



***Driving CONSISTENT Business Results @
McDonald's***
(8:30 a.m. in HU 224)

Jim Johannesen

Executive Vice President
Chief Operations Officer



Jim Johannesen is Executive Vice President and Chief Operating Officer, McDonald's USA, LLC. In this role, Mr. Johannesen is responsible for operations for nearly 14,000 McDonald's restaurants in the United States.

Previously, Mr. Johannesen was President of McDonald's USA's Central Division. He was responsible for more than 4,400 McDonald's restaurants, covering seven geographic regions in the central United States. He played a key role in interfacing with executive and regional management as well as restaurant owner/operators, suppliers and staff.

Prior to that role, Mr. Johannesen was Senior Vice President and Chief Support Officer, McDonald's USA. In this role he oversaw several departments including Real Estate and Construction, Franchising, Franchise Relations, Ombudsman, Diversity Initiatives, U.S. Communications, Wal-Mart Alliance, Strategy and Special Venues, and was also involved in McDonald's U.S. Legal Function.

Since he joined the company, Mr. Johannesen's career has spanned a variety of disciplines. Prior to joining the U.S. leadership team, he served as Vice President, General Manager of the Chicago Region. In November 1997, Mr. Johannesen entered the executive training program in preparation for his role as Regional Vice President in Phoenix.

Early on in his career at McDonald's, Mr. Johannesen worked as an attorney in the corporate legal group. From there he went on to serve the U.S. system as Director of Business Affairs, Director of Equipment Purchasing and then to U.S. Development, where he worked as an officer on all aspects of non-traditional restaurant development.

Mr. Johannesen is also active in the community. He is a member of the McDonald's Political Action Committee (PAC) and a former member of the corporate board of advisors for the National Council La Raza (NCLR). In addition, he has served on the board of directors and as chairman of the finance committee for the Asian and Pacific Islander American Scholarship Fund (APIASF).





Neda-Alavi Schlichtman

Director and Chief Learning
Officer-Tax



***Driving CONSISTENT Business Results @
Deloitte University***
(1:30 p.m. in HU 224)

Neda Schlichtman has spent 25 years of her career involved in human performance improvement

A human performance executive with more than 25 years of experience leading high-performance teams, Ms. Alavi-Schlichtman has helped improve the capabilities of major organizations across multidisciplinary global services. In 2008, Ms. Alavi-Schlichtman became a Chief Learning Officer at Deloitte Services LLP and assumed responsibility for creating the talent development agenda of the Tax organization. She manages learning and training development, both formal and informal. She had a principal role in the strategy and the building of the Renowned \$300 Million Deloitte University outside of Dallas. She is also the sponsor for the Talent Development Advisory Council and Talent Leadership Acceleration Group.

Prior to Deloitte, Ms. Alavi-Schlichtman spent eight years at Sears Holdings LLC, where she advanced her career in leading various business learning functions and serving as the Vice President of Human Resources, leading the talent transformation of the organization during a challenging merger. Prior to Sears Holdings, she joined Arthur Andersen as an internal learning and change management consultant and remained with this company for nine years, leaving as a Learning Program Director. She started her career in the field of education, spending three years as a high school social sciences teacher.

Ms. Alavi-Schlichtman holds certifications in change management, Qualified in Myers-Briggs Type Indicator assessment, Team Management Index, is a Certified Zenger Miller Instructor. Furthermore, she belongs to ASTD and SHRM, Cambridge Who's Who and also was an honorable merit recipient for Training Magazine's Vanguard Award. In addition, her efforts have contributed to myriad of awards granted to Deloitte from top learning organizations, including ASTD, CLO Training Magazine, and Training and Development.

She started on the road to her current career when she graduated from University of Illinois at Urbana-Champaign with a bachelor's degree in sociology and political science, and went on to earn a Master of Science in curriculum and instruction from the University of Missouri—St. Louis. Ms. Alavi-Schlichtman also holds a Secondary Education Certification in Social Sciences in the states of Illinois and Missouri.

Neda





Ted Forbes

Managing Director,
Talent Management



An Integrated Talent Management Approach to Building Company Culture

(2:00 p.m. in HU 224)

Bringing two large airlines together is no simple task. From operations to IT systems to labor agreements, the challenges are daunting. One key factor to the new United's success is getting the culture right. This presentation shares a work in progress – how United's talent management team is leveraging the tools in their toolkit to help build and reinforce the new company culture.



CLO/CTO Roundtable:
CONTINUOUS LEARNING *Driving CONSISTENT Business Results*
(9:15 a.m. in HU 224)



Neda Schlichtman
 Chief Learning Officer



Mary Jo Burfeind
 Vice President, HR



Tim Kirkpatrick
 Chief Talent Officer



Daryl Glimps
 Head of Institute for Learning



Claudia Rodriguez
 Chief Learning Officer



An engaging forty minute Q&A session of senior Chief Learning Officers & Chief Talent Officers sharing insight on workforce strategies for running learning like a business is the only way to deliver planned results at the 11th Annual Chicagoland Learning Leaders conference.

Discussion Points:

To help guide the roundtable discussion, our facilitator, Bob Mosher, Chief Learning Evangelist with Ontuitive, will focus on some of the following discussion points ...

- How do you define “Continuous Learning” at your organization?
- Who are the key stakeholders in its success?
- What are the key ingredients in an organization that enables continuous learning?
- What tools enable it?
- We’ve heard a lot of talk around “informal learning” vs. “formal learning”, as well as new emerging learning approaches such as mobile learning, social learning, and performance support. What role do these play in continuous learning?
- Is “Continuous Learning” scalable? What formal steps do you and your organization take to scale it across your enterprise?
- What are the major obstacles that can inhibit “Continuous Learning” from being successful?
- Is it measureable?
- What one suggestion would you give to this audience around guaranteeing that “Continuous Learning” will work?



Elearning as a Strategic Tool to Promote Best Practices and Implement Systemic Change

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



Barbara Kenny

Senior
Consultant



Leslie Shapiro

Sr. Instructional
Designer

Diane Boewe

Instructional Design
Consultant



In this session, we'll look at how Advocate Physician Partners (APP) discovered how to help health care organizations implement a new Clinical Integration Program by using eLearning as a strategic tool to promote the adoption of change in the organization.

Strategic Challenge:

APP aims to provide the best patient care; it does not specialize in business-to-business services. However, our success in delivering efficient care through these best practices has improved outcomes and engendered interest from other health care organizations. Recognizing the need to promote our clinical best practices and methodology for the benefit of the patient, APP inaugurated a consulting arm, APP Advisors, to market their Clinical Integration Program to health care administrators nationwide. Training clients on how to implement the change is a vital part of those services. So, APP Advisors created an eLearning course to explain how to use an eLearning approach to implement the system change.

Learning Solution:

We based our approach on the idea that the best way to explain how to use an eLearning course to educate physicians is to use an actual eLearning course. The "Elearning 101" course we will discuss and demonstrate is designed as a step-by-step guide for APP Advisors' clients to implement their own eLearning strategy to meet the broader implementation needs as these health care organizations move toward Clinical Integration.

Lessons Learned:

Neither APP nor APP Advisors is in the business of providing custom training solutions to external clients. However, we did need to educate clients on solutions available and give them the tools to move forward on their own. The "Elearning 101" course meets this need by providing an overview of eLearning options as well as APP's lessons learned in our own implementation of an eLearning strategy. The outcome resulted in an eLearning solution that is both a training resource and a template for clients to use in building their own learning programs to foster acceptance and adoption of the Clinical Integration Program.





Kevin Clark

Education
Programs Lead



Dorothy Wax

Sr. Director of
Career Services



Linking Learning and Work
(10:30 a.m. in HU 247)

Strategic Challenge:

Many companies provide their employees with training that not only helps them do their job better, but may also count toward a college degree.

Learning Solutions:

McDonald's and The Council for Adult and Experiential Learning (CAEL) are engaged in a pilot project to see how learning and development advising and the use of CAEL's Learningcounts.org program to assess prior learning for college credit can help McDonald's employees achieve their college degrees more quickly and at less cost. Kevin Clark, Education Program Lead for Hamburger University and Dorothy Wax, Senior Director of Career Services and Human Resources at CAEL will discuss the program and the anticipated outcomes.





Jay Scherer

Managing Partner



Robyn Clark

Managing Director,
Talent Solutions

**Engagement -
Stop measuring it and start building it**
(10:30 a.m. in HU 248)



In a survey of HR professionals at the recent National SHRM Conference, BPI group found that increasing employee engagement is one of HR's greatest challenges for the coming year. These results are hardly a surprise. Organizations are receiving dismal data on the rate of their employee engagement - and it's costing them. Gallup calculates that actively disengaged workers are costing U.S. businesses \$300 billion a year in productivity losses.

In today's market, organizations can no longer rely on top-down, one-size-fits-all engagement programs. You need to start building employee commitment organically from the bottom up. This approach isn't about surveys or engagement programs. It's about empowering employees and managers to work together in a balanced and sustainable way, to increase discretionary effort on strategically-aligned activities.

We invite you stop measuring employee engagement, and start building it. Our presentation will help you move beyond the employee engagement survey, to what comes next.

You'll learn:

- A fresh and practical perspective on employee engagement that can be quickly implemented within work teams, departments and divisions, as well as the entire organization
- The role engagement plays in building your organization's brand, and why you should be very concerned about leadership practices that create disengagement
- Where to start after the engagement survey results are in
- The key to creating sustainable employee commitment
- How you can develop managers to build employee engagement, and empower employees to build their own commitment
- How to make engagement go viral in your organization
- Case studies of how other organizations have successfully increased engagement



**Bob Danna**

Executive V. P. and
Chief Operating Officer



Measurement Best Practices in a World of Formal, Informal and Continuous Learning

(10:30 a.m. in HU 264)

In this session learning leaders actively grapple with how best to measure the results of their training and development efforts and present actionable information to the business. Most organizations have little more than reaction data—smile sheets—to show for their efforts. Real measurement provides actionable information to decision makers. The lack of alignment with the mission and operational goals and objectives and the paucity of meaningful impact measures are two of the main reasons that training is often undervalued and underfunded.

In this lively and interactive discussion, Bob Danna of Bersin Associates will review the current state of learning measurement. About half the session will be answering questions from the audience - so bring your most difficult or vexing measurement issues to simulate our discussion.

Lessons Learned:

- Why there is no single best approach to measurement and why the most important step is to get alignment with operational objectives.
- Best practices from high-impact learning organizations that are well along in the learning maturation process.
- The importance of delivering actionable results, tailored to the audience, that differentiate between process metrics (needed to manage the training function) and results metrics (that matter to line management).



Top Tools for Measuring Corporate Universities

(10:30 a.m. in HU 278)



Jeff Berk

Chief Operating
Officer



Judy Whitcomb

VP of HR, Learning &
Organizational
Development



Laura Zeitler

Manager, Learning
Technology
Administration
Services



Trish Uhl

Certified Professional
in Learning &
Performance (CPLP)
Coach



This interactive roundtable discussion will engage participants with a discussion on tools and techniques for measuring corporate universities and enterprise learning programs. Topics such as communication programs, dashboard creation, on-the-job reinforcement and other methods that when combined create a powerful solution to showcase a corporate university's value to learning leaders and business executives.

Discussion Points:

Please join this roundtable panel discussion to share how various companies:

1. Why Measure Corporate University Training?
2. Cases in Corporate University Measurement and Reporting
3. Corporate University Performance Solutions
4. Outcomes of Reporting Corporate University Training





Sal Venegas
Director, Learning &
Development



Beth Zadik
Program Director



**Developing People through Simulation:
Walgreens Transformation Experience**
(10:30 a.m. in HU 280 – SMART classroom)

Strategic Challenge:

Walgreens is undergoing a significant transformation, from your neighborhood drugstore to a retail health and daily living destination – a place that helps you get well, stay well and live well. This transformation requires everyone in every part of the organization to change, but how do you get 240,000 people in a 110 year old company to behave differently?

Learning Solutions:

Walgreens started with leadership. By creating a comprehensive solution that challenged Walgreens traditional view of leadership development, the Walgreens Learning & Development team built leadership capability and enabled business transformation.

In this session Walgreens and The Regis Company will discuss how they partnered to build a leadership simulation that drives the adoption of the new behaviors required by leaders and helps leaders see how their actions affect business strategy. During the simulation, participants work together in teams to make critical leadership decisions.

Participants also conduct debrief discussions as a group and in doing so, share best practices, concerns war stories, successes and failures. The debriefs and feedback help the participants deepen their understanding of how their decisions impact the system dynamics of Walgreens' business. The simulation is conducted in 4 rounds consisting of various tasks that present a broad spectrum of business questions and challenges for store leaders. Just like real life, decisions are time sensitive and may have unanticipated ripple effects.

Lessons Learned:

Walgreens and Regis will walk through lessons learned on the value of leveraging simulations as part of a change strategy and perspective on how to use simulations as part of a broader development plan to achieve impact.





Michelle Burke
Director, Learning
Strategy & Leadership
Capability



Learning Together: Using Collaborative Cohorts
A Sears Holdings Case Study
(2:45 p.m. in HU 224)

Strategic Challenge:

Designing a program that will engage and develop high potential leaders can be challenging, particularly when the group you are developing are extremely confident, geographically disbursed, and have very little time to devote to their own development. In order to engage a group comprised of these individuals, programs cannot be “events” and must engage each member in a way that makes them want more.

Learning Solutions:

In order to capitalize on the best practices that exist inherently within a group of high potentials and ensure that members of the cohort felt challenged and engaged in their own development, a cohort was formed that would last the course of a year. Over a year long program, the cohort would be structured to provide meaningful individual development as well as build trust among the group members. By introducing experiences that allowed for risk-taking, self-reflection, and sharing best practices, we were able to create a sense of belonging and a common frame of reference that did not previously exist. In this case, the cohort approach resulted in higher retention and stronger business results than previous years and when compared to high performers not involved in the cohort.

Lessons Learned:

While this experience resulted in many positive outcomes, a few lessons were learned along the way. For future cohorts, we would expand the executive champions of the program to give greater exposure to the participants, identify clear and consistent business measures for the mentoring portion of the program, and increase the number of group learning experiences to further shape the bond of the group.





**Stephanie
Sadowski**
Senior Executive



**Karen
Bychowski**
Senior Manager

**Accenture Case Study:
“unleashing the power of the ant hill”**
(2:45 p.m. in HU 248)



Strategic Challenge:

Drawing on the extensive experience of our 16,000 management consultants globally, Accenture Management Consulting helps clients identify and deliver value with pace, certainty, and strategic agility. Individuals work alongside top thinkers and leaders in industry and functions to make a real difference in the way the world’s leading organizations operate. Working across the spectrum of Management Consulting activities and industries, Accenture resources have greater opportunities to broaden their career and tackle complex, stimulating challenges. Hiring, developing and retaining talent while ensuring the right people are available at the right time in the right role is critical to ensuring the success of our talent and our clients.

Learning Solutions:

Our Management Consulting Development Program (MCDP) is geared specifically at recent college graduates, who join as a new Business Analyst. MCDP is an intensive two to three year program that helps our Business Analysts develop the essential core skills to be relevant to clients and successful as a management consultant.

Aimed at equipping talent with a “CEO Mindset”, MCDP takes a comprehensive approach to developing leadership skills. Throughout their time in the program, individuals are exposed to a spectrum of management consulting experiences across various specialty areas including: Analytics, Customer Relationship Management, Finance & Enterprise Performance, Operations, Risk Management, Strategy, Sustainability and Talent & Organization. They also participate in a robust classroom as well as on-the-job competency development activities.

Individuals in MCDP are encouraged to hone their leadership skills through participation and leadership in defined Action Teams which design and deliver a number of strategic initiatives both within geographic “hubs” and across North America.

Lessons Learned:

- Ensure support from all directions (leadership, HR, project managers, etc.)
- Leverage feedback to continually improve
- Tailor the experience to the individual to increase relevancy
- Leverage analytics to refine the recruiting profile and recruiting sources





Dave Vance
CLO, Professor & Author



Kent Barnett
Founder and CEO



**TDRp: The Evolving Standard for
Human Capital Reporting**
(2:45 p.m. in HU 247)

Strategic Challenge:

Talent Development Reporting Principles (TDRp) provides standards and guidance for the talent development profession in general and L&D in particular to use in planning, measuring, and reporting human capital initiatives. Put simply, it answers the questions of what data to collect and how to define, use, and report the recommended measures. This grass roots effort was initiated by Kent Barnett (CEO, Knowledge Advisors) and Tamar Elkeles (VP of Learning and Organization Development, Qualcomm) in the fall of 2010 and has benefited from the guidance of industry thought leaders and leading practitioners. TDRp is now complete for L&D, including principles, definition of terms and measures, and three recommended statements and reports. The outcome statement collects the most important business goals and learning's expected impact on them, clearly showing the value of learning to the organization's success. The effectiveness and efficiency statements collect all the quality and cost/activity measures. Customized management reports pull the most important measures from the statements to use in actively managing the function to deliver the promised results. An L&D summary report is recommended for the CEO and senior leaders while program reports as well as an operations report are recommended for the CLO and senior L&D leaders.

Learning Solutions:

Dave and Kent will provide a brief introduction to TDRp, an update on plans for 2013, and recommendations on implementation as well as answer questions from the audience. More information about TDRp is available at <http://TDRprinciples.org>.



From Learning to Performance

(2:45 p.m. in HU 264)



Bob Mosher
Chief Learning
Evangelist



Terry Hackett
Senior Manager -
Lead Designer



Goldie Fleming
CEO/CLO



Warren Lindley
DVP, OD &
Effectiveness



Alysa Parks
Global Director



For years our industry has struggled with the idea of blended learning. It was an attempt to mix modalities in a way that optimized learning experience. For many it didn't extend far enough for the learner. Continuous learning is an attempt to harness both formal and informal instruction. This session will address the challenges and opportunities of extending learning into the workflow.

Discussion Points:

To help guide the interactive discussion, our facilitator, Bob Mosher, Chief Learning Evangelist with Ontuitive, will focus questions and guide the roundtable conversation on some of the following discussion points ...

- How do you define “Continuous Learning” at your organization?
- Who are the key stakeholders in its success?
- What are the key ingredients in an organization that enables continuous learning?
- What tools enable it?

Lessons Learned:

- How do organizations define continuous learning.
- Who were the key stakeholders we need to engage.
- Is continuous learning measurable?
- What are the tools and methodologies available to make continuous learning successful?



Integrated Talent Management
(2:45 p.m. in HU 278)



Suzanne Sherry

Global Talent Development Director



Wendy Fencel

Global Director, Talent Development



Frank J. Anderson, Jr.

Past President, Defense Acquisition University



Kim Witt

Director, Enterprise Talent Management & Learning



Mike Loeffel

Director, Learning and Development



Strategic Challenge:

Integrated talent management efforts require organizations to focus on and connect three critical strategic areas: attracting and retaining critical talent, developing talent, and improving workforce performance. To improve talent management outcomes, organizations need to create and deliver a competitive employment value proposition, execute on executive talent development, and focus performance management efforts on initiatives that matter most.

This session will involve discussions relating to: acquiring talent with a strong employee value proposition that allows for increased access to candidates; enabling a development culture and network; driving Workforce Performance.

Discussion Points:

To help guide the roundtable discussion, our moderator, Suzanne Sherry with Johnson Controls, will cover some or all of the following discussion points:

- What are the top 5 most important attributes potential employees look for in employment opportunities?
- Are the attributes that attract potential employees, the same attributes that retain employees?
- How do Senior Leaders set a tone in enabling a development culture in an organization?
- What is the most effective strategy in realizing employee potential?
- Does performance equal potential?
- How do organizations define potential?
- How to organizations ensure the readiness of successors?





Mark Wojcik
Manager - Strategic
Projects



Jeff Carpenter
Principal



**Peer-to-Peer Workshop: Transformation
of a Learning Organization**
(2:45 p.m. in HU 280 HU 280 – SMART classroom)

Strategic Challenge:

There is often disparity between the role a learning organization *traditionally* plays and the one that is *best suited* to meet the needs of the greater organization and its core business objectives. As the learning organization “matures,” it either gravitates to more closely align with the organization’s business goals or is relegated by the business to being reactive and silo-based. Most often, it moves to somewhere in between.

The challenge for learning leaders is to proactively transform their organization to being a crucial and well-aligned business partner, to staff accordingly, and to gain the necessary budget and “seat at the table” that the profit-center departments earn by merely existing.

Learning Solutions:

This session will outline the “Learning and Development Capability Maturity Model” – a framework for aligning the learning organization to deliver predictive business value by assessing the capabilities of an organization’s learning and development function and then using the assessment to complete a transformation of a Learning and Development organization.

Lessons Learned:

During the first part of the session, attendees will gain an understanding of the overall model and each of its components, as well as the role and impact to each of the components has on the learning organization’s ability to transform to better meet the greater organization’s business goals.

Attendees will then rate their own learning organizations and work collaboratively to outline best practices for overcoming identified key issues. These best practices will be shared with the entire group.

By working collaboratively on their real-world strengths and weaknesses, attendees will also meet other learning leaders who have recently overcome similar issues or, at least, share the same issues – in order to facilitate peer discussions long after the session ends.





Kery Mortenson
Sr. Manager Training
Effectiveness



Tim Gillum
Sr. Manager Quality -
Training

**Ledge Walking Technology:
Using Simple & Predictive Tools**
(4:00 p.m. in HU 224)



Strategic Challenge:

The current landscape of our business environment is full of new and exciting challenges for performance technologist to navigate. We are in the midst of a generational changing of the guards with respect to workforce leadership, the evolution of technology at a more rapid rate than ever before and increased regulatory scrutiny resulting from questionable practices within several industries. As a result, organizations are required to ensure that their human capital is ready to meet the challenges of today while keeping pace with the evergreen and socially naked dynamics of remaining competitive in the global economy. It is within this archetype that performance technologist can leverage Ledge Walking Technology to rapidly drive systematic improvement.

Learning Solutions:

Ledge Walking Technology (LWT) is a creative and measurable conceptual blend of performance technology tools with the strategic needs of the organization. The innovative nature of this conceptual blend breathes new life into the tried and true standard tools of performance technology, and leverages blended measurement tools and colorful story telling techniques. The practical application of LWT rapidly enables the performance technologist to identify, select, communicate, implement and measure both instructional and non-instructional solutions. Each of these systematic stages of the performance technology process presents the technologist with challenges we like to call ledges. It is these ledges that we must rapidly decide to either pull our organizational leaders from or simply push them off.

Lessons Learned:

The session will utilize a conceptual blend of Gilbert's 6-cell, Brinkerhoff's measurement tools, fundamentals of transformational learning, and the tools of rapid job analysis. Each of these tools and fundamentals have individually demonstrated organizational results as demonstrated through the publications of Gilbert, Brinkerhoff, Mezirow and an array of performance technologist. This conceptual blend systematically links these proven tools and fundamentals in a simple, quick and measurable context for the performance technologist. Additionally, this workshop will leverage qualitative analysis and reporting as a method of linking performance technology to the underpinnings of any organization.



**Measurement Tips & Techniques for
Collecting, Analyzing and Implementing Action Plans**
(4:00 p.m. in HU 264)



Greg Brisendine

Principal
Measurement
Consultant



Mike Livingston

Director, Operations
Motorola Solutions
Learning



Bob Danna

Executive V. P.
and Chief
Operating Officer



Dave Vance

CLO, Professor &
Author



How does training measurement translate into action? How do action plans developed from training measurement drive the organization forward? This panel of measurement practitioners will explore in an interactive discussion, not just about how they collected useful metrics about their training efforts, but how they used that data to develop action plans that moved their organization forward.

Discussion Points:

To help guide the roundtable discussion, our moderator, Greg Brisendine with Intrepid Learning, will cover some or all of the following discussion points:

- What data did you find already in your organization that informed your action plan? (i.e. employee turnover metrics in support of onboarding)
- What other groups/departments did you include in your action planning? (i.e. IT, Human Resources)
- What was the most actionable data you collected? (i.e. Level 1 survey, transaction error reports)
- What measurement results or action plan was most compelling for senior stakeholders?



Developing Executive Leaders

(4:00 p.m. in HU 248)



Kevin Munson

Chief Learning Officer



Michel Koopman

Chief Executive Officer



Jenny Smith

Director, Leadership Development



Kathy Larson

Managing Director, Commercial Business



Ruben Bonales

Sr. Director, Learning & OD



With today's business pressures on having solid strategies in plan for developing the next generation of executives, Kevin Munson, CLO at Sears Holdings Corporation, will moderate this interactive roundtable discussion. The discussion will also address typical major challenges encountered when developing executives.

Discussion Points:

To help guide the roundtable discussion, some or all of the following discussion points on "desired/ideal state" are likely to be addressed, with an emphasis placed on development experiences:

- Modifying development based on organizational strategy
- Emphasis on in-depth versus wide range of experiences
- Provide early versus late development
- Different opportunities given for specific positions



Insights & Strategies for Mentoring and Informal Learning
(4:00 p.m. in HU 278)



Pamela Meyer

Director of the Center
to Advance
Education for Adults



Kelli McMiller

Strategic Engagement
Leader at The
Kaleidoscope Group



Julie Benesh

Assistant Professor in
Organizational
Leadership at The
Chicago School



Roy Whitmore

Principal at
W Consulting &
Mentoring Group



This past year DePaul University's Center to Enhance Education for Adults (CAEA) conducted a series of reflective conversations and experiential learning activities to better understand the nature, context and best practices for mentoring and informal learning in business, non-profit organizations and higher education. In this session, panelists will share the insights that emerged from this inquiry, as well as strategies to enhance mentoring and informal learning in your organization.



Intersection of Millennials and Social Learning: Mobile & Gamification
(4:00 p.m. in HU 280 HU 280 – SMART classroom)



Matt Donovan

Executive Director,
Client Services



Rose Benedicks

Course Director



The use of gaming elements is more prevalent outside the gaming community than ever. Millennials have matured in a society where gaming is part of everyday life. The purpose of this panel is to explore how mobile and gamification create a pull effect and drives engagement in social learning spaces. During this panel session we will explore examples of gamification and discuss how elements of gaming are applied in non-gaming media.

The second part of this session will involve asking a panel of Millennials questions about how they learn in the work environment, including:

- How do you learn to do something for the first time?
- How do you learn to do it better?
- How do you refine what you have learned?

