



## KEYNOTE SPEAKER



**8:20-9:20**

**Main Conference  
Room**



**Emily Dickens, J.D.**  
***Chief of Staff, Head of Governments Affairs and  
Corporate Secretary***

Emily M. Dickens, J.D. is Chief of Staff, Head of Government Affairs and Corporate Secretary for the Society for Human Resource Management (SHRM). As a member of the executive team, she has oversight for implementing the CEO's vision, corporate governance, global outreach, government affairs, and the organization's real property. She serves on the executive board of the North America Human Resource Management Association (NAHRMA) and Secretary-General of the World Federation of People Management Associations (WFPMA).

Emily is an attorney with significant and progressive experience in government, higher education and the non-profit sector. She has served as a member of the leadership team at the University of North Carolina system, the Association of Governing Boards of Colleges and Universities and the Thurgood Marshall College Fund. Her prior roles include general counsel, chief relationship officer, senior vice president, vice president for public policy and assistant vice president for federal relations. Dickens has also worked at Duke University and Fayetteville State University in administrative and external affairs roles.

Emily is actively engaged in board service. She is a member of the Strategic Education, Inc. HIRE Advisory Board; the National Foundation for Women Legislators (NFWL) Board; the Congressional Hispanic Caucus Institute (CHCI) Advisory Council; a U.S. Department of Energy Equity in Energy Ambassador and chairs the International HBCU Task Force for Alpha Kappa Alpha Sorority, Incorporated.

She is a graduate of North Carolina Central University and North Carolina Central University School of Law.



## CONCURRENT SESSION 1



**Sinikka Waugh**  
***Your Clear Next Step, LLC***

**9:35-10:25**

**Conference C/D**

### **Enabling Change with Grace, Speed, and Value**

Change appetites vary, and changes can be hard. But they don't have to be. Equipped with a few simple concepts each one of us can help enable change in our organizations.

- Defining the terms makes it change simpler.
- A growth mindset helps with any change.
- A people-positive attitude helps with any stakeholder.
- Envisioning change as a journey helps set the stage for the messages we need when going through transition, and helps others hear what they need to hear, right when they need it most.

This engaging look at the processes many people go through around change and the messages that help them move forward will help you look at change a little differently, with the end goal of improving your own ability to help others through the transition process – regardless of the magnitude of the change or the change appetite of those facing it.

Audience: Designer

Track: Performance Improvement, Change Management, Coaching



## CONCURRENT SESSION 1



**Denise Forney**  
*MidAmerican Energy*

### **Power Through 2021: Stay Engaged, Productive and Purposeful**

The last quarter of the year is the perfect time to assess exactly where you are at currently and where you'd like to be.

It's a time to celebrate your team members' successes as well as your own. It's also a time to inspire personal growth and boost performance.

This session will help set you up for success for a strong ending to 2021 as you look forward to how you can plan for the year ahead.

**9:35-10:25**

**Conference E/F**

Audience: Facilitator, Designer, Manager  
Track: Integrated Talent Management, Managing Learning Programs, Knowledge Management



## CONCURRENT SESSION 1



**Jeff Kappen and Stephen Smith**  
*Baton Global*

### Designing the Future of Work Through Analytics

This session will focus on using people analytics to make informed decisions about the future of work.



After a brief conceptual introduction, the workshop will be mostly hands on applications to provide experience working with data.

- We will be considering how to choose among remote, hybrid, and in-person arrangements.
- We will look factors that allow organizations to create or maintain culture regardless of space choices.
- We will also look at how incentives can be aligned to strategy, how to prioritize resources and initiatives based on employee needs, the implications for talent development, and how information flows and dependencies can be optimized for performance.

**9:35-10:25**

**Conference G/H**

Audience: Designer, Manager  
Track: Training Delivery, Instructional Design, Learning Technologies, Evaluating Learning Impact



## CONCURRENT SESSION 1



**Melissa Worrel-Johnson**  
**Carlson Group, LLC**

### It Matters: Mentors, Coaches, and Sponsors

Throughout our careers, the connections we make matter! Our ability to network, build relationships and stay connected are critical when life makes us pivot. The influence of mentors, sponsors and coaches to our careers and lives is measurable.

Questions we will explore:

- how to find them?
- how to nurture the relationships once in place? And
- how to determine when you need one or all three of these people during your career?

We all have leadership capabilities and elevating our abilities is part of the journey in a growth mindset. We will dig into how each of these people affect your personal and professional capabilities and add immense value to your organization. Our need to take an active role in our development, asking the right questions and learning from leaders and mentors is powerful.

How are you taking control of your career?

**9:35-10:25**

**Conference  
Upstairs**

Audience: Facilitator, Designer, Manager

Track: Performance Improvement, Change Management, Coaching



## KEYNOTE SPEAKER



### **Will Keeps** *President and CEO of Starts Right Here*

**10:40-11:30**

**Main Conference  
Room**

William Holmes, also known as Will Keeps is the President and CEO of Starts Right Here, a program designed to serve youth in a supportive, empowering environment.

Will moved to Des Moines in his 20's and began a new life where he wanted to focus on his future and how he wanted to be remembered. He wanted to make a change for others so they don't have to go through life without feeling cared for, loved, or being in a home where they can feel safe. His legacy started when he started giving back to his community and to youth who are faced with similar situations that he was in. He began mentoring youth on a daily basis as a team member of the ManUp Iowa program for at risk youth. Will found that his true God given abilities were helping others and empowering them to go down a better path...one he wishes he would have had the opportunity to go down when he was younger.

Many leaders around the city and state are becoming familiar with Will and his music, as well as his passion for helping youth and his overall huge heart and amazing spirit.



## CONCURRENT SESSION 2



**Todd McDonald**  
*ATW Training Solutions*

### Workplace Trends 2021: What's the New Normal?

Massive change has impacted our current workplace.

Issues such as health and safety, diversity, politics and socioeconomic have changed our workplace not just for today, but for the future.

This session will discuss some of the critical issues and what it means to talent development professionals.

**12:45-1:35**

**Conference C/D**

Audience: Manager  
Track: Integrated Talent Management, Managing Learning Programs, Knowledge Management



## CONCURRENT SESSION 2



**Molly Mackey**  
*Optimae LifeServices*

### Why Learn When I Can Google It?

In a world of instant access of information is it really necessary to learn? Yes!

This session will explain the importance of training, tacit knowledge, knowledge retention and wisdom. This session will give L&D professionals tools to demonstrate the importance of training to participants and decision makers.

**12:45-1:35**

**Conference E/F**

Audience: Facilitator, Designer  
Track: Training Delivery, Instructional Design, Learning Technologies, Evaluating Learning Impact





## CONCURRENT SESSION 2



**Kelsi Bouray**  
**Brown's Shoe Fit Co.**

### Leveling Up: Take them from Basic to Elite

Learn how the Brown's Shoe Fit Company business model builds their philosophy and culture, and how they foster that. Learn how Brown's Shoe:

- Recruits apprentices and how the apprenticeship program works,
- Train and develops their management team, and
- Provides ongoing management professional development after they become owners/partners.

**12:45-1:35**

**Conference G/H**

Audience: Facilitator, Designer  
Track: Integrated Talent Management, Managing Learning Programs, Knowledge Management



## CONCURRENT SESSION 2



**Destery Hildenbrand**  
*Motive.io*

### **Immersive Reality Check: Learning Development for Augmented and Virtual Reality**

**12:45-1:35**

**Conference  
Upstairs**

Learning and development are seeing an influx of excellent tools and technologies to help build and grow our teams.

One subset of this technology is immersive reality. Immersive reality is an umbrella term used to group similar yet different technologies, including augmented reality, virtual reality, and mixed reality.

One of the significant challenges facing the L&D industry is accurately identifying the technologies and understanding how best to use them for learning.

This session will review each immersive reality area and where they work best in training development.

Audience: Facilitator, Designer  
Track: Training Delivery, Instructional Design, Learning Technologies, Evaluating Learning Impact



## CONCURRENT SESSION 3



**Joe Van Haecke**  
*Inspire Me Mr. V*

### Pivot with Improv

As we saw in the last year, changes happen in small or large events and ask us to respond quickly.

How we prepare ourselves when asked to pivot can often determine our success.

Learn the skills of improv to develop leaders, prepare for unexpected change, and infuse humor into your environment.

**2:55-3:45**

**Conference C/D**

Audience: Facilitator  
Track: Training Delivery, Instructional Design, Learning Technologies, Evaluating Learning Impact



## CONCURRENT SESSION 3



**Joey Spivey and Kathleen Gardiner**  
**SHAZAM**



### **Corp Comm Collab: Building a Responsive Learner Engagement Strategy**

In this session, you'll hear how SHAZAM's upstart learning and development team partnered with a well-established corporate communications area to form a mutually beneficial employee engagement powerhouse that's kept SHAZAM's learning program relevant and responsive to shifting organizational dynamics.

**2:55-3:45**

**Conference E/F**

Audience: Designer, Manager  
Track: Integrated Talent Management, Managing Learning Programs, Knowledge Management



## CONCURRENT SESSION 3



**Lonnie Dafney**  
**EMC Insurance Companies**

### Diversity, Equity, Inclusion and Allyship

DEI is not a project or initiative; it is a business imperative. The outcry over systemic racism has intensified and we are at a moment of racial reckoning. While the catalysts of recent times is horrific, organizations will need to make DEI a moral and business priority. Applicants, Customers, and Communities are taking a closer look at organizations and making buying power decisions based on a company's commitment and action to DEI.

Let's talk about why Diversity, Equity, Inclusion, and Allyship matter.

**2:55-3:45**

**Conference G/H**

Audience: Facilitator, Designer, Manager

Track: Performance Improvement, Change Management, Coaching



## CONCURRENT SESSION 3



**Dick Hannasch**  
***Aware and Willing, LLC***

### Get Your Resilience Rolling

Sometimes, life overwhelms us. When it does, we feel stressed, burnt out, lost, and powerless. Resilience, our ability to stand up to life and bounce back from setbacks, can help us keep rolling despite life's challenges.

In this session, certified coach Dick Hannasch will help you identify what may be reducing your resilience and identify tactics to build your resilience so you are not overwhelmed and can keep rolling forward.

**2:55-3:45**

**Conference  
Upstairs**

Audience: Facilitator

Track: Performance Improvement, Change Management, Coaching