



**Tom Griffin**  
CLO



## **Creating a Culture of Servant Leadership**

*(8:30 a.m. in Fox River Ballrooms)*

As vice president of organizational learning and chief teaching officer for U.S. Cellular, Tom is responsible for the design and execution of the company-wide learning and organization development strategy. In this role, he ensures that associates and leaders at all levels are provided with the training, education and developmental experiences needed to deliver the ideal customer experience and build a culture of sustainable excellence.

Prior to being named vice president, Griffin served as senior director, leadership and organization development, assuming responsibility for cultivating an effective leadership team, succession and performance management, and culture development. Before joining U.S. Cellular in 2000, Griffin held a variety of positions focused on leadership & organizational development with SBC/Ameritech, Texas Instruments, and the U.S. Army. He has extensive experience in the leadership & organization development field, change management, and adult learning methodology.

Griffin holds a bachelor of science degree in computer science from Fitchburg State College; master's degrees in general business and management of engineering technology from Amber University; a master's degree in organization development & change management from the University of Texas at Dallas; and a doctorate in organization development from Benedictine University. He is a published author, frequent conference speaker, and a U.S. Cellular President's Award winner. He and his wife reside in Algonquin, Ill.



**Jeff Malehorn**  
CEO



## **Leadership Skills for a Reset Economy**

*(1:00 p.m. in Fox River Ballrooms)*

Jeff Malehorn, a GE Company Officer since 2001, is the leader of Commercial Distribution Finance (CDF), a unit of GE Capital, Americas. CDF is a leading provider of specialized financing products and services that facilitate the manufacture, distribution and sale of consumer durables including: watercraft, motorsports, RVs, manufactured housing, technology products, electronics, appliances, and trailers. Additionally, Jeff serves as Co-Leader for GE Capital, Americas\* Commercial Council – the designated forum for best practice sharing.

Prior to this role, Jeff served four years as President and CEO of GE Healthcare Financial Services, a provider of capital, financial solutions, and related services for the global healthcare market.

An experienced global leader who has spent the majority of his career growing financial services businesses, Jeff served as President and CEO of GE Commercial Finance's Global Financial Restructuring business based in Tokyo, where he helped drive global business growth buying distressed debt in Europe, Asia and the Americas. He also led GE Real Estate's European business for three years based in Paris, and has managed GE Real Estate's U.S. debt and equity originations, and the senior living, hospitality and related operations-based ventures. Throughout his career, he has held positions in risk, portfolio and operations management as well as business development and process improvement.

A 25-year GE veteran, Jeff started his career in the Financial Management Program and later conducted and led numerous financial and operating business reviews with a four-year leadership development assignment in GE's Corporate Audit Staff.

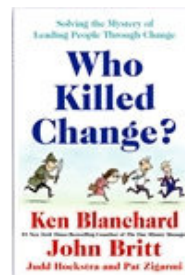
Passionate about giving back to his community, he is GE's Corporate Citizenship Leader for Chicago, a Campaign Cabinet Member for United Way, Executive Advisor with the Metropolitan Planning Council and a Business Leadership Representative for Workforce Chicago. Jeff is also a Regional Board Member for the American Heart Association, Junior Achievement and Building with Books.



**Judd Hoekstra**  
Author  
**Ken Blanchard**  
COMPANIES

## Solving the Mystery of Leading People Through Change

(9:15 a.m. in Fox River Ballroom)



Enjoy this entertaining and educational skit based on the book *Who Killed Change? Solving the Mystery of Leading People Through Change*. A question and answer session with one of the book's authors, Judd Hoekstra, will follow.

### Strategic Challenge:

Nearly 70 percent of all change initiatives fail. It doesn't have to be this way. Most change efforts get derailed or fail for predictable reasons. But many leaders aren't aware of these reasons and make the same mistakes again and again. Solving this challenge now is more important than ever in today's economic climate.

### Learning Solutions:

So, who or what is killing change? This clever whodunit seeks to answer this question as it introduces a Columbo-style detective, Agent Mike McNally, who's investigating the murder of yet another Change. One by one, Agent McNally interviews some of the prime suspects that everyone will recognize from their own workplace – Culture, Sponsorship, the day-to-day Change Leadership Team, Budget, Accountability, and others. You'll be inspired to learn more and become an effective change agent in your own organization.

Following the 30-minute skit will be a question and answer session with one of the book's authors, Judd Hoekstra.

### Lessons Learned:

- While many things can go wrong during a change initiative, change fails for predictable reasons and most of these can be traced back to ineffective leadership
- Most change leaders want to do a good job, but they do not know what a good job looks like. Consequently, the results achieved are far less than what was envisioned at the outset
- People are not so much resistant to change as they are resistant to being controlled. Gain people's commitment by giving them opportunities to get involved and influence the change process
- Quickly assess what's working and what's not working within your real change initiatives. Use the questions and practical recommendations in the concluding chapter of the book to develop a plan of action

**Edward Prentice III**

President

**PJ McGuire**

Protocol Consultant

**Modet**

## **Engaging Your Millennium Workforce Using New Learning Technologies**

### **Strategic Challenge:**

Millennials grew up with cell phones, video games and laptops while the Baby Boomers were just happy to have color televisions during their childhood. Due to these vast differences in childhood experiences, learning and development for millennial employees requires a new and innovative approach. In order to retain millennials, they must be engaged and for their generation engagement requires a strategic use of the latest technology and engaging media in order to help them learn and expand their skills. This informative session will provide real world examples of how technology and media are effectively used to train and engage millennial in the workplace.

Two subject matter experts *Ed Prentice III*, Founder & President of Centrax ([www.centrax.com](http://www.centrax.com)), an e-Learning & Second life development firm ([www.centraxsl.com](http://www.centraxsl.com)) and *PJ McGuire*, Founder & President of Modet Inc. ([www.modetinc.com](http://www.modetinc.com)), a business etiquette, international protocol and soft skills training firm have teamed up to show how technology and training can be seamlessly merged to help young professionals.

### **Participants will:**

- Gain a basic understanding of the differences in how millennial, gen x and baby boomers relate to technology and media
- Leave the session with a clear understanding of how technology, L&D content, and rich media can be blended to best engage millennial
- Identify a current millennial challenge and identify potential technology based solutions

## Strategies for Measuring Business Impact



**Diana Thomas**  
VP US Training



**Ron Kantor**  
Measurement Strategist



**Chris Moore**  
President



**Merrill Anderson**  
Principal



Most learning leaders agree they should enhance the current measurement strategy, monitor certain metrics on an ongoing basis and strive for greater visibility to business impact. But many can't get out of the starting blocks, for several reasons. As a result, many learning leaders are faced with a decision to "measure now or measure later?"

You've heard the saying "there's no better time than the present." We could apply that phrase to just about anything in life where we're trying to produce positive results – a healthier lifestyle, saving for retirement, etc. You clearly understand the consequences if you procrastinate too long in any of those areas. Couldn't we say the same about learning measurement?

The purpose of learning is to produce a positive impact on results, and the purpose of measurement is to make better, more accurate decisions. So if you could make informed decisions about impacting results from learning, why would you knowingly put that off?

Unfortunately, there are many reasons why. In fact, in most cases, they're the same reasons we don't exercise regularly or implement a steady savings plan. Perhaps we're too busy, or we don't have enough funds after our general expenses. The truth is, most of us don't make those tasks a priority. When we don't, we put our future and livelihood at risk. And that's exactly what happens when you continue to push learning measurement off to next month, next quarter, and next year.

No one loses all their extra weight at once or saves a huge nest egg in a couple of months. It's the same with learning measurement. You have to start sooner than later and take an incremental approach. It's the small steady steps forward that yield the big pay off down the line. Learning measurement is no exception to that rule.

This panel examines the big reasons to get started measuring your learning function today and makes common sense suggestions for how to take an incremental approach to get to the full impact measurement we all know our business partners would like to have to run their operations more successfully.

Our panelists and measurement expert facilitator will discuss real hurdles to measurement, and the strategies they're employing to leap beyond and deepen measurement activities that will increase learning's enablement of the business.

## Meeting Generational Learning Needs through e-Mentoring



**Randy Emelo**  
Moderator



**Talethea Best**  
Sr. Program Mgr



**Tim Aleck**  
Director



**Danielle Krupinski**  
Manager



**Linda Crisanti**  
Manager



Does your workforce span multiple generations? Do you need to spark interest and conversation in your organization around how to meet the learning needs of the different generations? Are you looking for ways to help employees understand one another and overcome generational barriers?

During this session, we will work together to explore and understand:

- The generations present in today's organizations.
- How different generations view learning and mentoring, and the expectations that they have around such practices.
- Ideas for communicating with each generation.
- How e-Mentoring and social learning can bridge generational gaps.

Come join a discussion on how to transform generational barriers into strengths within your learning and development practices, with a special focus on e-Mentoring and social learning practices. Randy Emelo, President and CEO of Triple Creek Associates (creators of Open Mentoring®), will share emerging understandings around generational differences in the workforce and how to leverage those differences into opportunities. Randy will be joined by a panel of learning experts from AON, Baxter, CDW, and Hewitt Associates to further explore the generational issues facing today's evolving workforce.



**Sue Deisinger**  
Sr. Account Executive



**Michelle Reid-Powell**  
Director of Training/Leadership  
Development



## **Potbelly's Reality Sandwich: Culture, Collaboration and Training**

### **Strategic Challenge/Learning Solutions:**

With more than 200 stores and growing, Michelle Reid-Powell was charged with building a high touch/low-tech, values-based business training curriculum to drive profits and growth.

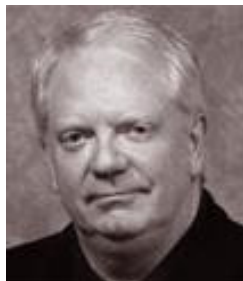
### **Lessons Learned:**

In this Social Media and eLearning-focused world, creativity and hiring people who "connect" are more important than technology.





**Don Beeman**  
Director



**Rod Mebane**  
Partner



**Michael Gaines**  
Partner

## **Developing Learning Agility at the Leadership Levels: A Multi-Dimensional Strategy**

Organizations prosper when they have learning-agile leaders. These are people who, in the words of CCL president, John Ryan, “thrive in new and difficult situations – clear thinkers who ... like to learn and can quickly apply new knowledge and, most importantly and not surprisingly, who deliver results, even in new situations.”

Unfortunately, many organizations do not have enough learning agility at the top and instead face significant challenges at the leadership levels. In one way or another, their leaders are not managing as effectively as they should during these demanding times, and there are significant ripple effects on employee engagement, productivity, and bottom-line business results. So, it is vital that organizations raise the bar and commit to a leadership development strategy more seriously than they ever have before.

In doing so, there are some important conditions for success in the design of a program:

- The program should be thought of as an integrated experience, not an event.
- The program should include complementary development components.
- Senior leadership needs to own (and participate in) the program.
- The selection criteria and process should ensure that strong leadership candidates are identified. The program should be regarded as selective.
- Participants need to be highly committed.
- Participants should be able to develop a tightly networked cohort.

With these design principles in mind, we will present an integrated leadership development model created by the St. Charles Consulting Group that has nine different dimensions of potential activity. And, with that context in place, we will share a variety of success stories, looking first at three companies on the West Coast – Cypress Semiconductor, Autodesk, and Synaptics – and some of the creative things that they have done in the areas of program design, content selection, candidate assessment, and impact evaluation.

Then we will take a deeper dive into work that has been done at Grant Thornton, a professional services firm with headquarters here in Chicago. For a number of years, Grant Thornton has sponsored a program it calls LEADS – for leadership development “from campus to partner.” Through the LEADS initiative, Grant Thornton University delivers leadership development programs at nationally sponsored conferences and promotes leadership skill development at local office learning sessions. Web-based leadership development courses and other online performance and learning resources reinforce these programs.

More recently, advanced work has created a partner development framework that is responsible for enhancing capabilities at Grant Thornton’s senior leadership levels. Two hallmark programs – the Partner Executive Program and the Partner Leadership Program – will be featured. These were instrumental in Grant Thornton’s being selected as a 2009 ASTD BEST award recipient.

Join us for some learning-edge thoughts on the importance of making a rock-solid commitment to learning agility and a long-term investment in leadership development. In the words of author Jim Collins, “Creating something exceptional is not a matter of chance. It is a matter of choice.”



## Why Changes In Customer Expectations Are Wreaking Havoc On Contact Centers – and Three Ways You Can Circumvent it !



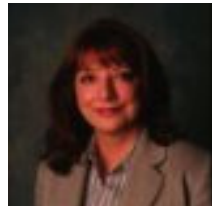
**Dina Vance**  
Moderator



**Libby White**  
Unit Manager



**Judy Matijevich**  
Formerly SVP



**Fran Horner**  
Sr. Director



**Brian McGoldrick**  
Manager



### Strategic Challenge:

Changes in customer expectations are wreaking havoc on contact centers in virtually every industry. Learn what is driving the changes in customer experience and more importantly, learn what you can do to improve this experience, hold on to your customers and maintain your brand in today's tough business climate.

### Learning Solutions:

By attending this session, participants will hear about

- The changing profile of today's customer, what's driving those change and how to manage their ramped-up expectations.  
Today's customers are more savvy, more emotional and when they call into a customer service center, they've likely already tried to solve the problem themselves through online and other technology channels. So, at the point of first contact with your customer service agent, they are likely to be frustrated, irritated and potentially explosive. Also, customer experience is increasing being shaped by other people's experiences through social media, and the potential for damage to your brand is enormous.
- The pitfalls of off-shore customer service – and the potential benefits of near-shore customer service. Difficulties understanding an accent and cultural differences can fan the flames of customer dissatisfaction. Since customers are more savvy today, they have higher expectations and poor customer service from offshore agents will leave them even more frustrated.
- How to develop your employees – both the front line agents and your leadership. The presentation discusses:
  - The types of skills and development that customer service agents need to succeed
  - The type of organizational structure needed to accomplish these changes
  - The peril of knowledge leaving with baby boomers and how this can be avoided
  - How to accommodate the different styles of learners. This is especially important with the younger generations – the Millennials and Generation Y – who were raised on video games and information on-demand.

### Lessons Learned:

Protect your company's brand, retain customers, convert prospects and gain a competitive advantage by implementing these best practices where they count – in your contact center. These lessons are crucial for any organization trying not just to survive today's economic climate but to come out ahead.



**Marty Rosenheck**  
Chief Learning Strategist



## Accelerating Speed to Proficiency using Cognitive Science Principles

### Strategic Challenge:

The goal of training is to produce highly proficient performers in as short a time as possible, resulting in substantial benefits and savings to the organization. Although organizations invest substantial resources in training, many learners find that they can't perform without substantial help and support following the training events. It can take months or even years before they become proficient performers, especially for complex jobs. One reason for this is that people learn by doing, and oftentimes training programs are designed to impart content, rather than let people gain the essential experiences they need to perform on the job.

### Learning Solutions:

Using strategies from the cognitive learning sciences, instructional designers and performance technologists can significantly accelerate the process of developing proficient performers by providing them with a systematically constructed case-based curriculum. We'll see how to design a learning model that incorporates the five principles of Performance Centered Learning ®:

- Learning by doing
- Systematic set of experiences
- Teachable moment
- Integrate knowledge and skills
- Community of learners

In this highly interactive session, you will receive practical tips and guidelines for developing a case-based curriculum that increases speed to proficiency.

### Lessons Learned:

- How Performance Centered Learning can increase speed to proficiency
- The cognitive research based underpinnings of Performance Centered Learning
- How to apply the five principles of Performance Centered Learning to curriculum design



**Kathy Granger**  
Vice president



**David Ryan**  
Managing Partner

**Gray Matters  
Group**

## Creating Sustainable Behavior Change to Deliver Training ROI

### Strategic Challenge:

Research shows that only 15% -20% of participants do something better, different, and sustainable after a typical learning intervention. How do we drive transfer and application back on the job to make a measurable difference with a greater percentage of learners? Learning reinforcement has to be delivered on-the-job to ensure that new skills and behaviors are practiced as part of work, not apart from work.

### Learning Solutions:

We will present an example of an integrated learning solution that incorporates many Best Practices in post-program learning transfer and support that have delivered measurable ROI for clients.

### Lessons Learned:

Creating a comprehensive post-program learning support system that delivers results to clients requires the engagement of *all* stakeholders:

- Participants, who set and work on challenging goals with the expectation on improving their effectiveness
- Managers, who hold participants accountable for applying new skills *and* provide coaching and support
- Executive Sponsors, who hold managers accountable for coaching their direct reports around new skills
- Learning Leaders, who monitor goals and progress and share success stories with sponsors
- Facilitators, who proactively stay in touch during the application period to motivate action and guide new behaviors



**Tom Barfield**

Director of Knowledge  
Management



## **Communities: Bridging Gaps between Formal and Informal Learning**

### **Strategic Challenge:**

80% or more of our learning happens outside the boundary of formal learning events.

### **Learning Solutions:**

In this session, we'll discuss Accenture's collaboration strategy and how it is being applied in the form of communities to create opportunities for our people to learn from each other. Specific areas we'll cover:

- Drivers for focusing on collaboration and communities
- Organizational cultural elements that are important for communities
- Motivational factors important to learners
- Success factors in developing communities
- Demonstration of Accenture's community capability



**Mark Bocianski**

Vice President



**Aaron Olson**

Director



## Components of a “World Class” Leadership Development Experience

### Strategic Challenge:

Since 1940, Hewitt Associates (NYSE: HEW) has provided leading organizations from around the world with expert human resources services to help them anticipate and solve their most complex benefits, talent, and related financial challenges. Hewitt consults with companies to develop and implement HR business strategies covering retirement, health management, compensation, and talent management. Through our outsourcing solutions, Hewitt delivers health care, retirement, and HR programs to millions of employees, their families, and retirees. Located in more than 30 countries, Hewitt employs approximately 23,000 associates.

In order to continue to accelerate the growth of the business Hewitt needed to build stronger general management capability in their emerging leaders around the world. Doing so in a traditional way meant significant travel expense and time away from business operations—something Hewitt leaders wouldn’t entertain. This led to an innovative approach to leadership development and a close partnership with Harvard Business School to execute on the program in a virtual way.

### Learning Solutions:

Hewitt’s requirements for this new leadership development program for emerging leaders included:

- Focus on key skills that will help leaders accelerate business growth
- Offer a global solution that could reach leaders in any country around the world;
- Deliver a consistent, high quality program that will engage the best thinking of these leaders on real business issues;
- Incorporate practical business application and bring the learning close to the work; and,
- Generate material business results through execution of the program.

In partnership with Harvard Business Publishing, Hewitt delivered a program rooted in Hewitt’s business challenges, designed to build stronger general management. The program incorporated leadership development best practices: Assessment, Coaching, Exposure, Networking, and Action Learning.

The program was organized by Hewitt’s Expectations for senior managers and sequenced according to priority areas identified in the executive talent review—a business routine Hewitt put in place to assess the capabilities of their leaders against the strategic areas of focus for the business. In order to reach the global audience, the program was delivered entirely virtually and offered over several months. A carefully designed mix of elements (case studies, interactive discussions, videos, webinars, and articles) created a rich learning experience.

### Lessons Learned:

The notion of a diversified leadership solution that that is not dependent upon face-to-face events will gain more momentum. What is sure to change is a renewal of interest in virtual learning, social networking, and coordinated leadership development interventions like mentoring, coaching, and the use of developmental assignments and rotations. Previously positioned as alternative learning methods, they will be seen as the most efficient and effective way to teach global audiences. This being so, new and emerging technologies will continue to disrupt the learning and leadership development space and form a set of “next practices” we will need to embrace.



**Sheri Jeavons**  
Founder/President



## **From Boring to Engaging: Develop and Deliver Webinars that Wow**

### **Strategic Challenge:**

Companies everywhere have implemented travel moratoriums and are relying more on web-based communications. Business meetings, training events, sales calls and collaborative efforts are now taking place online. If you've ever participated in one of these events, you may have been less than impressed. Chances are, the presenter did not hold your attention and you ended up multi-tasking. Even worse, if you've hosted one of these events, your audience may have done the same to you! No matter what software platform your company is using, you still need to develop compelling content, sound enthusiastic, create interaction and keep people engaged. That has nothing to do with software. It has everything to do with YOU!

### **Learning Solutions:**

Sheri Jeavons will conduct a mini-workshop for attendees to create content for their own online events and volunteers will be selected to practice delivering their online presentation. Sheri will provide personalized coaching on their vocal variety, enthusiasm and content, allowing all attendees to see how their own presentation style and content can be altered to create a more dynamic and effective training event.

Throughout the session, Sheri Jeavons will model the skills she is teaching. Participants will receive a worksheet providing step-by-step instructions to develop content for their own online event.

### **Lessons Learned:**

- Transform face-to-face meetings and training sessions to work on the web
- Practice key competencies to engage and empower audiences remotely
- Learn how to maximize your own vocal energy
- Learn the *Webinars that Wow* format for developing presentations
- Set guidelines for focused participation
- Develop interactive slides to keep participants focused and engaged
- Identify strategies and tools to captivate your audience
- Use tools effectively to interact and engage your audience
- Techniques to handle questions remotely



## Mentoring - Getting Started, Getting Traction, and Getting Results



**Roger Turnquist**

Moderator



**Catherine Marienau**

Professor



**Barbara Keating**

Director of Clinical

Learning



**Sonya Metz**



A Promise for Life

Join this lively panel discussion as we share practical implementation steps in all phase of mentor implementations. The panel has significant experience in positioning their mentoring programs as a valuable people development resource. They will share their experiences and have allocated time to respond to your questions.

### Strategic Challenge:

Mentoring as a people development strategy can be challenging to quantify and to implement because everyone has their own opinion about what works. Each organization has its own people development challenges and strategies and mentoring when used effectively can contribute to meeting those challenges. Targeting specific outcomes, with measureable results often keeps leaders from fully endorsing mentoring initiatives.

### Learning Solutions:

Panelists will share how they have positioned mentoring in both “traditional” and non-traditional ways. Some of the most interesting solutions are when mentoring is paired with other learning activities, providing a comprehensive set of activities. These and other implementation ideas will be shared.

### Lessons Learned:

Some mentoring implementations work better than others. Panelists will share what they did that worked and the lessons learned from implementations that were not as effective as planned. Those attending the session who want to secure feedback regarding their own upcoming implementations will be able to test their ideas with the panelists.



**John Graziani**  
Sr. Learning Partner



**Dianna Anderson**  
CEO



## Integrating Coaching Based Learning into Your Organization

### Strategic Challenge:

Increasingly, organizations are facing the challenge of engaging leaders to integrate coaching approaches into their day-to-day conversations. While there are compelling business reasons to move in this direction – attracting and retaining talented younger workers, building more collaborative relationships inside and outside the organization and making development a natural part of daily interactions, to name a few – actually making the transition can be more challenging than expected.

In this interactive presentation a learning leader from Harris Private Bank will share what his organization has learned so far on their journey to integrate coaching-based leadership into their organization. Dianna Anderson, CEO of Cylent, will guide this conversation, sharing insights she has gained from helping Harris and other organizations travel down the road to making coaching-based leadership an integral part of the organization.

### Participants will:

- Learn about the business case for coaching-based leadership
- Experience the difference between coaching and problem solving
- Gain insight from a learning leader who is traveling this path



**Dave Batt**  
CEO



## Unlock the Secrets to Informal Learning in the Enterprise

### Strategic Challenge:

Informal learning has been a hot topic, yet many learning professionals have labeled it as the 'holy grail' of their field. But in spite of the challenges organizations face in getting their arms around informal learning in the workplace, opportunity has emerged to apply Web2.0 technologies to bridge previous gaps.

### Learning Solutions:

More and more organizations are looking to Web 2.0 technology to address business challenges they face with leveraging informal learning across a distributed workforce. This session will explore how to apply Web 2.0 technology to informal learning projects and how these principles can drive tangible business results.

### Lessons Learned:

- The business challenges organizations face within informal learning
- Areas where Web 2.0 technology can be applied to informal learning indicatives
- Case Study examples of companies who have leverage informal learning success stories
- Key points to consider when evaluating Web 2.0 vendors

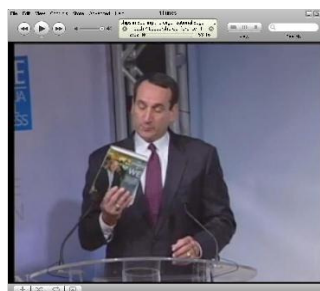
## Leadership & Collaboration Book Discussion



**Matt Woolsey**  
VP US Training



**Lisa Callahan**  
President



**Jonathan M. Tisch**  
CEO



### Strategic Challenge:

As corporate learning and talent teams explore innovative ways to help support informal learning in their organizations, facilitated book discussions using readily-available online resources can be organized without large budgets.

### Learning Solution:

After conducting quarterly leadership book discussion for two years in Chicago and more recently in Milwaukee, and Indianapolis, we're excited to announce our first leadership book discussion as a breakout session at this year's conference.

We will continue to use our enhanced format for our leadership book discussion instead of offering you only one complimentary Business Book Review (BBR), we will be facilitating a discussion on two leadership books in two formats:

1. Business Book Review (BBR), 8 - 9 page summaries AND
2. iTunes University, a 55 minute downloadable video

To download these multi-media resources, visit our [September 11<sup>th</sup> 'Events'](#) calendar on [www.learningexecutive.com](http://www.learningexecutive.com) for links for you to access the following:

- ***The Wisdom of Crowds*** (2004, James Surowiecki) – 9 page summary BBR
- ***The Power of We: Succeeding Through Partnerships*** (2004, Jonathan M. Tisch) – 8 page summary BBR
- To watch Jonathan M. Tisch, Chairman & CEO Loews Hotels, tell his story by watching an archive video presentation he gave at Duke in Oct '06), you first need to install iTunes application to your computer and search the iTunes store for the "Title" ***The Power of Partnerships in Seeking the Organizational Edge*** and then select "Get Movie" from the results.

### Interested in using book discussions in your own organization? Here are some lessons learned:

- Limit sessions to less than two hours, but encourage collaboration and networking time
- Leverage more engaging small group discussions – allocate 10 minutes at the end of the session for each small group to share with the larger group
- Recommend book summaries as "optional" – some leaders prefer to read more in depth
- Create regular schedule (e.g., quarterly or monthly) while picking current business book titles that are relevant to the current workplace dynamics

## What's Trust Got to Do with It?



**Judd Hoekstra**  
Moderator



**Cynthia Olmstead**  
President



**John Higgins**  
Accenture



**Ron Kantor**  
Measurement Strategist



A panel of business and thought leaders will discuss how they have learned the importance of trust in building and maintaining strong collaborations. They will share situations where they had to develop trust to achieve desired business outcomes.

### Strategic Challenge:

Business collaborations of all kinds require a foundation of trust from the start to maximize results. Without trust, leaders cannot effectively influence others and they struggle to execute their strategic agenda.

Everyone acknowledges that trust is valuable and imperative. Yet, most of us do not consciously pay attention to the issue until it is broken. Even when we recognize that trust has eroded, we struggle to discuss it objectively and find it challenging to rebuild.

### Learning Solution/s:

Knowing how to address trust requires having a common understanding of its *core elements*. The absence of just one has the potential to completely erode trust in a relationship. We will talk about the four critical factors in building and maintaining trust and apply them to our panelists' business examples.



**Corinne Miller**

Founder &  
Principal



## Managing Organizations that Include FLEX-Workers Requires New Skills

### Strategic Challenge:

It's a new world order. Today's organization can easily include employees who utilize various flexible work options: telecommuting full or part-time, remote working, compressed work weeks, or flex hours. This means that managers need to manage performance, design workflows, reward and recognize, and develop employees in new ways. How can managers, especially experienced baby boomers, learn the techniques, tips, and practices needed to manage such organizations? Learn from the real world experience of the speakers as well as the latest industry data.

### Learning Solutions:

Learning the new skills for managing organizations that include employees who utilize flexible work options, for some, can be un-learning what has made them successful thus far. The learning solutions include education, mentoring/coaching, and experience – both in-person and virtually, some synchronous and some asynchronous. Job-aids are also helpful. A strategic plan to meet the varying needs of this varied target audience is key.

### Lessons Learned:

Learning professionals are key to enabling the organization to operate in the new world order of flexible work options. First and foremost, learning professionals need to bring **awareness** that new skills are needed. Too many times managers trivialize, ignore, or are simply ignorant of the impact of managing such an organization.

Employing **holistic learning solutions**, i.e., education, mentoring/coaching, and experience – both virtually and in-person as needed by the learner is key.

Real world trainers and mentors/coaches are critical. Today's managers find credibility in learning from those who "have been there done that" versus trainers or coaches who read a script. **Context** is king.



## The Future of Sales Training



**Brian Lambert**  
Director, Sales  
Training Drivers



**Terri Calvert**  
Sale Training &  
Coaching Manager



**Alysa Parks**  
Director of Talent  
Development



**Kevin Himmel**  
Manager Director



**Yvonne Wilson**  
Director for Custom  
Sales Solutions



### Strategic Challenge:

For the past 10 years, a shift has occurred in the state of sales professionalism and training. Key players from sales management, sales operations, sales training and sales academia have teamed to create new strategic initiatives that provide a dramatic shift in the selling occupation; a shift you cannot afford to ignore. Attend this session to learn the very latest trends and initiatives through a practical and lively panel-discussion of industry thought leaders. As individuals responsible for sales development and sales performance, you will have an opportunity to leverage the specialization and skill from others in all types of industries. Learn the various perspectives on sales competency, sales coaching, sales process improvement, and entry-level sales skills.

This interactive panel discussion will highlight the various roles that are needed to make the new selling reality happen. Panelists will outline key initiatives such as the latest trends in sales training, the importance of sales coaching,

### Attendees will gain:

- Insight into the competencies of sales trainers, sales people, sales managers, and sales operations employees
- Learn new and exciting ways to improve salesperson engagement through continuing education opportunities focused directly on their profession

## **CLO/CTO Roundtable: Collaboration and Informal Learning**

*8<sup>th</sup> Annual Chicagoland Learning Leaders Conference*

*(4:15 p.m. in Fox River Ballroom)*



**Mark Bocianski**  
CTO & Moderator



**Don Vanthournout**  
CLO



**Tim Aleck**  
CTO



**Paulo Goelzer**  
President & CLO



**Jane Dowd**  
CLO



An engaging forty-five minute Q&A session of senior Chief Learning Officers sharing insight on Collaboration and Informal Learning at the 8<sup>th</sup> Annual Chicagoland Learning Leaders conference.