Driving CONSISTENT Business Results @ Brunswick
(8:30 a.m. in HU 224)

Jim Fox

President, Bowling Retail

For more than 165 years, Brunswick Corporation has strived to make the best products and is the market leader in the marine, fitness, and bowling and billiard industries. "We have the number one global market share in all our businesses and there's a reason for that—it doesn't just happen," said Dusty McCoy, Brunswick chairman and CEO, "It starts and ends with our people. We have to give employees the skills that help them, and make them believe that they can go anywhere in the world and be successful. As a result, they drive more success than we could ever imagine."

This dedication to employee development is illustrated through the many learning opportunities that Brunswick offers their employees. In April 2012, they launched Brunswick University, an online platform that allows employees to learn together through webinars and web courses. Their three-year Financial Leadership Development Program exposes financial staff to multiple other areas of the company with the goal of helping the team develop the technical, business and leadership skills that will support the company's growth. In terms of higher education, Brunswick not only offers tuition reimbursement, but their exciting new pilot program "Brunswick Excel Acceleration Degree Program" helps employees at their Mercury Marine division gain college credit for prior learning experiences such as work training, community or volunteer work and the military.

It is clear that Brunswick's consistent efforts for employee development are paying off, because as Mr. McCoy states, "Continuity of growth and development is what makes companies successful."

Industry Trends with i4cp's Latest Research
(9:00 a.m. in HU 224)

Kevin Martin

Chief Research &
Marketing Officer

Kevin is a recognized industry expert regarding best-practice strategies and tactics to recruit, develop, and retain a high-performing workforce. Being a seasoned business leader who has delivered success for start-up, turn-around and growth companies across diverse industries, he currently focuses his energy primarily in the human capital management and (more specifically) talent management industries.

Kevin is a proven team builder with a history of growing revenues and profits to record levels despite challenging economic and industry conditions. He specializes in creating and executing low-cost, high-impact strategies that produce and communicate differentiated value.

***The 2-Sigma Problem &
Practical Tips for Virtual Peer-to-Peer,
Collaborative Learning in Corporate Environments***
(1:20 p.m. in HU 224)

Ben Betts

Learning Technology Innovator
at TEDxWarwick 2013

Ben Betts is passionate about innovations in learning technology. With a decade of designing, developing and managing online learning projects, Ben is fast becoming a household name in the eLearning industry.

He was named as one of Elliott Masie's '30 under 30' thought leaders in learning and was elected to the board of the eLearning Network in 2010. Ben is a sought after keynote speaker and has addressed audiences in Finland, Germany, UK and USA in the last 12 months. He has published a number of book chapters, research reports, essays and articles for popular industry magazines. In 2012, Ben was honored as a Top 10 'movers and shakers' in eLearning's UK List.

Ben holds an MBA specializing in Organizational Change (Liverpool) and an EngD (Engineering Doctorate) with the International Digital Laboratory, University of Warwick, where the title of his work is suitably snappy: "Improving Participation in Online Collaborative Learning Environments".

As CEO with HT2 Ltd. (ProfitAbility Business Simulations integrated partner), Ben works with corporate clients to create web-based solutions to complex education requirements, specializing in game-based and collaborative eLearning.

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Walgreens University Opens Doors to Opportunity
(2:00 p.m. in HU 224)

Sal Venegas
Director,
Learning & Development

***Company to double investment in training
for its 240,000 team members***

U. S. companies increased spending on training and development 12 percent last year, the highest growth rate in eight years, according to Bersin by Deloitte, a human resources consulting firm. "If we are to attract, retain and develop the best talent, if we are to achieve the organizational agility necessary to adapt to changing markets, we need an industry-leading education and development program," said Wilson-Thompson.

When Walgreens University launched in February 2013 we knew it would provide opportunities for team members at all levels and career stages to learn and grow every day. We quickly discovered that Walgreens University could also be a significant driver of organizational transformation. You'll hear how Walgreens University is unleashing workforce potential at Walgreens by enabling team members to learn new ways to collaborate and innovate so that they can help their customers get, stay and live well.

CLO/CTO Roundtable:
Unleashing Workforce Potential, Accelerating Extraordinary Business Results
(9:15 a.m. in HU 224)

Diana Halfer	**Aaron Olson**	**Judy Whitcomb**	**Mark Stutman**	**Sal Venegas**
Administrator of Clinical and Organizational Development	VP, Global Head of Talent Development	VP, HR and Learning and OD	Chief Learning Officer	Director, Learning & Development

Unleashing workforce potential to achieve and sustain high market performance is what leadership is all about – and will be more so in the future as organizations become increasingly more flat, global, matrixed and connected. Indeed, the ability to build, leverage and manage talent effectively is critical, presenting great challenges and opportunities for organizations to consistently deliver strong results.

Discussion Points:

For learning and talent development professionals, the call to action is very clear. We must:

- *Develop more effective global leaders at all levels.* Involving frontline managers in the design, development and execution of talent management processes has a strong positive correlation to engagement and market performance, and this involvement pays off most in workforce development.

- *Build agility into individual and team development.* A leader's ability to build a strong, supportive culture is essential. Yet, culture has to be agile and resilient in the face of continuous change. This is becoming more important, especially considering that leaders must also align talent with two ever-changing targets: shifting levels of customer expectations and changing global market conditions.

- *Embed learning in the functions and processes with the greatest organizational impact.* For example, coaching as a leadership acceleration tool is highly correlated to market performance, but ineffective coaching and managing of high potentials is also the top obstacle to high-potential program success.

- *Enable ideation and learning from subject matter experts both within and outside of your organization.* This type of knowledge sharing is a critical catalyst of creativity and innovation.

Meeting Budgets and Deadlines: *Building a Virtual Environment*
for Geographically Dispersed Teams to Communicate More Effectively
(10:30 a.m. in HU 224)

Candy Matheson
Sr. Project Manager &
Learning Consultant

Jackie Zahn
Director of eLearning
at I Want to eLearn

Strategic Challenge:

Motorola Solutions has employees in 65 countries within practically every time zone. Oftentimes, the Learning Solutions team works with subject matter experts in other time zones and synchronizing work schedules can be challenging. Budgets and delivery dates slip due to ineffective communication and an overall lack of remote SME engagement. Our challenge was to build an environment that supported effective and timely team communication regardless of geographic barriers.

Although nothing was necessarily predetermined, we knew the following:
1.   The solution needed to be extremely simple to implement
2.   We needed to get the SMEs attention
3.   The SMEs needed to see the immediate benefits

Learning Solution:

By asking the question, "Does a Face-to-Face conversation need to be in real time?" we realized there was a middle ground. Our solution merged the robustness of real-time face-to-face communication with the flexibility and convenience of asynchronous email. Through a series of video e-mails created with inexpensive tools we were able to get a project back on schedule and save our existing budget in the process.

Lessons Learned:

Workforce potential is unleashed when SMEs are engaged using the same techniques used to engage learners. The Learning Solutions Team needs to:
- Point out "What's in it for me?" to the SMEs
- Identify and remove any technology barriers
- Use browser-agnostic technology
- Use video-streaming technology and avoid large file downloading
- Maintain a level of security

Talent Development Metrics Benchmarking Best Practices
(10:30 a.m. in HU278)

Kent Barnett
CEO & Founder

Karen Kocher
CLO

Nicole Hajdrowski
Sr. Director, Learning and Development

Mike Livingston
Director, Operations

Alysa Parks
Global Head of Learning and Expertise Development

This interactive roundtable discussion will engage participants with a discussion on tools and techniques for Talent Development Metrics Benchmarking Best Practices. It is important to identify the key issues, processes and performance indicators in order to develop a meaningful set of measures. After an organization builds metrics, benchmark data can be sliced by industry, course type, job function and more; providing learning & development experts with the opportunity to compare learning effectiveness against external averages.

Comparing your organization's progress against other companies in the same industry can provide even more insight into how well an organization is doing. With a robust talent management system in place, these metrics can be more easily obtained and used to improve talent management procedures.

Discussion Points:

To help guide this roundtable panel discussion, we'll encourage participants to share the following:

- Select what should be measured.
- Perform the actual measurement.
- Make sense of the measurement data.
- Transform measurement data into actions.

Optimize Your Talent Pool: *Hiring & Developing Veterans*
(10:30 a.m. in HU263)

Donna Dostal

Senior Manager,
Strategic Initiatives

Bob Danna

Director

Carolynn Brooks

Vice President,
Chief Diversity Officer

Veteran experience, talent, and ability are often lost in translation. Those serving in the military not only have a language barrier in trying to relate their job classification in civilian terminology; they also have difficulty understanding and adjusting to how the civilian workplace and culture operates. These issues become more complicated the longer one serves. So, the irony is, as a military member gains valuable experience in their job, as well as in management, diversity, human resources, and supply chain management to name a few areas, they think that the military workplace is mirrored in the civilian sector. The question becomes, how does the civilian sector break down the communication and cultural barriers to empower veterans for success… while leveraging their skills and abilities toward organizational success?

Discussion Points:

To help guide this roundtable panel discussion, we'll encourage participants to share the following:

- What ongoing learning resources are utilized in your organization to educate recruiters, hiring managers, supervisors and peers on the unique skills that veterans bring to the workplace?
- Does your organization have an Employee Resource Group that focuses on veterans, military, and spouses? If so, what are the objectives of the group resources they employ to meet those objectives?
- What advice or recommendations would you give to veterans with regard to their résumé, interviews, and seeking a career versus a job? What resources do you utilize internally to help translate the skills veterans bring to tangible opportunities within your organization?
- Recruit and hire is a critical first step in your talent management life cycle, but what initiatives have you deployed to develop and retain veterans to fill talent and technical gaps within your organization?

Post Action Review:

- What actions are you taking to help ensure that talented veterans successfully transition from "boot to suits" to help fill talent and technical gaps within your organization?
- What is your organization doing to develop and retain veterans after the hire?
- What are the internal and external relationships and resources you need to engage to create an organization that truly leverages valuable veteran talent?

Integrated Talent Management Strategy:
What ITM means and how to create a strategy that creates business impact?
(10:30 a.m. in HU248)

Laci Loew	Tomas Ramirez	Bala Swaminathan	Wendy Fencl	Kim Witt
Executive Consultant	Enterprise Learning Leader	Learning and OD, Service Operations	Director, Talent Development	Director, L & D

High-performing organizations know just how to drive corporate performance via their organization's integrated talent management strategy. Join the participants of this panel who will share personal stories of how their high-performing organizations increase employee engagement, leverage big data/dashboards/score carding to hold leaders accountable for organizational performance, and accelerate new approaches to learning, development, and performance to ensure their leaders are prepared to lead their organizations successfully into our complex, transforming and distributed marketplace of tomorrow.

Discussion Points:

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

- What talent technologies is your organization leveraging to facilitate social collaboration and how are the forums and discussions generated via those technologies accelerating your talent and business goals?
- In what ways are you gathering and interpreting talent trend data for purposes of predicting your key leader supply and demand needs?
- What are the top 3 ways your organizations' leaders are addressing the complex and distributed needs of global work environments and workforces?
- What talent processes are your priorities for integration? In what ways are you using technology to help with the integration effort?
- In what ways are your organizations using gaming to engage Gen Y's? What lessons learned and leading practices did you capture while implementing gamification?
- Are your organizations implementing crowd-sourced feedback for your PM process?

Lessons Learned:

- Creating an integrated approach to talent management has been proven to have direct and measurable business results
- Technology is a critical ingredient to integrated talent management
- High-performance leadership development remains a top priority for shaping an organization's capabilities to achieve business goals

Coaching Skills for Leaders
(10:30 a.m. in HU247)

Robyn Clark
Managing
Director, Talent
Solutions

BPI group

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 presentation will explore the skills you need to be a better coach...

Lessons Learned:

- Understand how coaching can make you a better leader;
- Adopt the right mindset for holding effective coaching conversations;
- Recognize coaching opportunities in common day-to-day situations;
- Learn and apply a coaching framework and four key coaching skills for more successful development and career coaching conversations.

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Simulations: Transforming learners into leaders @ McDonald's
(10:30 a.m. in HU185—SMART classroom)

Kimberlee Lewis
Instructional Designer

Beth Zadik
Program Director

THE REGIS COMPANY

Strategic Challenge:

Based on the relatively new operating structure that McDonald's implemented, we needed to develop a robust curriculum to help our various restaurant leaders truly lead and achieve the desired results. With our highest level restaurant lead, the General Manager, we used a blended learning approach that challenged them to see the business through their boss's eyes and appear as more of a business partner rather than a team lead.

Learning Solutions:

Once our General Managers complete the functional and leadership portions of their curriculum, they are eligible to attend a week-long simulation at Hamburger University. They are not only are expected to apply what they've learned in a dynamic environment but also immediately learn how their individual decisions impact the entire McDonald's system. The premise of learning during the week is for the General Managers to broaden their thinking from 'me' to 'we'. **This session will allow you to experience one of the activities** within the simulation.

Lessons Learned:

To effectively move students from learners to leaders:

- Provide relevant hands-on experiences, like simulations, to increase engagement

- Transition from doing activities to thought-provoking debriefs

- Include text-based feedback to support meter result to provide more context and reflection

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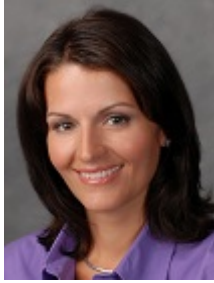
Robin Busse
Manager, Learning &
Development

Corinne Miller
Principal

Crowdsourcing Exercise:
*Generating Ideas for Learning Beyond the
Classroom Experience*
(10:30 a.m. in HU 132—SMART classroom)

High-performing corporate universities are emerging using leading research & best practices from Steelcase University by providing a palette of place (a range of spaces for individuals and groups), posture (support for movement and a variety of postures), and presence (accommodates both physical and virtual presence).

In this highly interactive session, we'll be conducting an innovation session for participants to collaborate and generate ideas around the Smart Classrooms & Collaborative Workspace paradigm. Participants' creativity will be focused on compelling questions that explore designing for the smart classroom, selling the benefits of the smart classroom, appealing to multiple generations, and many more. By using a variety of creativity exercises, participants will learn about innovation & creativity as well as the smart classroom.

The ideas generated in the session will be organized and placed in the member's only section of the Executive Learning Exchange website for use by all members. In addition, the ideas will be used to direct the design of the 2014 Chicagoland Learning Leaders "Learning Beyond the Traditional Classroom" conference.

Jeff Carpenter
Principal

Joseph Tota
Associate Principal

Is Your Learning Strategy Ready for 2014?
(2:45 p.m. in HU224)

Strategic Challenge:

While each organization's learning goals and strategies are unique, there are a number of best practices that can be leveraged to ensure your Learning & Development (L&D) resources and budgets are being appropriately utilized and best aligned to your organizational goals.

This includes best practices for managing to the appropriate Key Performance Indicators (KPIs), developing actionable metrics for engagement and performance levels, and effectively balancing internal and external training resources – as well as capitalizing on learning technologies to best expedite, track and support these strategies.

Learning Solutions:

During this interactive presentation/workshop, Jeff Carpenter, Principal, and Joe Tota, Associate Principal, both of Caveo Learning, will navigate through what an aligned Learning Strategy entails and what it takes to make it successful – using proven frameworks such as the maturity model, ROI reporting, and resource cost analysis tracking.

Participants will also be provided with a one-sheet planning tool, to fuel their 2014 and ongoing strategic evaluation efforts.

Lessons Learned:

Participants will review and receive frameworks to better…
- Assess their learning organization's strategies against industry best practices;
- Increase training utilization and ROI;
- Align their department to the greater organizational business goals; and
- Improve L&D[1]s overall visibility and stakeholder satisfaction scores.

Leave this session with strategies on how to assess and optimize the value of your L&D efforts for 2014 and for moving your L&D department to become even more fully respected as a true business partner to the greater organization. And with a powerful "one-sheet" strategic planning tool.

Are you "Going Mobile" to your Learners?
(2:45 p.m. in HU264)

Allyson Carter
Sr. Director of Design

Patrick Sweeney
ID Manager, LMS

Sandy Strong
Business Technology
Specialist

Strategic Challenge:

Pick up any training magazine and mobile learning articles abound. Learners are demanding it by bringing and using their own devises to work. The challenge how are we adapting our learning strategies to support the trends.

Learning Solutions:

In this session we'll discuss how you are embracing or not mobile learning as part of your learning strategy.

Allyson Carter, Patrick Sweeney and Sandy Strong from McDonald's US Training, Learning & Development will share some interesting facts and create dialogue with other learning leaders.

We'll also share our first Training & Development app used for performance support.

Lessons Learned:

* Hamburger U's lessons learned on how to get your app in the app store!

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Qualities that Distinguish Women Leaders
(2:45 p.m. in HU248)

Kami Bond
Global Talent Leader - Outsourcing

Cheri Minor
Global Manager Talent Development

Cindy Riehman
OD & Leadership Director

Cyndi Sax
Sr. Vice President, Consulting

Despite compelling data that shows a strong positive relationship between the presence of women in senior leadership roles and key business performance metrics, women are still behind their male counterparts in both pay equity and representation in executive positions. By understanding the common challenges that women leaders currently face, as well as the resources and techniques employed by successful women leaders in overcoming them, we can go beyond the obvious gender issues to explore the bigger picture – the business and economic benefits of helping women remove or overcome the obstacles and challenges they face due to gender. As learning and talent development professionals, we have an opportunity to unleash the hidden potential of women in the workforce, to the benefit of both our organizations and employees.

Discussion Points:

- How do the characteristics of women leaders influence company culture, performance, and employee engagement?
- What can we learn from the stories that women leaders tell about the barriers and challenges that they face in today's business climate?
- What are some of the factors that come into play to allow women to mitigate those barriers and challenges?
- What are some of the things that we as learning and talent development professionals do to unleash the hidden potential of women in the workforce?

Lessons Learned:

- Gender equality is a business issue, not a woman's issue.   Organizations can benefit greatly from the leadership style that women bring to their roles.
- It is incumbent upon organizations to create an environment that supports women's success.
- By sharing stories, examining data, and intentionally removing barriers, organizations can intentionally unleash the potential of its current and future women leaders.

Learning with Gamification
(2:45 p.m. in HU278)

Michelle Burke
Senior Director, Learning
& Communications

David Lungren
Director Digital
Content Solutions

Judy Albers
Director,
Client Management

Gamification is one of the hottest topics in learning today. Studies are showing increased levels of student engagement, motivation, and completion through the integration of games and gaming elements into learning environments. Will gamification will work for you? Is gamification applicable to all learning situations? For all audiences?

Discussion Points:

- Do you think your learners and your organization are ready to embrace gamification?
- In what situations is gamification most effective? Why?
- Are there situations where gamification of learning should not be used?
- Are there opportunities to introduce gaming elements such as leaderboards and achievements into learning without creating full gaming experiences?

Next Generation Corporate Universities:
Collaborative Workspaces & Smart Classrooms
(2:45 p.m. HU 132 – SMART classroom)

Tina Griffin
Learning Strategist

accenture

Accenture prides itself on the value we place on developing our talented professionals and in our legacy of truly phenomenal learning opportunities. However, as our business has grown exponentially and our portfolio has become increasingly diverse, our learning strategy has had to evolve in dramatic ways to continue to keep the promise we make to our people – a time away from their work to participate in consistent, phenomenal learning opportunities.

Learning Solutions:

Learn how Accenture is evolving the classroom experience to reach more of our people and infuse a greater degree of collaboration in to our programs. In this session, we'll take a deep look at the learning and development challenges facing many global companies today, and explore the different strategies that Accenture is employing to bring the immersive experience of our global training facility to our 275,000 learners' "backyards" by combining video conferencing technology and so called "Classroom of the Future" methods.

Lessons Learned: Attendees will learn:

In this session we will explore the following questions:

- What is changing with Accenture's learning landscape?
- Why are we redesigning the classroom experience?
- What does our "classroom of the future" look like?
- How will the redesigned classroom benefit Accenture, our faculty and our learners?

Building a Learning Culture that Drives Organizational Performance
(4:00 p.m. HU224)

Judy Whitcomb
Chief Learning Officer

Many industries face above average challenges with retaining talent, but Vi is defying the odds. A luxury senior-living community originally established as Classic Residence by Hyatt, Vi is focused on high employee engagement and low voluntary attrition. The organization recognizes the close connection these employee measures have to high customer satisfaction and ultimately, organizational performance. Vi has designed management development programs reaching all employees across the organization that have dramatically improved rates across all of these areas.

Explore how Vi has created a culture of learning and engagement through individualized programs that engage employees through many different experiences – from reading to simulations to mentoring and action learning. You'll also discuss how to engage key stakeholders to identify the outcomes that matter most for your organization and how to design your programs and your measurement strategy accordingly, while building your learning and organization's brand and learning culture.

Attendees will learn:

- How to create a meaningful measurement strategy for development programs up front, tied closely to business goals.

- How to design a development program that appeals to varied learning styles, integrating a wide range of content types and learning modalities.

- How to sustain learning over time with a busy workforce.

**Creating Talent Pipelines
Through Public-Private Partnerships**
(4:00 p.m. HU247)

Matthew Schmidt
Project Manager,
HR & Talent
Development

Paul Thompson
Dean,
College To Careers

Strategic Challenge:

Mayor Rahm Emanuel and City Colleges of Chicago have launched College to Careers (C2C) to ensure Chicagoans are prepared for careers in growing fields and are able to seize the tens of thousands of new job openings over the next decade. A primary goal of this program is have new or revamped programs that prepare students for 21st century careers. By creating talent pipelines through public-private partnerships, Aon and other organizations are contributing to a curriculum that validates the pipeline.

Learning Solutions:

Aon's support for College to Careers (C2C) aims to equip college students with industry-recognized credentials and degrees that prepare them to secure jobs in high-growth sectors. As part of the C2C program, Aon talent development function is a business partner working directly with City Colleges faculty and staff to revamp the curriculum, provide internships and give students the opportunity to interview for jobs in high-demand fields.

Key elements of this new offering include:

- A Internship opportunities for college students increases their chance of securing a job upon graduation;
- As a C2C business partner, Aon is able to expand the number of job candidates in our industry and makes them more job ready;
- An integrated approach that links together "real world" learning experiences, bridging College to Careers;
- C2C partners work with faculty to revise or design curriculum pathways and facilities, create workplace learning opportunities and commit to interview or hire students who successfully complete a program.

  Business C2C industry partners include Accenture, Allstate, AON, Braintree, Clayco, Cole Taylor, Comcast, Country Financial, Federal Savings, Gap Inc., Huron Consulting Group, Kemper, Macy's, Mesirow, Willis, US Cellular, Zurich

Lessons Learned:

- Creativity can find new ways for students and companies to have mutually beneficial interaction.

**What Laughter Yoga
Can Do For You and Your Business**
(4:00 p.m. HU263)

Dani Petrie
Reach Yoga

Debbie Friend
LifeCurrents

REACH YOGA

Strategic Challenge:

In this session, you'll get a chance to try Laughter Yoga. You can see how it works for yourself, or consider it for a future event or team-building effort at your organization.

Today's workplace can be grim. Too much to do, never enough time, and an over-stressed, unhealthy workforce trudging through its tasks can lead to an unpleasant work environment.

How to lighten the mood and improve communication, while enhancing health? How about some more laughter?

Potential Benefits to Companies: Elevates mood; Improves communication; Boosts productivity; Increases creativity; Enhances efficiency; Fosters team building; Promotes wellness; Results in a happier, healthier and more dynamic workplace!

Learning Solutions:

Laughter yoga is a breakthrough laughter-delivery system, where anyone can laugh for no reason, without relying on humor, jokes, or comedy.   People can feel the benefits right from the first session. It is cost-effective, not time-consuming, and scientifically proven.

In the business world, laughter yoga provides companies with powerful operational benefits. Laughter yoga is a unique system that helps to reduce physical, mental, and emotional stress at the same time. It works simultaneously both on the body and mind.

Scientific research shows that laughter can help resolve workplace stress and create a happy, energetic, and motivated workforce.

Lessons Learned:

- Dr. William Fry of Stanford University proved that 10 minutes of hearty laughter is equal to 30 minutes on the rowing machine. Laughter helps to stimulate heart rate, increase blood circulation, supply oxygen and remove waste products.

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**Take a Performance Support
Maturity Deep Dive**
(4:00 p.m. HU264)

Anne Rigby
Director, Training &
Performance Solutions

Bernadette Floyd
Instructional
Designer

Strategic Challenge:

No organization should chance ignoring both the failures and successes of others. This is especially true when it comes to developing the culture and capacity to optimize the power of performance support (PS) for an organization. McDonald's has been on a performance support journey for some time; its Hamburger University offers the highest level of hands-on instruction, as well as virtual and online classes, to more than 80,000 restaurant managers, mid-managers, and owners globally. However, when it came to launching a new back-office restaurant management IT suite, the learning leadership at McDonald's realized that even with the best training in the world, they needed to mature by complementing their traditional training PS.

Learning Solutions:

Learn about McDonald's PS journey, lessons learned, and best practices. Participants will have the opportunity to compare where they are in their performance support journey against McDonald's and hundreds of other organizations.

Lessons Learned:

- Gain an understanding of some of the common key obstacles organizations face along the way and how best to negate or overcome them.

"Apprenticeship 3.0"
(4:00 p.m. in HU278)

Marty Rosenheck
Chief Learning Strategist

cognitiveadvisors

Strategic Challenge:

How can you get new hires or existing employees up to a consistently high level of performance quickly and efficiently?   The research is clear that people develop expertise primarily through a continuous learning process that integrates experiential, social, and informal learning. What is missing is a coherent set of guidelines for optimizing the process and an easy way to manage and track it.

Learning Solutions:

In this session you'll learn how organizations are applying Apprenticeship 3.0 – a learning approach based on the principles of traditional apprenticeship, updated with cognitive science research, and supported by emerging technologies – to optimize the path to productivity. Apprenticeship 3.0 is a method for systematically integrating formal, informal, and experiential learning into individualized learning paths that are aligned with practical performance goals and competencies. You'll see how one organization is applying Apprenticeship 3.0 to train new technicians and sales reps. They are deploying a new post-LMS software infrastructure built on the Experience API (Tin Can), Mozilla Badges, mobile devices, and ePortfolios to create a coherent learning system that coordinates and tracks the continuous learning process.

Lessons Learned:

You'll walk away with:
- Research-based guidelines that you can apply to getting people up to speed quickly
- Tips about how emerging technologies can be used to support informal and experiential learnings.

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Designing & Delivering Learning for
Collaborative Workspaces & Smart Classrooms
(4:00 p.m. in HU132—SMART classroom)

Amy Dolinksy

Moderator

Tina Griffin

Capability
Development Lead

Terry Hackett

Senior Manager,
Deloitte Tax L & D

Suzanne Jones

Sr. Manager,
Instructional Design

workspring   accenture   Deloitte.   Walgreens

High-performing corporate universities are emerging using leading research & best practices from Steelcase University by providing a palette of place (a range of spaces for individuals and groups), posture (support for movement and a variety of postures), and presence (accommodates both physical and virtual presence). At first blush, some may find such learning spaces are opulent or over-the-top. However, a simple "run of the numbers" indicates that with the high cost of talent, the increased productivity more than justifies well designed smart classrooms and dynamic workspaces.

Smart classrooms can go beyond enabling collaboration to inspiring it. Planning for collaboration considers impromptu as well as formal and informal learning outcomes. Collaborative workspaces are truly a work-of-art when co-designed with work processes! Collaboration is recognized as one of the most important workplace success levers by both workers and leaders. From multi-generational global collaborators to "anywhere" work locations,

Discussion Points:

- Specifically for Focus, Collaboration, Learning, Socializing—key creativity and innovation drivers, **in your opinion how well are the learning and collaborative environments you have created paying off on these modes?**
- Laptops, smart whiteboards and handheld devices have been added to the traditional tools of paper, pens, and chalkboards to create the active learning environments needed for today's students and instructors. **How have you accommodated the social, and learning technologies needed for today's media rich classrooms?**
- The classroom today needs to support a variety of learning modes from lecture to large group discussions to small project groups and presentations. The class needs to convert quickly and conveniently from one configuration to the next. **How are your classrooms accommodating these diverse needs?**
- The new generation of students that we are seeing in the workplace have a deep emersion in social, entertainment and learning technology. They expect a media-rich but hands on classroom experience. **How are we addressing this generational change from a social, informational and special perspective?**