our clients"*

*-- Russ Fradin, Hewitt Associates CEO & Chairman*

### KEYNOTE & FEATURED SPEAKERS



**Pat Harris**  
McDonald's



**Andres Tapia**  
Aon Hewitt



**Nancy Loo**  
WGN News



**John Drake**  
U.S. Navy



**Randy Lewis**  
Walgreens



**Dirk Tussing**  
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