

THE CONFERENCE BOARD



People 2030: Our Talent, Our Future

October 29 – 30, 2024
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at The Brooklyn Bridge
Brooklyn, NY

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People 2030: Our Talent, Our Future

People Strategy for the Future of Work
October 29 – 30, 2024
Brooklyn, NY

DAY ONE Tuesday, October 29, 2024

8:00 – 8:45 am

Registration and Breakfast

8:45 – 9:00 am

Community Networking Exchange

Join us for “warmup” conversations to build connections around the future of work: how work, workers, and the workplace will evolve and how to make better workforce decisions and tech investments for tomorrow. Share your top future of work challenge. Take a few minutes to familiarize yourself with our TCB Meet app to greatly enhance your event experience and community connections.

9:00 – 9:10 am

Opening Remarks: Creating People Strategy for the Future of Work

What are the trends impacting the future of work and how do we prepare our workforce and workplace for sustainable performance and wellbeing? In our two-day event, we'll discuss insights on how technology, social, and economic trends are shaping new strategic people requirements. We'll share and discuss the core elements of People Strategy for the Future and what to do now.

Among the major topics:

- **Leadership & Culture:** Enterprise transformation, leader/manager behaviors, leading with purpose, vision, trust, and transparency, culture change, stakeholder (including Board) perspectives on human capital management and culture, Next Gen HR
- **Talent Marketplace & Workforce Development:** Strategic workforce planning and analytics, Skills-based organization, work tech enablement, GenAI learning and investments, and employee life cycle management,
- **Employee Experience:** Employee wellbeing, employee value proposition, human-centered work design, hybrid work, performance management, rewards and coaching, equity, and inclusion.

Amy Armitage, Program Director and Program Chair, **The Conference Board**

Diana Scott, US Human Capital Center Leader, **The Conference Board**

9:10 – 9:40 am

General Session A

Keynote: Building the Workforce of the Future Today

You can't prevent workforce shortages of the future if you don't do something today. In this far ranging and inspiring session, you'll learn how one of the nation's largest healthcare systems adopted purpose-driven leadership, a culture of transparency, collaboration and empowerment, and a broad commitment to education and its communities to address its healthcare mission. From lessons learned of the pandemic, to a commitment to address gun violence, and strategies to address staffing challenges, discover what it means to lead holistically now and into the future.

Michael J. Dowling, CEO, **Northwell Health**

Maxine Carrington, JD, SVP and Chief People Officer, **Northwell Health**

Moderator: **Amy Armitage**, Conference Chair

9:45 – 10:15 am **General Session B**

Keynote: Building Community and Leaders for the Future of Work

Our second keynote session offers unique insights into the future of work and the practical strategies that will help organizations prepare their workforce and workplace. Learn about how to develop a People Strategy focused on the future of work, connection, and community, while managing disruption and business risk. Learn how organizations can best prepare their leaders for future work challenges, while strengthening their community connection.

David Siegel, (former) CEO, **Meetup** and **Investopedia** and author, *Decide and Conquer; 44 Decisions that Make or Break All Leaders*

Introduction: **Stela Lupushor**, Senior Fellow, **The Conference Board**, author, *Humanizing Human Capital*

10:15 – 10:25 am Break

10:25 – 10:55 am **General Session C**

Research Practitioner Panel: Workplace Reimagined: Insights from The Conference Board and Our Members

In our next session, we'll share research findings and practitioner stories on how to navigate the rapidly evolving workplace. Learn how top HR leaders are addressing the long-term impacts of remote work on productivity and innovation. Discover how organizations are balancing competing priorities in the future of work and preparing for more equitable, inclusive, and sustainable business outcomes. Take time to reimagine your future workplace.

Chelsea Kaden, Chief People Officer, **Warby Parker**

Robin Erickson, Vice President Human Capital, **The Conference Board**

11:00– 11:30 am **General Session D**

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Sponsor Keynote: The Power and Purpose of Employment

This session reveals critical learnings about how to create and grow a sustainable, future workforce and source and develop new talent. We'll discuss a non-profit's experience building a community-based collective of workforce development organizations – from “best practices to best failures.” Learn why new sources of talent become new sources of business growth and innovation.

Katheleen Caliento, PhD, President and CEO, **Cara Collective**

Lina Bankert, Managing Director and Partner, **BCG**

11:35 am– 12:05 pm **General Session E**

Panel: Building People Strategy for the Future: Leadership, Transformation, and Tech-enabled Culture

Chief Human Resource Officers with accountability for long-term people strategy share their holistic practices in our next session. Learn how these senior execs look ahead to the future and identify growth opportunities through people, amidst disruption. Learn how they build people strategies with a focus on purpose, leadership, culture, technology, transparency, and employee experience. Gain strategic and actionable insights on “next gen” HR.

Tim Massa, Senior Vice President and Chief People Officer, **The Kroger Co.**

Bucky Fairfax, Chief Human Resources Officer, **RTI International**

Mabel Ruis, Head of Human Resources US and Americas, **HSBC**

Moderator: **Diana Scott**, Leader, Human Capital Center, **The Conference Board**

12:10 – 12:45 pm **General Session F**

Roundtable Interactive Exercise: Managing through the Fog

Navigating through disruptive change requires new ways of thinking and doing. Our next interactive session focuses on developing adaptive capacity, managing a paradox mindset, and addressing deep barriers and blind spots to effective and creative adaptation. When the world delivers turbulence, learn how to navigate the storm.

Scott D. Anthony, author, *Eat, Sleep, Innovate: How to Make Creativity an Everyday Habit in Your Organization*, and Professor, **Tuck School of Business, Dartmouth University**

12:45 – 1:45 pm Lunch

TRACK ONE – LEADERSHIP AND CULTURE

1:45 – 2:15 pm **Track One Session G1**

Fireside Chat: Foundations for People Strategy

Disruptive social, political, and economic forces are creating vast uncertainty in today's labor and business markets. How can HR best navigate these changes to ensure a steady hand at the wheel? TCB research indicates top concerns of C-Suite for human capital include developing leadership and workforce capabilities and strengthening organizational culture to attract and retain talent. Find out how new “competitive advantage” people strategies are playing a pivotal role in enhancing growth, innovation, and agility.

Selena Yuan, Global Head of Talent Development, **Jazz Pharmaceuticals**, and Board Chair, **Silicon Valley Leadership Community**

John Hadeed, Vice President, People & Culture, **Primark US**

Moderator: **Michael M. Moon**, PhD, Director of People Intelligence, **Viasat, Inc.**

2:20 – 2:50 pm **Track One Session G2**

Research: The Shifting Landscape of Executive Leadership and Recruiting

What are the emerging leadership skills and competencies, and why are they so critical in the current environment? How are the expectations of candidates changing? How is artificial intelligence impacting executive talent acquisition? Is a commitment to sustainability reframing leadership roles? Has DEI backlash diminished corporate commitment to inclusion and belonging? Our next session addresses these critical leadership and talent questions with new findings from exclusive AESC research.

Karen Greenbaum, CEO, **Association of Executive Search and Leadership Consultants (AESC)**

2:55 – 3:25 pm **Track One Session G3**

Panel: Gen AI: What Leaders Need to Know (and Do) Now

Our next session will profile leading practices around the use and governance of Gen AI as a partner to the workforce. Learn how companies are harnessing Gen AI for productivity and innovation. Hear about new research, investment, and data-based trends on the impacts of Gen AI in human capital management. Learn how you can take advantage of these trends now to invest in a better future.

Amy Richmond, Managing Director, **PwC**

Michael M. Moon, PhD, Director of People Intelligence, **Viasat, Inc.**

3:30 – 4:00 pm **Track One Session G4**

Case Study: Creating a “Built to Change” Organization and Culture

In our final breakout session, we'll discuss practical strategies for enhancing organizational agility. Learn how to build new

levels of trust, transparency, and traction, to drive organizational alignment and collaboration. Gain insights into how to build your future digital organization to drive long-term sustainable value.

4:00 – 4:15 pm **Break**

TRACK TWO – TALENT MARKETPLACE AND WORKFORCE DEVELOPMENT

1:45 – 2:15 pm **Track Two Session H1**

Case Study: Workforce Strategy for Growth

Workforce strategy is critical for business growth – especially for this top retailer. In our next case study, we'll share how to use data to understand talent, create learning and growth opportunities, and adapt to a changing workforce. Learn how to identify in demand roles and critical skill sets. Discover skilled talent using market and internal data.

Joselyn Caldwell, Vice President Workforce Strategy and Organizational Growth, **Walmart**

2:20 – 2:50 pm **Track Two Session H2**

Case Study: Visible Pathways, Visible Impact: Building a Culture for Upskilling, Reskilling, and Innovation

Transparency in career development and advancement is a critical foundation for building tomorrow's workforce. With a focus on improving college affordability, student engagement, and workforce readiness, our next session showcases practical strategies for supporting the growing majority of nontraditional and working students to ensure they have the skills required to succeed in today's jobs.

2:55 – 3:25 pm **Track Two Session H3**

Panel: Reimagining the Future of Workforce Recruiting and Development

In our next panel session, we'll explore the future of recruiting, onboarding, and tech-enabled performance management. We'll discuss how AI-driven technology enables an employee life cycle approach focused on learning, diversity, and workforce development. Explore the role of technology, while ensuring "human-centric" practices. Learn how to avoid the "whiplash" effect of economic disruption through a steady focus on clarity, candor, and care.

Khalil Smith, Vice President, Diversity, Inclusion, and Engagement, **Akamai Technologies**

Desiree Davis Stolar, Global Head of Talent Management, **Hill & Knowlton**

Moderator: **Arun Bedi**, Senior Fellow Human Capital, **The Conference Board**

3:30 – 4:00 pm **Track Two Session H4**

Case Study: Outcomes-based Onboarding and Sales Enablement Skilling

Our next session features a major technology company's case study on next practice onboarding and skills enablement. We'll

showcase guided learning paths, year-long onboarding programs that consist of on-the-job, virtual classroom and digital learning, and finally use of peer learning and community engagement to drive performance.

4:00 – 4:15 pm **Break**

TRACK THREE – EMPLOYEE EXPERIENCE

1:45 – 2:15 pm **Track Three Session I1**

Research/Case Studies: Elevating Employee Well-being

Our next panel will explore how employee well-being strategies can help companies optimize their employee and team experience through listening, learning, development, and rewards strategies. We'll share new research from The Conference Board and a top practitioner's story. Learn about the well-being investments that truly matter to the employee experience, future retention, and team success.

Dominique Cote, VP Employee Experience and Communication, **TMX**

Rita Meyerson, EdD, Principal Researcher, Human Capital Center, **The Conference Board**

2:20 – 2:50 pm **Track Three Session I2**

Panel: Skills for the Future

In our next session, our panel will discuss next practice strategies for how organizations can build a skills-based organization and culture of learning. We'll move beyond the "skills hype" to share practices that are working to enhance employee experience with focused business outcomes, measurement, career development, and clear accountability. We'll share how to build skills for the future through decisions made today about your learning environment and investments in people.

Debra Thompson, Chief People Officer, **Chegg**

La Nise Hagan, Senior Vice President, Human Resources, **OneTen**

2:55 – 3:25 pm **Track Three Session I3**

Panel/Case Study: Building a New Generation of Leaders

Identifying diverse leaders and retaining top talent are top issues for HR executives. Our next session will showcase innovative solutions to address these issues inspired by the groundbreaking work of Project Accelerate, an initiative funded by the Equality Can't Wait Challenge, dedicated to advancing workplace equity by 2030. From implementing inclusive hiring

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practices to fostering diverse leadership pathways, learn actionable strategies and next practices that have led to tangible results in promoting diversity, inclusion, and equity.

Stephanie J. Hull, PhD., President and CEO, **Girls Inc.**

Maury Wolfe, Vice President, Corporate Social Responsibility and Social Impact, **Cox Enterprises, Inc.**

3:30 – 4:00 pm **Track Three Session I4**

Fireside/Panel: Transparency, Pay and the Employee Experience

Technologies, demographics, and pandemic-era new habits are driving new behaviors, expectations, and tensions in how workers relate to their organizations. Discover new strategies for AI, rewards and pay transparency, and how they are shaping the employee experience and organizational trust.

Michael Rory Katz, Senior Vice President, Global Head of Rewards and Wellbeing, **Assurant**

Moderator: **Lisa Hunter**, Program Director and Senior Fellow, **The Conference Board**

4:00 – 4:15 pm **Break**

4:15 – 4:45 pm **General Session J**

Keynote: Insights on Technology Acceleration and the Future of Work

In our next session of the day, a leading technology firm and client organization will discuss investments in AI, automation, and blockchain – and their impact on the future of work. Discover first-hand how technology can be employed to enable performance and enhance productivity, decision-making, and innovation. Find out what the future holds for People Strategy and the investments that impact the workforce and workplace.

4:45 – 5:00 pm

Closing Remarks, Action Reflection, and Day Two Preview

Amy Armitage, Program Director, **The Conference Board**

5:00 – 6:15 pm

Brooklyn Experience and Reception

DAY TWO

Wednesday, October 30, 2024

8:30 am – 9:15 am

Rise and Shine Breakfast Roundtables

Get your day started with this expert-led networking activity.

Participants will come together for small group exchanges, sharing learnings from Day 1 with well-known experts in their fields. Sample topics:

- **#1. The Shifting Employee Value Proposition**
- **#2. Continuous Performance Management**
- **#3. Filling Skills Gaps with Gen AI**
- **#4. Future of Employee Listening**
- **#5. The Evolving HR Tech Ecosystem**
- **#6. Future of Career Planning**
- **#7. Aligning Strategy and HR Operating Models**
- **#8. Perspectives on Future Productivity Metrics**
- **#9. Managing the Future Trust Equation**
- **#10. Wellbeing Strategies for a Changing Workforce**
- **#11. Employee Voice and Listening Strategies**
- **#12. Agile Workforce Planning**

9:15 – 9:20 am

Opening Remarks Day Two

Amy Armitage, Program Director, **The Conference Board**

9:20 – 9:55 am **General Session K**

Keynote: Start an Innovation Revolution

Our morning keynote will feature a well-known author and leading Futurist. We'll share ground-breaking insights about simplification, innovation, and collaboration that will challenge your assumptions and change the way you think about the future of work and employee experience. Learn ways to eliminate complexity and unleash innovation in your workforce.

Lisa Bodell, CEO and Futurist, award winning author, *Why Simple Wins* and *Kill the Company: End the Status Quo, Start an Innovation Revolution*

10:00 – 10:15 am **Break**

10:15 – 10:45 am **General Session L**

Lessons Learned: Leading Change and Driving Adoption

Turns out, technology and analytics are the easy part. The tough part is leading change and driving adoption of new practices driven by data and talent insights. In this next session, we'll discuss lessons learned from a senior practitioner on what it takes to be truly strategic and champion tools to change people data and talent insights into better decision-making.

10:50 – 11:30 am **General Session M**

Interactive Exercise: Adapting AI Into Your Organization Responsibly and Securely

As artificial intelligence continues to dominate headlines, the data shows that the opportunities surrounding this revolutionary technology are huge. Organizations must not only be prepared to leverage AI to drive efficiencies and to reinvent their business models while protecting their organization's data, they must also equip their employees with the knowledge and skills to become savvy and responsible users. This exercise will provide HR practitioners with practical guidance and insight on ways to responsibly and securely adapt AI tools to their company's needs to create new impact.

11:35 am – 12:05 pm **General Session N**

Panel: Adapting to an Ever-Changing Economy and Social Environment: Lighthouses in the Storm

This session will focus on how People Strategy needs to flex and adapt to changing economic and social conditions that impact the workforce. We'll discuss the focus on values and use of critical metrics in the employee lifecycle. Learn how organizations have adjusted workforce policies and programs to address changing external requirements. We'll discuss how to address the pushback on issues of social justice and DEI and how to lead from the heart to stay employee-focused and people connected.

Sean Woodroffe, Chief Human Resource Officer (CHRO), **Lincoln Financial Group**

Jennifer Heinzen Krueger, Chief Human Resource Officer, VP Team Experience, **The Giant Company**

Moderator: **Lisa Pauley**, Program Director, **The Conference Board**, CHRO Council I and II

12:05 – 12:15 pm **Break**

12:15 – 12:40 pm **General Session O**

Closing: Trust and the Strategic Role of HR

Our final session explores one of the most critical issues of the

decade – the decline of trust across organizations and the need to redefine purpose. Our panel will offer suggestions for addressing the growing trust gap reported by Gallup and others. We'll share what organizations can do to bridge the trust gap on multiple dimensions – to build leadership purpose, employee engagement and long-term well-being.

Nancy Nazer, Ph.D., Chief Human Resources Officer, **OMERS**

Jane Datta, Senior Fellow, **The Conference Board**, Former Chief Human Capital Officer, **NASA**

Jana Brown, Chief People Officer, **eHealth, Inc.**

Moderator: **Matt Rosenbaum**, Principal Researcher, Human Capital, **The Conference Board**

12:40 – 12:50 pm

Closing: Remarks and Take-aways

In our closing exercise with participants, we'll do a final exercise at tables of sharing takeaways and the next steps.

"What I'm going to share with my team on Monday?"

"How will my career be affected by changes in the world of work?" and "What will I do differently?"