Workforce L&D 2019: Captivate. Motivate. Educate.

OVERVIEW TAB:

In today's fast-paced workplace—where schedules are packed and attention spans are short—it's imperative that organizations—regardless of size—develop training programs that will align with shifting workforce dynamics and leverage the latest science-backed tactics. But budget and bandwidth can be barriers to implementation. Consider that 84 percent of companies create training materials in house, according to BLR's *2018 Learning & Development Trends Report.* And many organizations lack the resources to have a dedicated team of instructional designers and learning specialists on hand to optimize training efforts. So what can you do to position your learning and development program—and, in turn, your company—for success?

At *Workforce L&D 2019*, you'll learn from the nation's top learning and development professionals on how to build superior training and professional development programs that support business growth, innovation, and workforce retention. The 2019 agenda features cutting-edge strategies for creating, implementing and managing your L&D initiatives so you are sure to see a more productive and attrition-proof workforce, fewer costly incidents caused by inadequate training, and a healthier bottom line.

When you attend this leading event, you will learn how to:

- Develop a world-class onboarding process that increases new hires' likelihood of success throughout the first year of employment
- Identify and apply the latest digital and mobile technologies to your eLearning solutions
- Evaluate learning style inventories and apply scenario-based learning so you can discern how to present and deliver training to your workforce of adult learners
- Train supervisors and managers to resolve day-to-day conflicts, potentially violent outbursts, and otherwise damaging and negative behaviors in a constructive and proactive way that doesn't spark legal liability for your organization
- Use L&D initiatives to foster organizational agility and to break down pesky silos that stand in the way of true collaboration, innovation, and better business results
- Employ empathy, ideation, and personalization to develop trainings rich in human-centered design
- Measure the success of established mentoring frameworks
- Train supervisors and managers to resolve day-to-day conflicts, potentially violent outbursts, and otherwise damaging and negative behaviors in a constructive and proactive way

- And much, much more!

Who Should Attend?

- Learning specialists
- HR managers/directors
- Trainer managers
- Learning and development managers
- Training directors

Pre-Conference Workshop (includes two 15-minute and one 1-hour lunch break)

Continental Breakfast/Preconference Registration
7:30-8:30 a.m.

(Full day) **Leader as Coach: Leadership Development Training**
8:30 a.m. – 4:30 p.m. (*lunch on your own from Noon–1:00 p.m*.)

This engaging, highly experiential course is designed for managers, leaders, and influencers who understand the necessity of superior coaching in today's business ecosystem where leadership development has become everyone's responsibility. The curriculum equips participants with immediately-usable skills they can use to cultivate collaborative talent development partnerships; engage in potent, performance-enhancing conversations; and create extraordinary engagement, alignment, productivity and innovation in their teams.

When you attend this action-packed workshop, you will:
- Be introduced to a proven, very practical coaching model that can be effectively used throughout your teams and organization
- Learn how to initiate and guide high-quality coaching conversations using Bluepoint's Coaching Power Tools
- Participate in real-life exercises that will allow you to hone your conversational coaching skills and receive direct feedback on your personal effectiveness
- Understand how to apply the concepts of appreciation, constructive confrontation and accountability to your own leadership practices
- Create your own professional development plan that will map out your leadership trajectory and set ambitious but achievable goals
- Take away valuable course materials, tools, and a copy of Gregg Thompson's popular book, *The Master Coach*

Day 1 Main Conference, 11/14/19

Registration & Breakfast
7:00 a.m. to 7:55 a.m.

Welcome Remarks
7:55 a.m. to 8:00 a.m.

What if Everything You Know about Personality Styles Training Is Wrong?
8:00 a.m. to 9:00 a.m.
Presented by: Merrick Rosenberg, CEO & Cofounder, Take Flight Learning
The DISC profile is one the most commonly used assessment tools in corporations around the world. And yet, while people find it interesting, if there is one thing that people like to learn about, it is themselves – awareness does not often translate into sustained behavioral change. It's time to rethink how we teach the styles in the workplace, and this highly interactive and engaging kickoff session will reveal:

- Why this is the perfect time to introduce or reintroduce DISC training to your organization
- Turning classroom-based DISC training into a fun and engaging experience
- Transforming DISC training into a process not an event by reinforcing the learning throughout the year
- Refocusing DISC training from awareness to results
- Repackaging the styles to shift from empty letters to metaphoric symbols
- Revitalizing training to involve the participants
- Reallocating time from profiles and graphs to skills and application
- Rebranding the message to shift from learning about letters to learning skills and applying principles

Learning Trends Talks
9:05 a.m. – 10:25 a.m.

LXP vs. LMS: Are You Ready to Evolve Your eLearning?
9:05 a.m. – 9:25 a.m.
Learning experience platforms (LXPs) are gaining popularity in the corporate learning space. But, in what ways are they poised to enhance or replace today's learning management systems (LMSs)? Our *Workforce L&D Trends Talks* segment kicks off by examining the benefits and optimal use cases for LXPs to compliment or, in some cases, replace LMS.

Cyber Security Training Schedules and Delivery Methods
9:30 a.m. – 9:45 a.m.
How often should you train the workforce on what they can do to mitigate or altogether prevent cybersecurity risks? Does your workplace culture foster or hinder your efforts to keep sensitive and confidential data safe and secure—and how can you tell? What are the most effective training methods for thwart cybersecurity risks right now? And, what "bad behaviors" is your workforce engaging in that could be putting your company at grave risk for a cybersecurity attack? This talk will answer these questions and more.

'Selling' Training as an Employee Benefit to Boost Recruiting and Retention
9:50 a.m. – 10:05 a.m.
Professional development opportunities position employees to contribute to your underlying mission in more meaningful ways, and they can be a tremendous asset in fostering a healthy recruiting and retention strategy. This talk will reveal how to develop and communicate a strong message through which current and potential employees will better understand and truly appreciate the overall benefit your training-related programs can provide for them.

5 Real-Life Examples of How L&D Can Be Used to Support Organizational Agility
10:10 am. – 10:25 a.m.
The organizational structures of yesteryear focused on who does what. That is, each team had a mission and it was up to L&D to determine which functions employees needed to be trained on and then to build training to assist them in meeting those goals. But, nowadays, it's a different story: Organizational charts are, in some cases, going way, and business priorities are shifting, often a few times a year. Also, with the rise of gig and contingent employment, real-time developments in talent and performance management require real-time L&D responsiveness. But, how can you ensure that your L&D efforts provide the necessary resources to develop skills when they're needed? And, how can you use your L&D to help measure performance? This *Trends Talk* will provide real-life success stories of L&D agility to demonstrate how training can appropriately support talent management in today's everchanging business world.

Networking, Refreshments & Exhibit Break
10:25 a.m. – 10:45 a.m.

Onboarding: Building an Employee Experience Designed to Train, Engage, and Retain Straight Out of the Hiring Gate
10:45 a.m. – 12:00 p.m.
A quarter of new hires leave within the first 90 days of employment. That's a hard fact to accept since the cost to recruit, hire, and train that a new hire's replacement can cost as much as nine months of that workers' salary. Onboarding is one of the most important touchpoints in your training arsenal because it presents immense opportunities not only to train new talent on policies and procedures; it's a way to indoctrinate them into your workplace culture and as a productive and valued member of your talent team straight out of the hiring gate. To nail employee engagement and achieve healthy retention rates (not to mention customer retention)—it's critical to invest in your onboarding experience, and this session will show you how to:
- Foster learning from day 1 and provide newly hired workers with a yearlong onboarding experience that will knock their socks off
- Determine which training assessments to provide each and every new hire with
- Strengthen new hires' productivity, collaboration, job satisfaction, and overall performance and engagement well beyond their probationary period

Networking Lunch (Provided) & Exhibits
12:00 p.m. – 1:00 p.m.

Management Training to Foster Civility and Respect—and Banish Cultural Negativity
1:00 p.m. – 2:15 p.m.
This session will provide a framework for training your supervisors and managers to address negatively, incivility, and disrespect in a way that reaps favorable cultural results. You'll learn what frontline managers should do to manage their teams, so they can resolve day-to-day conflicts, potentially violent outbursts, and otherwise damaging and negative behaviors in a constructive and proactive way. You'll gain a comprehensive roadmap for delivering preventative training so managers are well poised to address conflicts and incivility before they snowball out of control. And, you'll learn how to train supervisors and managers on what to be on the lookout for in cases where employee's arguments, rants, violent outbursts, or otherwise disruptive behaviors should be escalated to HR, so you can avoid claims stemming from alleged harassment, bullying, or workplace violence.

Networking, Refreshments & Exhibit Break
2:15 p.m. – 2:30 p.m.

Learning Style Inventories: A Leading Strategy to Discern Your Adult Learners' Preferences
2:30 – 3:45 p.m.
Learning style inventories are designed to help figure out the type of learning style to which a particular learner best responds. Once you crack the learning-style code, you'll be in a far better position to design instruction based on that given learning style, which, in turn, will enhance the corporate learning process in general. This session will explore various types of learning style inventories (LSIs), including Kolb's LSI and other relevant LSIs, to provide you with a roadmap so you can develop learning frameworks best suited for your workforce's learning preferences.

Human-Centered Design: How to Put Your Employees' Learning Needs First and *Still* Obtain Business Success
4:00 p.m. – 5:00 p.m.
Business-centered training design (BCD) generally focuses on what's most cost-effective and most convenient for the organization. But, human-centered design (HCD) can be more beneficial in helping organizations reach their end goals, such as improved employee performance, better customer satisfaction and retention, and more but with focus on the learning process as well as on training results. This session will teach you:
- What HDC is and what it is not
- Real-world examples of empathy, ideation, and personalization that work
- How to evaluate what talent and technology needs to be in place before you can roll out an HCD strategy
- How varied training modalities—such as face-to-face, self-paced eLearning, and synchronous training methods—fit into HCD

Day 2 Main Conference, 11/15/19

Breakfast
7:00 a.m. – 8:00 a.m.

Breakfast & Learn
7:30 a.m. – 7:45 a.m.
Learn how *HRHero.com* can help you achieve training success!

Opening Keynote—Leadership
8:00 a.m. – 9:00 a.m.

Measuring Mentorship Program Success: How to Ensure That Your Program Aligns with Business and Leadership Development Goals
9:15 am. – 10:30 a.m.
Organizations that utilize mentors position their workforce for more success. For instance, mentees are better positioned to receive critical professional development training that translates into improved engagement and retention in many cases, especially for high-potential employees. And, for the mentors, they're bolstering their leadership skills. But, having a mentoring program in place is only part of the L&D pie. Organizations must be able to objectively measure whether their mentoring program helps

them achieve their business and learning goals. This session will examine how companies can evaluate the ways in which their mentoring program(s) could be improved to ensure that learning goals are really being reached.

Networking, Refreshment & Exhibit Break
10:30 a.m. – 10:45 a.m.

Digital and Mobile Content: Today's Frontier for Delivering Cost-effective, Convenient e-Learning Solutions
10:45 a.m. – 11:45 p.m.
What are the latest trends at the intersection of learning and technology? And which tools and products are proving to be the most effective for addressing the workplace of today's top e-learning challenges? This session will take a deep dive into how some of the newest and most popular technologies, such as microlearning, blended learning, and extended reality, can be used to improve e-Learning.

Networking Lunch (Provided) & Exhibits
11:45 p.m. – 12:45 p.m.

Making Virtual Classroom Learning Relevant: How to Effectively Use Scenario-Based Learning to Boost Engagement and Message Retention
12:45 p.m. – 1:45 p.m.
Adult learning principles state that adults learn best when content is relevant. So, why do most virtual classroom lessons rely on lectures and slides? One of the most effective ways to ensure learning sticks is by getting learners involved—and scenario-based learning design does just that! And, this session will show you how. You'll learn how to:
- Design 3 types of scenario-based activities in the virtual classroom: problem-based learning, predictive learning, and play-based learning
- Discover ideas for producing appropriate scenarios that resonate with your learners in the virtual classroom
- Appreciate the role scenario-based learning plays in today's modern workplace learning
- Use scenario-based learning to support adult learning theory
- Implement 3 types of scenario-based learning in the virtual classroom
- Construct scenario-based learning in 7 steps (and you'll get to see the scenarios in action)

Networking, Refreshments & Exhibit Break
1:45 p.m. – 2:00 p.m.

Breaking Down Business Silos: Cross Training and Other L&D Necessities for Fostering Cross-Functional Collaboration and Maximizing Business Success
2:00 p.m. – 3:00 p.m.
It seems like very organization is on a quest to break down silos that segregate job functions and roles and can often squander the opportunity for collaboration and innovation. But, deconstructing longstanding organizational silos isn't easy. It requires identifying what it is you want out of your cross-functional teams and getting executive leadership's buy-in. Workforce *L&D 2019* closes with an energetic talk on how cross-functional training and the development of multi-functional teams can be used to increase collaboration, engagement, and at all levels of your organization. You'll learn:
- Mistakes companies continuously make when trying to disassemble silos

- Examples of multi-functional team structures and cross-training opportunities that really work
- The C-suite and HR's role in breaking down restrictive organizational silos that could be hampering your L&D and performance management strategies
- How integrated task-management systems can help foster creativity and contributions to new projects and processes from the get-go

Wrap-up Announcements & Conference adjourns 3:00 p.m.
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Agenda subject to change.