



**Harry M. Jansen Kraemer, Jr**

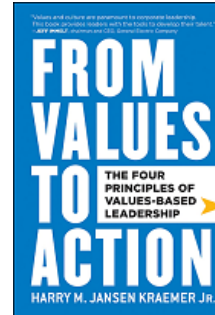
Author, Professor &  
Executive Partner



Madison Dearborn Partners

***From Values To Action for Accelerating  
Leadership Development***

*(9:15 a.m. in HU 224)*



Harry Kraemer, professor at Northwestern University's Kellogg School of Management and former chairman and CEO of Baxter International, a multibillion-dollar health care company, argues that, as the global economy becomes even more competitive, organizations will turn to values-based leaders who, in doing the right thing, deliver outstanding and lasting results.

Kraemer knows about delivering results. During his leadership at Baxter, the company experienced consistently strong growth. And Kraemer also knows about doing the right thing; not only did he step up to the plate when things were going well but also when faced with change, controversy, and crisis, as he did throughout his career. In *From Values to Action*, Kraemer argues that the journey to becoming a values-based leader starts with self-reflection, which he identifies as the first of four principles that guide leaders to make choices that are aligned with their values. The four essential principles are:

- **Self-Reflection:** The ability to reflect and identify what you stand for, what your values are, and what matters most.
- **Balance and Perspective:** The ability to see situations from multiple perspectives, including differing viewpoints, to gain a holistic understanding.
- **True Self-Confidence:** More than mastery of certain skills, true self-confidence enables you to accept yourself as you are, recognizing your strengths and your weaknesses, and focusing on continuous improvement.
- **Genuine Humility:** The ability never to forget who you are, to appreciate the value of each person in the organization, and to treat everyone respectfully.

Drawing from first-hand experience, Kraemer offers current and aspiring leaders a framework to adopt the four principles of values-based leadership to make their organizations beacons of enduring value in the world. During this keynote presentation Harry will talk about the important of Measurement strategic processes covered in *Execution & Implementation: Making It Happen* and share reflections of the next generation of leaders from his experience at Northwestern University's Kellogg School of Management, where he teaches in the MBA and the Executive MBA programs.



You can learn more about Harry at [www.FromValuesToAction.com](http://www.FromValuesToAction.com) and his Charity, [OneAcreFund.org](http://OneAcreFund.org), who receives all proceeds from his book.





**Karen Kocher**

Chief Learning Officer



***The Future of Training & Development:  
Identifying Behaviors, Competencies &  
Skills to Sustain High Performance***  
(1:15 p.m. in HU 224)

The future of learning and development is a much discussed and debated topic. This is for good reason considering a recent study of more than 3,000 global CEOs indicated that talent development is one of the top five differentiators a company must leverage for future success.

Typically the conversation between learning and development professionals is centered on modalities and goes something like this “will e-learning displace classroom learning?” or “is social media the way of the future for learning and development?”

This does not do the subject justice nor does it interest or engage business leaders. Restricting thinking and conversation at this level will have an impact on the focus, funding and respect given to learning and development in addition to hampering us from delivering extraordinary performance for our companies.

The “points of dialogue” for the future of learning and development are evolving from business, workplace, workforce and integrated talent management strategies. Important talent development trends are being spawned as these forces evolve and it is important that we base our future strategies and work efforts on these trends.

This discussion will put forward thought leadership and in motion practices, ideally leading to a “new” set of discussions and debate. Those that will aid learning and development in being the needed differentiator for the world to come.



**CLO/CTO Roundtable: *Driving Measurable Business Results through Accelerated Leadership Development***  
*(8:30 a.m. in HU 224)*



**Don Vanthournout**  
 Chief Learning Officer



**Mary Jo Burfeind**  
 Vice President, HR



**Tim Aleck**  
 Chief Talent Officer



**Karen Kocher**  
 Chief Learning Officer



**Diana Thomas**  
 Chief Learning Officer



Accelerating organizations need accelerating leadership development. As a result, the demands on learning and organizational development professionals are also accelerating. This panel discussion will explore real world scenarios on how learning leaders are helping to drive business results through accelerated leadership development.

**Discussion Points:**

To help guide the roundtable discussion, our facilitator, [Haydn Shaw](#), a Business Execution facilitator at FranklinCovey, will focus questions and guide the roundtable conversation on some of the following discussion points ...

- What accelerating demands from the business are you facing?
- How are you accelerating your team's transitions toward more strategic business partnerships?
- How are you accelerating leadership development in your organization?
- How do you engage your leadership and management to support the leadership development process?
- What have you done to drive results when you have not had strong leadership and management support of the leadership development process?
- How do you measure if your leadership development processes are driving business results?
- How are your teams transforming your function *FROM: Measuring success through execution of activities ... TO: Measuring success through impact of business outcomes?*
- We all stub our toes. What's the **most important lesson you've learned of what not to do** in measuring results, driving business results, or accelerating leadership development?

Next year, at our 2012 Learning Leaders Conferences we plan to continue this conversation to focus more on "measurable results;" i.e. do we have the empirical evidence that the accelerated approach is measurably better and we can prove it with data?"





**Kathleen Long**

Director,  
Organization  
Development



**Sue Deisinger**

Strategic  
Account Executive



## **Building Foundational Management Skills to Accelerate Organizational Change**

*(10:30 a.m. in HU 224)*

### **Strategic Challenge:**

Over the last decade, many companies have cut their investment in foundational management development. Corporate downsizing has often been focused at the middle management ranks, which has all but eliminated the pool of seasoned management mentors. This leaves a void for new managers coming into fast growing companies who need to learn the job of management. Career Education Corporation recognized the need to get “Back to Basics” and begin investing again in the solid development of managers as a strategic lever to enable real change.

### **Lessons Learned:**

Kathleen will lead you through the process of how she engaged all key stakeholders in supporting a customized leadership development experience versus an ‘off the shelf’ one for CEC’s first line managers, resulting in renewed energy, commitment and excitement by program participants about their important roles as managers .



**Linh Lawler**

Director of  
Learning &  
Development

**Karen Barnes**

R.N., Director of  
Nursing Professional  
Development and  
Research



***Learning Partnerships  
Can Accelerate Leadership Development:***  
NorthShore University HealthSystem Case Study  
(10:30 a.m. in HU 247)

**Strategic Challenge:**

Often in many organizations, we promote individuals due to their technical knowledge. At NorthShore University HealthSystem, it's no different. The challenges we face are common across industries:

- Technically skilled leaders lacking leadership tools and development opportunities
- Effective application of leadership skills are needed now, not later.
- Roles are critical to the success of the organization, in our case, to our patients' care
- Time is limited – it's hard to get away

**Learning Solutions:**

To meet these challenges, only a learning partnership could produce a successful solution that goes beyond the classroom. Learning & Development and the Department of Nursing had to work collaboratively together to leverage our expertise and align leadership development to the business needs. We built a curriculum and the commitment of our key stakeholders that continues into its 7<sup>th</sup> year.

**Lessons Learned:**

How did we do this? We learned that with mutual respect, trust, and strategic planning, we were able to achieve the goals of the program and see real impact and behavioral change in our leaders.





**Jeff Berk**

Chief Operating  
Officer



## **Measuring Strategic, Visible and Costly Learning Programs** (10:30 a.m. in HU 248)

### **Strategic Challenge:**

This presentation will share why measuring critical programs like leadership development, sales training and on-boarding are vital to program managers. The session will then go through the major elements of a measurement plan to successfully and comprehensively generate quantitative and qualitative metrics in a timely and practical manner with limited resources. Examples of tools such as a key performance indicator matrix, a communication plan, sample smart sheet evaluations and sample reports, including dashboards, will be shared.

### **Learning Solutions:**

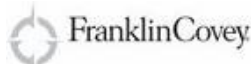
Jeff will cover the following learning objectives during this session:

- Review the importance of measuring strategic, visible and costly programs
- Discuss the measurement plan to gather timely, credible data
- Showcase sample reports, statements, dashboards and scorecards



**Haydn Shaw**

Productivity Expert

**Turning Training Conversations into  
Business Conversations***(10:30 a.m. in HU 263)***Strategic Challenge:**

Business leaders often ask for training. Sometimes training is what they need, more often it isn't. Training, Leadership Development and Organizational Development practitioners find themselves having training conversations about contents and delivery methods when they really want to have business conversations about the business needs. Because ultimately the training and OD professionals know they will be judged by business results. And in a market downturn anything that isn't business driven gets cut not matter how many leaders it is helping.

**Learning Solutions:**

This session will explore two practical tools for turning training conversations into business conversations. You'll learn hands on the key lessons FranklinCovey has learned over the last ten years as it has moved from being a training company to a solutions provider.

**Lessons Learned:**

What you'll learn

- How to turn a training request into a business conversation.
- How to sequence questions in the business conversation (based on FranklinCovey's best selling Helping Clients Succeed methodology).
- To use a learning strategy worksheet we've found essential for making it easy for business leaders to "see" their problems.
- How to move the client training requests to a more realistic solution and with measurement.



**Tom Barfield**

Director of Knowledge  
Management



## **From Knowledge Management to Social Learning: Accenture Case Study** *(10:30 a.m. in HU 264)*

### **Strategic Challenge:**

Accenture, provider of global management consulting, technology services and outsourcing, considers its people and their knowledge as the company's most important assets. Maintaining and growing those assets requires a comprehensive approach to capability development and an ongoing commitment to fostering a strong culture of learning. This extends beyond the classroom requiring Accenture to enable and motivate over 200,000 people located all over the world to learn from each other thru content and collaboration approaches.

### **Learning Solutions:**

Accenture takes a comprehensive hire-to-retire approach to cultivate a commitment to social learning and knowledge sharing, including key programs, incentives, and best uses of technology.

### **Lessons Learned:**

- Think long term – the process begins with recruiting and extends thru-out the employee lifecycle
- Focus on specific business/performance challenges
- Leverage a centralized approach – particularly from an infrastructure perspective to be able to provide a common user experience, add the most value and reduce cost





**LeaderCoach: Coaching Skills for Leaders**  
*(10:30 a.m. in HU 278)*



**Lisa Callahan**

Director of  
Capability  
Solutions



**Robyn Clark**

Managing  
Director,  
Talent  
Management



**John Lawson**

Director, Learning  
& Development



**Maureen Talley**

Senior Manager,  
Leadership and  
Organizational  
Development



**Jenny Smith**

Director,  
Leadership  
Development



Coaching is a critical competency for leaders today. Leaders with effective coaching skills are better able to create a collaborative working environment, strengthen engagement of their team members, and identify, develop and retain high-potentials.

This roundtable discussion will explore the skills you need to be a better coach, while also exploring how you can equip other leaders within your organization to become “leader-coaches” as well!

**Discussion Points:**

We'll talk about:

- The role coaching plays in being a great leader
- How to adopt the right mindset for holding effective coaching conversations
- Recognizing coaching opportunities in common day-to-day situations

These reinforcement methods can be helpful for accelerating the development of leadership thinking and behaviors.

**Participant's questions to encourage an interactive contribution of ideas:**

- What role does coaching play in your organization?
- How can your organization use coaching more effectively?
- What are the barriers to creating a coaching culture in your organization?
- Have you used coaching to resolve a recent situation within your organization?  
How did it go?



**QUALITY Training Roundtable Panel Discussion**

*(10:30 a.m. in HU 281)*



**Carol Beirne**

Global Sr. Training & Communication Manager



**Kery Mortenson**

Training Effectiveness Manager



**Angela McKeirnan**

Director of Quality and Process Improvement



**Mike Livingston**

Director, Operations Motorola Solutions Learning



**Jeff Summers**

Formerly Director, Quality/Six Sigma Learning



With today's business pressures on employees to perform with speed while delivering high quality products and services, the pressures on quality training are even higher. This roundtable discussion is envisioned to share best practices and give participants tools they can use when they are back at their workplace on Quality Training issue.

To give an example of an industry where quality training has seen significant success is manufacturing. The manufacturing workforce, for this example, is becoming more highly skilled as manufacturing has evolved into a more technology intensive sector. The general education level of the manufacturing workforce has continued to improve in recent years. Most notably, between 2000 and 2008, the share of the total manufacturing workforce with bachelor's degrees increased from 16 percent to nearly 19 percent, and the share with graduate and professional degrees increased from 5.7 percent to nearly 8 percent. The share of manufacturing employees with less than a high school diploma fell from 14 percent to just under 12 percent during the same period. These data are one factor underlying the higher wages paid to manufacturing workers who have completed some higher education.

**Discussion Points:**

To help guide the roundtable discussion, our moderator, [Cami Jacobson](#), University of Phoenix workforce solutions will cover some or all of the following discussion points:

- If quality training is mandatory, is it engaging and does real learning occur?
- How do the current and relevant key quality issues make it into the quality training curriculum?
- What learning modalities are most effective?
- What are the latest trends?
- How are employees encouraged and engaged in this learning



## Accelerating Leadership Development through Assessments

(2:15 p.m. in HU 224)



**Caroline Ceisel**

Senior Program  
Manager, Senior  
Leader  
Development



**Bobbie Shreiner**

Sr. Business  
Partner



**Amber Kennelly**

Director  
Leadership  
Development



**Rose Hollister**

Sr. Director,  
Leadership  
Institute



**Maureen Talley**

Senior Manager,  
Leadership and  
Organizational  
Development



With the constant pressure to perform and the immediate need to see results, Senior Leaders are under greater scrutiny to achieve growth and profitability. Learning Leaders seek the appropriate resources and toolkits to accelerating development plans to meet the business priorities of aligning new initiatives and strategy. This session's panel will explore how assessments play a key role in accelerating Leadership Development plans. How are Learning Leaders choosing the appropriate assessments and compiling into a learning portfolio? How do assessments lead the way to ongoing learning for the organization and their individual performance?

### **Discussion Points:**

Please join this roundtable panel discussion to share how various companies are implementing assessments to accelerate Leadership Development to meet the needs of the organization and the leader including:

1. What are the business reasons/drivers for Leadership Development?
2. What results are you experiencing from your current assessment portfolio and leadership development?
3. What assessments are you currently utilizing?
4. How has your current assessment portfolio changed over time?
5. What are some lessons learned that you can share with our participants?

Next year, at our 2012 Learning Leaders Conferences we plan to continue this conversation to focus on "measurable results;" to accelerate business impact, workforce and integrated talent management strategies.



**High Tech, High Touch, High Stakes:  
A Children's Hospital Mission Critical Training Initiative**

(2:15 p.m. in HU 247)



**Diana Halfer**

Administrator



**Julia Hooper**

Director



**Marty Rosenheck**

Chief Learning Strategist



**Strategic Challenge:**

On June 9, 2012, Children’s Memorial Hospital (CMH) will move their patients to a newly constructed hospital building. CMH leaders have made a commitment to ensure and validate that all employees and physicians are ready at “Moment One” to work safely and effectively to support patient care within the new Ann & Robert H. Lurie Children’s Hospital of Chicago facility. This means that employees and physicians will be able to locate, access and use spaces, systems, equipment and supplies with no delays, no adverse events and with minimal assistance in urgent situations while delivering exceptional service.

**Learning Solutions:**

Children’s Memorial Hospital (CMH) established the *Moment One Readiness Orientation* (MORO) initiative to meet this challenge. MORO is a concentrated effort to ensure that employees and physicians continue to deliver the high level of patient care and family experience as they transition to the new Lurie Children’s facility. They assembled a top-notch team that integrates consultants with CMH educational leaders to apply the ADDIE model to create a blended curriculum. The design employs a holistic, integrated approach that brings skills, knowledge, culture and competency into the real work of physicians and employees. The team has designed and is currently developing a blended learning solution that includes a virtual replica of the new building in a three dimensional world, online learning modules, hand-on labs, simulations, orientation sessions and tours in the new building, and job aids. The curriculum culminates in a series of role-specific learning paths (housed in their LMS) that maps sequenced learning activities so that they build upon one another while allowing for flexibility and customization to meet the needs of diverse audiences.

**Lessons Learned:**

- Assemble the best possible team. Select internal resources supplemented with external resources by prioritizing skills, knowledge and FIT.
- Communicate. Communicate. Communicate!
- Describe fully the audiences and their diverse needs at the start and adjust throughout as needed.
- Integrate a blend of high tech and high touch methods.





**Richard Allen**  
Training Manager



**Michael Rockelmann**  
Sr. Program Manager, Sr.  
Leader Development

**Practical Approaches for  
Global Design and Delivery**  
*(2:15 p.m. in HU 248)*



### **Strategic Challenge:**

Abbott's growing business and expansion into emerging markets has resulted in greater emphasis on developing our leaders. Abbott's business leaders expect that ALD, Abbott's Learning and Development, will provide the same learning experience to all managers across different geographies.

Our challenge has been to ensure that we design content to meet global needs and at the same time are able to accommodate cultural/local needs in each of our markets. In addition, we have had to develop cost effective and efficient processes around implementation.

### **Learning Solutions:**

Michael and Rich will share their experience in designing and delivering global courses. You will learn how Abbott's Learning and Development team has used global design and implementation planning processes to deliver courses in 55 countries across the globe.

The session will cover:

- Initial Challenges
- Global Design and Implementation Process
- Insights from Global Design Process
- Insights from Executing Implementation
- Results

### **Lessons Learned:**

This session will explain the lessons learned when implementing a global leadership curriculum from both content and delivery perspective.





**Mary Kressin**  
Institute for Learning



## **Accelerating Time to Competency for the First Time Manager** *A BMO Harris Bank Case* (2:15 p.m. in HU 264)

### **Strategic Challenge:**

New managers were getting promoted throughout the retail network. It was taking 18-24 months to get promising employees developed with inconsistent results. The line of business was struggling with performance of these newly promoted managers.

### **Learning Solutions:**

The problems were diagnosed and ranged from inconsistent experiences, lack of competencies in key areas, and no set of standards to measure against this role.

The Institute for learning partnered with the line of business stakeholders and human resources partners to design develop and implement a bank manager training program. This program set up a standard of manager competencies, performance standards and experiences that were needed to bring to the job. The program used formal education, mentoring partners, testing, presentations and panel feedback to bring these employees to the appropriate level of competency.

The pilot was a success and we have graduated over 75 participants from the program. We have measured their results as managers against those managers who did not complete the program and found that their overall performance in managing the business, risk, relationships, and people was better than their peer group. In addition the graduate group got promoted faster than their peers. They were leadership ready for management positions within 0-12 months from graduation.

### **Lessons Learned:**

The keys to success for this program include: developing a strong partnership with the line of business stakeholders and human resources partners, creating a common view of skills, knowledge and capability needed for the position, identify clear roles and accountabilities for the implementation of the program.

Once the program was launched, revisit the goals annually and measure graduates against the performance standards that were set. Set strong parameters on what the program will and will not do for new managers. Maintain a strong connection between the learner and their line of business sponsor.



**What's Hot with Accelerating New Employee Orientation**  
*(2:15 p.m. in HU 278)*



**Sue Benbrook**

HR Senior Consultant,  
Talent & Leadership Effectiveness



**John Ceisel**

Capability Solutions Lead –  
New Joiner/Senior Executive Orientation



**Peter Grassl**

Director, CIGNA University



**Ed Prentice**

President



This session will share real-world experiences from practitioners at Allstate, Accenture, CIGNA and Centrax focusing on the business challenges, programs we've implemented, and lessons we've learned the hard way.

**Discussion Points:**

Opening the discussion with our respective new employee orientation context, our roundtable panelist plan to spend the majority of the session discussing with each other and the audience key new employee orientation challenges, including:

- Integrating business/functional on-boarding with enterprise on-boarding
- Being high-touch without being high-cost
- Leveraging technology for reduced cost and improved business impacts
- Maintaining a human touch in self-directed on-boarding
- Sustaining a global corporate culture at scale
- Personalizing the on-boarding experience
- Enhancing executives' integration and networking
- Creating a seamless on-boarding experience
- Improving manager engagement and a providing support network in the on-boarding process
- Handling a mobile work force



**Product Sales Training Strategies Roundtable Panel Discussion**  
*(2:15 p.m. in HU 281)*



**Ken Burgdorf**

Director  
Training &  
Development



**Michel Koopman**

CEO



**Tiffany VanderVelde**

Global Product  
Training Manager



**Greg Newman**

Vice President



**Karen Waterlander**

Global Area  
Training  
Manager



Sales representatives need to sell effectively and consultatively in increasingly complex and competitive markets. To succeed, they often need to know a large amount of changing product information. And they need to use that knowledge flexibly to have meaningful and genuine customer conversations. How do leading sales organizations enable reps to meet these challenges? What are some of the strategies ensure that sales representatives have up-to-date product knowledge at the point of need, during or before a sales interaction?

**Discussion Points:**

Potential areas of focus for this panel of sales training leaders include:

1. Sales Management Training
2. Product/Solution Sales Training Strategies
3. Need Now / Know Now
4. Collaboration Technologies
5. New Employee Orientation (NEO) Integrated with Sales Training
6. Measurement

**Lessons Learned:**

Hear how expert in the field of sales training approach these challenges and engage in a lively discussion.





## How to Maximize Learning Assets, Optimize Your Talent & Demonstrate Impact— Begin on Day One!

(3:30 p.m. in HU 224)



**Lynn Miller**

Director of  
Learning  
Solutions



**Brigitte Richerson**

Training and  
Development  
Manager



**Mike Thompson**

Managing Director



**Tracey Wik**

VP Leadership  
Corporate  
Training &  
Communications



**Susan Fore**

Global Talent  
Development  
Customer Service  
Program Manager



A comprehensive approach to internal talent development can have a significant and measurable impact on the satisfaction of your employees and the bottom line of your company. The problem is knowing where to start, what existing learning assets to leverage and how to define a clear path for the program that shows impact on Day One and throughout the employee life cycle.

### Discussion Points:

Join Lynn Miller from Allen Communication Learning Services and our Learning Leader Panelists in an interactive conversation with session participants

Questions that participants will be asked to encourage their participation and contributions of ideas include:

- How can development be accelerated throughout the life cycle of each employee?
- What are examples of development assignments and learning programs aligned with business goals and demonstrate results?
- What type of involvement from management accelerates the pipeline and impacts results?
- Where are the tools, resources, support that will enable managers to coach their employees efficiently and effectively?
- How can you build momentum with quick wins and marketing?

### Lessons Learned:

Hear how expert in the field of leadership & talent development approach demonstrating business impact and engage in a lively discussion.



**Creating a Learning Culture in Healthcare**  
*(3:30 p.m. in HU 247)*



**Lisa Schumacher**

Director,  
WorkforceChicago



**Kathleen Prunty**

Chief Workforce &  
Community  
Development Officer



**Linh Lawler**

Director of  
Learning &  
Development



**Julie Benesh**

Director of  
Organizational  
Development



As the health care industry continues to navigate change related to healthcare reform, an aging population and impending baby boomer retirements, healthcare organizations must learn how to compete in this rapidly changing environment. Leadership and frontline staff must be prepared for new roles and responsibilities. To accomplish this, organizations need to create a strategy and infrastructure to provide consistent, continuous, and coordinated learning. They must create a culture of learning.

**Discussion Points:**

Join Lisa Schumacher, WorkforceChicago at Council for Adult & Experiential Learning and former Academy Director at University of Chicago Medical Center in an interactive conversation with Healthcare Provider Learning Leaders and session participants to describe how their respective organizations are:

- Preparing leaders for the speed of change
- Creating and implementing leadership competencies
- Development strategies/tactics outside classroom learning
- Creating career paths that support talent mobility

**Lessons Learned:**

Hear how Healthcare Providers Learning Leaders, experts in this industry and in the field of organizational & talent development, approach these challenges and engage in a lively discussion.





**Brian White**

Training Director



**Need Now, Learn Now:  
A Shift in Perspective to Drive Performance**

*(3:30 p.m. in HU 248)*

**Strategic Challenge:**

Now is the time to transition from traditional e-Learning to tools that support performance at point of need.

**Learning Solutions:**

With new mobile technologies available, like Apple's iPad, a shift in training and development is beginning to occur which provides learners with small, digestible bits of information to support their performance. Performance support is often most effective at driving performance and is expected by our employees. They want to enable their performance at work in the same ways they do in their personal lives. In this session, examine how mobile support through the iPad will engage learners of today and is the future for driving performance.





### **Joseph Knytych**

Director, Leadership &  
Professional  
Development



## **High-Impact Executive Development using Low-Cost Tablets :** BlueCross BlueShield Case Study *(3:30 p.m. in HU 264)*

### **Strategic Challenge:**

BlueCross BlueShield of Illinois, also known as Health Care Service Corporation (HCSC), is one of many companies creating high-impact executive development programs using newer, low-cost technologies. With the dynamic changes required for healthcare reform, developing future leaders is necessary to impact business results and transform the way we work. Typically, it's difficult, if not impossible, to conduct entirely classroom-based development programs for top talent.

### **Learning Solutions:**

Given the whirlwind demands to keep the business running and having a geographically dispersed workforce, by using low-cost tablets, small cohorts of senior leaders can collaborate in a structured learning program, including both formal and informal learning to achieve business results. Using components that enhance collaboration such as Leaders as Teachers (both archived videos & interactive, synchronous WebEx session), executive book summaries, and access additional industry specific learning resources, a 15 – 20 person cohort can become competent in specific business issues when and where learning is most convenient for them.

### **Lessons Learned:**

This discussion will put forward practical application and in motion practices for accelerating leadership development best practices. Other top talent groups of interest are high potential candidates for succession planning & developing bench strength for securing the right starting lineup of current and future leaders. Hear how HCSC line leaders and learning leaders approach demonstrating business impact from this timely case study.



**Leadership by Design:  
Weaving Values and Practices through an Emerging Leaders Program**  
(3:30 p.m. in HU 278)



**Joe Misurac**

Manager, Global Learning & Organization Development t



**Greg Servatius**

VP Human Resources



**Anne Gariepy**

Market Services Manager



**Sarah Wolek**

Senior Product Development Chemist



**Sherri Blix**

Organization Development Consultant



Stepan Company, a global chemical manufacturer, has implemented a redesigned year-long leadership development process for high potential talent: the *Emerging Leaders Program*. Throughout the program, participants embark on a journey of action learning, self reflection and networking grounded in Stepan's mission, vision and values, and are challenged to apply new leadership behaviors on the job.

**Discussion Points:**

Questions that participants will be asked to encourage their participation and contributions of ideas include:

- How is your organization's approach to leadership development similar to or different than Stepan's?
- What aspects of this program might or might not work well in your organization?
- What ideas do you have for how this program could be improved?

**Lessons Learned:**

Hear how Stepan's line leaders & learning leaders approach demonstrating business impact and engage in a lively discussion.



**Compliance Training Strategies Roundtable Panel Discussion**

(3:30 p.m. in HU 281)



**Greg Goodman**

Ethics Senior  
Manager



**Libby White**

Director , Quality  
Assessment &  
Improvement



**Peter Grassl**

Director, CIGNA  
University



**Jill Whitfield-  
Wooley**

Global  
Compliance  
Training Manager



With today's business pressures on employees to perform with speed while delivering high quality products and services, the pressures on compliance and quality training are even higher. If it's mandatory, is it engaging and does real learning occur? How do the current and relevant key quality issues make it into the quality training curriculum? What learning modalities are most effective? What are the latest trends? How are employees encouraged and engaged in this learning?

**Discussion Points:**

To help guide the roundtable discussion, our moderator, Libby White, BlueCross BlueShield of Illinois will cover some of the following discussion points:







1. If Compliance training is mandatory, is it engaging and does real learning occur?
2. Should we use alternative instructional strategies to enhance learner engagement?
3. Does follow up with management support the mandatory compliance training effectively?
4. In your eyes, what makes Compliance training fail? *(What makes it successful?)*
5. How do you tie Compliance training to actual business outcomes? Less issues?
6. What is your biggest challenge with designing & implementing Compliance training? *(What are some proven best practices?)*
7. How does compliance to an ethical standard help or hinder a company's reputation?
8. Should an organization consider allowing multiple "styles of the same training to allow the audience to choose the format they want I.E. Webcast, podcast, CBT, and a blended option for the same training?
9. We have to rely heavily on continued and ongoing communication and awareness to ensure compliance with regulations. How do you do that?
10. What are companies doing for professional development of compliance staff?
11. What tools are companies using to measure Levels 3 and 4 of compliance training?
12. What are companies providing in the way of ethics and integrity education?
13. How are compliance educators aligning their programs with corporate business and cultural strategy?
14. What's the role of values education in compliance training?



### Networking Lunchtime & Bonus Sessions



#### Networking Lunch & Learn (11:45 a.m. - 12:45 p.m):

Enjoy engaging conversation over lunch on the following topic areas:

HU 247	<b>One Acre Fund: Next Giving Back Initiative</b>	Leadership in the fields: Learn how One acre Fund is empowering farmers to lift themselves out of poverty.	Susan Diamond 
HU 248	<b>Value-Driven Leadership</b>	"Taking Care Of Business At U.S. Cellular"	Maureen Talley & Heather Ackenhusen 
HU 263	<b>The Four Disciplines of Execution</b>	Action learning that drives measurable business results. Execution is now a core leadership competency, here's how to help leaders learn it real time.	Haydn Shaw 
HU264	<b>Learning Delivery Best Practices</b>	Collaborate with Allstate's Learning Delivery experts to identify local best practices	Sue Benbrook 
HU 278	<b>Mentoring Best Practices</b>	Mentoring, an inexpensive personal development tool, make it work, hear how, share your ideas too.	Roger Turnquist, 
HU 281	<b>DesignJot: a new App</b>	Impactful Instructional Design? There's an app for that!	Michael Noble 

#### NEW THIS YEAR

#### Filming Thought Leaders for Leadership Development Channel's QuickTalks

HU 134	<b>SkillSoft's Leadership Development Channel Video Studio</b>	Join Executive Producer, Shawn Hunter as he tapes interviews with several of today's thought leaders for SkillSoft's award winning <u>Leadership Development Channel</u> .  The interviews will be conducted throughout the day. Please pick-up interview schedule for Sept 26 <sup>th</sup> from the SkillSoft Exhibit table.	 
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