PERSPECTIVES

Skillsoft

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12:00 p.m.	5:00 p.m.	**Skillsoft Channel Partner Summit** *by invitation only* *Monet 2* **SumTotal Channel Partner Summit** *by invitation only* *Gauguin 1*
1:00 p.m.	2:30 p.m.	**WORKSHOPS**

● ● **The Rise of Invisible L&D Through Social Learning Opportunities – Take Your Learning Culture to the Next Level**
Grand 6

Join us in this 90-minute session to learn how to move away from traditional learning and development activities and toward enabling performance support whenever and wherever learners need it. With increased discussion on the modern learner, it is critical that L&D departments consider new ways to support learner needs in a holistic manner which contributes to the overall learning culture of the organization.

In this session, participants will learn:

- The 3 main functions of L&D departments and why it is imperative that L&D departments adapt to the modern learning environment;
- The paradigm shifts of invisible L&D;
- The definition and 4 characteristics of invisible L&D;
- To understand the importance of real world learning application through industry research and adult learning theory;
- Prescriptions for shifting to an invisible L&D organization through social and experiential learning opportunities;
- To recognize a need to shift measurement strategies to account for the rise of social and experiential learning;
- How Skillsoft's engaging content and beautiful technology can support your experiential learning ecosystem

Jessica Philpott, Virtual Success Consultant, *Skillsoft*

Benny Ramos, Manager, Consulting Services, *Skillsoft*

● **SumTotal Learn: Advanced Administrator Training – Part 1**
Grand 7

Have you been using SumTotal Learn for more than 6 months? Have you recently upgraded and can't figure out the new functionality? This is your opportunity to meet with Learn experts and fellow users to uncover solutions for challenges you are facing. This popular workshop has helped to bring participants up to speed on new functionality, discover best practices that really work and help you develop a strong network of Users you can reach out to.

This workshop's topics include current pain points/solutions, plus new 17.1 feature overviews:

- SCORM Content – I have new options?
- Replace Content or use Versioning - New Functionality in 17.1
- Come prepared to share a pain point and get ideas to resolve.

Sandy McQueen, Practice Lead, Consulting, *SumTotal*

● ● **Marketing Outside the Inbox: Inspiring Manager Involvement and Using Creative Channels to Reach Learners**
Grand 3

Email marketing is easy and cost efficient – but is it effective? How can L&D leaders create sustainable awareness and adoption of development programs? Many organizations aren't permitted to send email marketing to learners via distribution lists. Others must go through Corporate Communications to get their messages approved and scheduled. Still others are struggling to reach a younger workforce that sees email and traditional work systems as archaic or obsolete. So what are those other channels you can leverage to reach your learners? In this session, you will learn how to engage one of the most powerful channels for reaching learners – their managers – as well as other creative communication channels to round-out your marketing strategy.

In this session, participants will learn:

- Shift mindsets and behaviors using manager involvement as a primary channel to reach learners
- Use storytelling to tell managers and learners WHY they should participate
- Select creative channels that work in your organization

Beth Zimmer, Sr. Customer Success Consultant, *Skillsoft*

Gina Gallagher, Customer Success Consultant, *Skillsoft*

Kristin Thomas, Manager, Consulting Services, *Skillsoft*

● ● **Content Contextualization – Creating an End-to-End Learning Experience for the Modern Learner**
Grand 9

All content that L&D provides requires the correct context to support learning objectives and demonstrate the largest organizational impact. L&D professionals are therefore tasked with contextualizing content so that it meets learners needs, when and where these needs arise. According to Bersin, "from 2011 to 2014, the time L&D functions spent on content creation, design, and development decreased by almost 20 percent." The important lesson to be gleaned here is that lack of content is no longer a problem. The problem arises when content and learning opportunities are mismatched with organizational situations and therefore deemed not useful to learners.

Join us in this workshop to learn about how to contextualize content so that learners have what they need, when they need it. In this workshop, attendees will learn about the four types of content curation and hear real world examples of how Skillsoft's esteemed customers are providing their learners with curated content at the exact moment of need. Attendees will learn strategies for driving their learners toward the LMS and away from open internet searches yielding information that may not be credible. Attendees will learn how to provide an end-to-end learning experience through multiple content treatments. Join us to learn how to get the most value from your eLearning solution through increased program adoption by supporting learners quickly and efficiently using contextualized content.

During this workshop, attendees will:

- Learn about the four types of content curation;
- Hear examples from Skillsoft's customers about how content contextualization helped to drive eLearning adoption;
- Learn how to provide an end-to-end learning experience through multiple content treatments; and
- Hear prescriptions for implementing content contextualization in their own organizations.

Dawn Ryan, Customer Success Consultant, *Skillsoft*

Diana Seymour, Manager, Consulting Services, *Skillsoft*

Sara Wood-Gates, Learning Program Architect, *Skillsoft*

● **Data Import Tool: Tips, Tricks and Best Practices**
Monet 4

The new Data Import tool, introduced in the Winter 2016 release, offers a great deal of flexibility when it comes to importing data into your SumTotal Talent and/or SumTotal Learn system. In this workshop we'll review the basics of how the tool works, and then we'll take a deeper dive to discuss topics such as:

- How to re-configure import templates when your business needs change
- How to configure multiple import templates (and why would you want to?)
- How to utilize default values to simply data files
- How to troubleshoot import issues
- Data Import best practices
- Upcoming changes planned for the Data Import tool

Sean Hjorth, Consulting Practice Lead, *SumTotal*

2:30 p.m.	3:00 p.m.	**BREAK**

Grand and Monet Hallways

3:00 p.m.	4:30 p.m.	**WORKSHOPS**

●● **Navigating the Skillsoft Learning and Talent Maturity Framework Journey – Practical Techniques to Develop, Lead and Achieve**
Grand 3

Skillsoft's Learning and Talent Maturity Framework is a model focused on the direct impact of learning and talent on business performance. By using this framework, an organization can identify its current stage for each of 9 key indicators and understand what milestones demonstrate progress to the next stage of this 5-stage model. Three indicators in Skillsoft' s Learning and Talent Maturity Framework that can easily be impacted are End-User Experience, Technology Infrastructure and Elective Participation Rate and many organizations don't know where to begin. This workshop will explore innovative and practical ways to enable the learner to own their own growth and development through embedding learning where and when they need it.

- Embedding Learning – Learn how using simple integration techniques can be used to embed learning in your learners' exiting tools such as intranet sites, Talent Management Suite, CRM, etc.
- Unleash the LMS – Learn techniques to improve your learner experience within your third-party LMS using SSO or AICC techniques along with quick tips for Skillport users
- Anytime, Anywhere – Discover how you can use Skillsoft' s Learning App to drive participation and support a "pull" learning model in your organization
- Marketing the Micro – Gain ideas on how you can use marketing techniques to support and drive micro learning in your organization using tools like email, intranet, your LMS, social collaboration tool and first line managers.

Annie Jekova, Senior Customer Success Consultant, *Skillsoft*

Inga Russo, Manager, Learning Program Architect, *Skillsoft*

Brent Colescott, Sr. Director, Business Strategy & Transformation, *SumTotal*

● **SumTotal Learn: Advanced Administrator Training – Part 2**
Grand 7

Part 2: Have you been using SumTotal Learn for more than 6 months? Have you recently upgraded and can't figure out the new functionality? This is your opportunity to meet with Learn experts and fellow users to uncover solutions for challenges you are facing. This popular workshop has helped to bring participants up to speed on new functionality, discover best practices that really work and help you develop a strong network of Users you can reach out to.

This workshop's topics include current pain points/solutions, plus new 17.1 feature overviews:

- How do I get that fancy dashboard? Making life interesting and engaging.
- Notifications – Spam or Optimization – new options Really?
- Come prepared to share a pain point and get ideas to resolve.

Sandy McQueen, Practice Lead, Consulting, *SumTotal*

● **Leveraging Dashboards and Content Widgets**
Monet 4

Dashboards are often the "first impression" for your employees when they access your SumTotal Talent and/or SumTotal Learn system. Ideally, dashboards should be visually appealing while also providing useful "at-a-glance" information and easy access to other parts of the system. In this workshop we'll review general dashboard concepts such as widgets and personalization, and then we'll take a deeper dive to discuss topics such as:

- How to create and modify dashboards
- How to configure multiple dashboards (and why would you want to?)
- How to use security groups to control dashboard access
- How to utilize dashboard templates, including beautiful full-screen stock images, to really "wow" your employees and create a welcoming environment
- How to create links to others parts of your system
- How to utilize the "Content Editor" widget and/or "News" widget

Sean Hjorth, Consulting Practice Lead, *SumTotal*

●● **Aligning Learning Strategy to Business Strategy Through a Learning Council**
Grand 9

Does your L&D strategy mirror the overall business strategy? Have you wondered how to influence strategic decisions within your organization and gain a "seat at the table"? This session will help you begin to think through your current learning and development governance structure and implement a learning council in your organization. Please join us to learn how to move L&D from your organizations periphery to a highly influential, strategic partner. In this workshop, you will:

- Learn how to align learning strategy with the business strategy and vision
- Hear about the emerging need of establishing a learning council
- Learn how to create and implement a learning council within your organization
- Hear about how other Skillsoft customers have successfully implemented a learning council and aligned learning and business strategies

Amy Gormley, Customer Success Consultant, *Skillsoft*

Luisa Golgini, Sr. Customer Success Consultant, *Skillsoft*

● **Creating Reports Using Custom Domains**
Grand 6

Creating reports using the attributes not exposed by out-of-the-box reporting domains. Explain the Custom reporting domain concept, real-time reporting.

- Discuss out of the box domains
- Review already created custom domain
- Create Adhoc view using custom domain
- Create reports using Adhoc views.

Michael Van Doren, Director, Growth Edition Solutions Architect, *SumTotal*

Nathan Schroeder, Senior Solutions Architect, *SumTotal*

●● **Higher Education, State, & Local Government Networking Session**
Renoir 1

Join your colleagues from across the country to share best practices and challenges specific to our industries. We'll also discuss enterprise programs during this session.

Jeff Atkins, Vice President Education, State & Local Government, *Skillsoft*

6:00 p.m.	7:30 p.m.	**WELCOME RECEPTION**
		Grand Patio and Grand Terrace Pool

7:00 a.m.	8:00 a.m.	**SKILLSOFT PERSPECTIVES BREAKFAST** *Grand 2*
8:15 a.m.	9:00 a.m.	**Welcome** **Bill Donoghue,** Chairman and Chief Executive Officer, *Skillsoft*
9:00 a.m.	9:30 a.m.	**Breaking through the Millennial and Generational Workforce Myths** In this provocative, research-based presentation, acclaimed generational speaker and bestselling author Jason Dorsey will shatter generational myths. He will reveal what we as leaders need to know as truth vs fiction and what actions to take right away. This presentation is based on Jason's groundbreaking research and workforce consulting into Gen Z, Millennials, and generational context(tm) at The Center for Generational Kinetics. You will leave this presentation with a whole new way to think about generations. You will also see firsthand why Jason has been featured everywhere from 60 Minutes to The New York Times and received over 1,000 standing ovations. **Jason Dorsey,** Co-Founder, Millennials and Gen Z Expert and Researcher, *The Center for Generational Kinetics*
9:30 a.m.	10:10 a.m.	**Technology Showcase** **Apratim Purakayastha (AP),** Chief Technology Officer, *Skillsoft* **Percipio Unveiling** **Potoula Chresomales,** SVP Product, *Skillsoft* **SumTotal – The Future Roadmap** **Bill Docherty,** SVP Product, *SumTotal*
10:10 a.m.	10:30 a.m.	**BREAK** *Grand and Monet Hallways*
10:30 a.m.	10:50 a.m.	**Talent in the New: Discover, Inspire, and Grow Exceptional People** **Rahul Varma,** Chief Talent Officer, *Accenture*
10:50 a.m.	11:10 a.m.	**The New Skillsoft Books Experience** Skillsoft's latest research shows that books remain incredibly relevant to today's learner. The study, summarized in our recent whitepaper – A Modern Modality for Modern Learners, is the most extensive analysis of consumption patterns, user preferences, and content modalities to date. It includes a study of over 2,000 end users, client and expert interviews, as well as a look into millions of usage patterns. In this session, Mark Onisk, GM and VP of Skillsoft Books, will review our findings and also outline our forthcoming strategy for more deeply integrating digital books with other multi-modal learning assets. **Mark Onisk,** VP and GM Skillsoft Books, *Skillsoft*
11:10 a.m.	11:30 a.m.	**Reimagine HR with Florida Blue** Stephanie will discuss how to navigate the biggest roadblocks during HR transformation, as well as the most exciting new career paths and opportunities emerging for HR professionals during the transformation journey at Florida Blue. **Stephanie Dale,** Senior Manager of Learning Operations, *Florida Blue*
11:30 a.m.	11:50 a.m.	**A Journey into Customer Excellence** Service excellence cannot be achieved in the short-term, nor can we ever truly say that we have achieved excellence because it is a journey not a destination; the quest for excellence means that we are constantly pushing the bar to get even better at what we do. This session will introduce the Support roadmap to deliver on that promise and present some of the latest innovations we are working on at Skillsoft to build a World Class Customer Support organization. **Mohammed Ajouz,** Senior Vice President, Global Customer Service & Delivery, *Skillsoft*
11:50 a.m.	12:10 p.m.	**Keynote** **Guillermo Miranda,** Chief Learning Officer , *IBM*

WEDNESDAY, APRIL 12

12:10 p.m.	12:30 p.m.	**Content Innovation** Tara O'Sullivan, Chief Creative Officer, *Skillsoft*
12:30 p.m.	12:50 p.m.	**Innovation Awards Announcements** Chad Gaydos, Chief Revenue Officer, *Skillsoft*
12:50 p.m.	1:50 p.m.	**LUNCH** *Grand 2*
1:50 p.m.	2:35 p.m.	**BREAKOUT SESSIONS**

● **Percipio & the Roadmap**
Grand 3

In this interactive session, you will be one of the first to see the new state of the art content delivery platform, Percipio, and provide your input on prioritizing the roadmap and feature build-out. This will include a live Q&A with the product and engineering team.

Potoula Chresomales, Senior VP Product Management, *Skillsoft*

● **Using Learning to Increase Revenue, Retention and Rewards**
Monet 1

Ever wondered how to broaden your L&D programs to reach customers, vendors and beyond? At ADP we not only wondered, we had a plan. We wanted to capitalize on L&D opportunities within our customers to add revenue, retention and value. And with Skillsoft we did just that, along with simply increasing awareness of our products and services.

During this session attendees will:

- Learn about ways your organization can uncover and generate new revenue streams
- Receive marketing and communication best practices, tools and templates ADP uses to increase learner awareness and utilization
- Hear how Skillsoft enables relationship success and understand the attributes for a successful extended enterprise

Jennifer Stephens, Skillsoft Solutions Consultant – ADP Partnership, *Skillsoft*

Adam Hartgraves, Talent Solutions Specialist Comprehensive Services, *ADP*

● **Engaging Leaders Through the Use of Dashboards**
Monet 2

A few years back, we attempted to design a dashboard that would use information regarding our learning assets and their impact, information we could then share with our leaders. Sound easy? It isn't. But we didn't give up and finally developed a dashboard, a one-page "infographic" that is not only hugely successful and has spurred requests for other "specialty" dashboards, it also has helped to increase our usage and consumption numbers.

During this session attendees will:

- Receive an analytics infographic dashboard template which they will be able to use and which will mirror our current dashboard.
- Learn how to create a visually compelling dashboard with meaningful data.
- Hear how to overcome any misconceptions that exist with regard to usage data and what points/information leaders really want from a dashboard.

John Heyman, Director of Content Development & Delivery, *Unisys*

● **Management and Development on-the-go: A Fully Blended Learning Experience**
Monet 3

Ever wondered how you might plan and execute a mobile learning program designed to develop managers globally? We not only wondered, we did it. Today I will share our story. How we took segments from Skillsoft's new video-based courses, launched them through the Skillsoft Learning App, pushed video topics directly to each participant via SMS (text) and hosted webinars which afforded participants the opportunity for interaction and discussion.

During this session attendees will:

- Receive instruction on how to design a fully mobile learning program
- Learn how to integrate the Skillsoft Learning App and video-based courses into a fully mobile learning program

Jose Luis Suarez, HR Director of Global Learning & Development, *Praxair*

● **What's New in Learning Management**
Monet 4

Industry studies show that over 85% of employees surveyed indicate that development opportunities are the most important factor in remaining with their current employer. The ability to deliver targeted and personalized development opportunities at scale is critical to organizational success. During this session, you will get insight into the significant improvements in the SumTotal 17.1 release and how they can assist organizations in this development mission.

Sean McCarthy, Director, Product Management, *SumTotal*

● **How SumTotal Uniquely Addresses the Needs of Industry Verticals**
Grand 9

Mastering the horizontal Talent & Learning market has connected SumTotal to some of the world's most exciting brands across all major verticals. Through these fantastic partnership experiences, we're developing a base of vertical best practices designed to help you create a more industry-relevant user experience, align more fully to the needs of your organization, and deliver strong ROI.

In this session you will walk away with a solid understanding of:

- The critical importance of personalization (not customization!) in an enterprise platform to meet the needs of different verticals.
- How SumTotal adapts to create industry-specific experiences when delivering on hot horizontal topics like compliance management and career growth.
- Our strategic plan to actively align to verticals in 2017 and beyond to create an all-around better experience for our customers.
- This fast-paced session will include customer stories, site examples, and forward-looking plans.

Morne Swart, VP Global Product Strategy and Transformational Leader, *SumTotal*

Future–Proofing Yourself: New Capabilities for "Invisible L&D"
Grand 7

The need to support continuous learning has inspired L&D functions to transform not only the offerings they create but also their fundamental beliefs about how to provide and support learning. In Bersin by Deloitte's 2015 research on L&D capabilities to drive continuous learning we identified 18 key capabilities to help L&D practitioners focus their development on supporting continuous learning.

Fast forward to 2017 and our conversations with learning leaders and solution providers have revealed a further evolution in the role of L&D—a new approach we refer to as "invisible L&D" – along with a group of emerging capabilities to support this new approach. Invisible L&D focuses on curation and context, building an always-on infrastructure to facilitate learning in ways that fit into the work itself.

In this session, we will:

- Discuss the characteristics of invisible L&D
- Explore the forces behind the emergence of this new approach
- Explore new L&D capabilities and how some organizations are implementing them

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Janet Clarey, Learning and Development Research Leader, *Bersin by Deloitte Consulting LLP*

Continuous Learning 3.0 – an example of Digital Age Learning
Grand 6

In what is a follow-on session from a Perspectives 2016 workshop, today we will focus on how to leverage Skillsoft content to deliver true digital age learning journeys.

At Capgemini, we created our own vision and framework for our facilitated learning journeys. We supplement content created in-house with an array of Skillsoft products (or vice-versa). We'll look at a couple of our programs and how we approach optimizing learning engagement and retention with digital age learning strategies that support continuous learning.

During this session attendees will:

- Learn about Capgemini's approach to continuous learning, which embeds digital age learning at its heart
- Look at 2 programs that were delivered with this continuous learning journey framework, and the impact it had on learner engagement
- Learn techniques that can be easily implemented, to support continuous and social learning

Regis Chasse, Director of Curriculum, Capgemini University, *Capgemini*

Steven Smith, Corporate Vice President, Director Capgemini University, *Capgemini*

2:45 p.m.	3:25 p.m.

BREAKOUT SESSIONS

Platform Update and Roadmap – Skillport and Percipio
Grand 3

Join us of a session to learn more about Skillsoft's content delivery solutions now and into the future. We'll be covering the Skillport roadmap as well as Percipio, Skillsoft's new cloud based state-of-the-art content delivery and learning environment.

Stephanie Pyle, VP of Product Management, *Skillsoft*

● **Why Cultivating a Culture of Holistic Development is Key to the Modern Leader**
Monet 1

The modern employee wants a more holistic approach to work – a flexible schedule and a better work/life balance. And they want this approach to extend to their L&D. Learning programs must go beyond the traditional curriculum and include material that develops employees' physical, mental, emotional, financial, recreational, vocational, and even their spiritual well-being. Using emotional intelligence, contextual intelligence and interpersonal skills as training tools, I will show you how to develop and build a work culture that will help ensure you remain competitive while simultaneously offering your employees the learning opportunities they desire.

During this session attendees will:

- Learn about case studies/supportive evidence that showcases the ROI of holistic development.
- Gain insight into the culture of holistic development
- Discover how to start implementing a shift in workplace culture towards holistic development

Jared Buckley, Coach/Consultant, *NextGen Skills*

● **Skillport and the Extended Enterprise**
Monet 2

Want to know how to effectively integrate and use L&D to improve results for your Extended Enterprise? Join me to hear how we, using Skillport, both deliver online training to our base of partner technicians and keep a record of all ILT sessions conducted, irrespective of location.

During this session attendees will:

- Gain valuable insight into our experience managing the extended enterprise.
- Hear about the unique challenges presented by the extended enterprise.
- Learn about the future improvements we foresee with a possible move to SumTotal

Tom Golinski, Manger, Service Training & Information Management, *Lexmark International*

● **New to Skillsoft?**
Monet 3

This session is designed to help new customers (and prospective customers) understand what to expect in their partnership with Skillsoft and what they can do to become successful including:

- Creating learning goals and how these can support and should support business goals – participants must practice creating these statements which should be SMART
- Initial and ongoing content alignment- participants should be able to look at business goals surfaced in the previous exercise AND look at the audience and stakeholders and determine their WIIFM
- Access and marketing considerations- a brief overview of benefits of SSO, and an overview of the client community where marketing resources can be found
- Overview of general libraries and modalities plus once you subscribe – library maintenance and what's involved and why it is a good idea
- What is a benchmark session and what is the benefit?
- What is an impact analysis and what are ways that learning impact and program measurement can be achieved – participants should be able to capture how their programs could be measured and how these align to the original learning and business goals

Benny Ramos, Manager, Consulting Services, *Skillsoft*

● **Champion Your Users: Learn how Corning Improved UX and Increased LMS Adoption by 50%**
Monet 4

Competition for talent is fierce, so how do you attract the best people? By offering a workplace culture founded on lifelong, continuous learning and growth. That is what we did and it is making us stand out from the crowd. Today we will talk about how Corning asked learners, managers and administrators what we could do to improve the learning experience at Corning and what we did in response.

During this session attendees will:

- Learn how we focused on improving the user experience
- Hear how we gained insight into why so few employees were using the LMS for required training only.

Amy Friend, Manager of Learning Technologies, Workforce Development and Learning, *Corning*

● **Completing the Talent Development Cycle using Professional Growth Plans**
Grand 9

Hear about the three key phases of our talent development cycle: 360 Assessments, Performance Evaluations and Personal Growth Plans. Each phase has multiple components and we use a variety of tools and resources to ensure that individuals receive performance feedback along with a documented plan for improvement and growth. So far, this approach is working. The documented professional growth of our associates has risen from 9% in 2014 to 69% in 2016 and the latest results indicate that trend is continuing.

During this session attendees will:

- Learn of the importance of aligning competencies and assessment results to SS content
- Receive the tools, resources and templates to support the use of SS content when creating growth plans using a "Learn, Plan, Do" model
- Discover best practices for developing and implementing growth plans in STS

Shannon Johnson, Performance Management Manager, *BCBS-Alabama*

● **Jumpstarting Talent Analytics: 4 Tenets of Success**
Grand 7

As the scope of Human Capital Management continues to expand, talent leaders the world over are doing their best to stay abreast of rapidly changing best practice. While many are inspired to try new methods and tactics, however, there's one thing glaringly missing: Proof of impact. Lacking insight into tangible benefits of more modern practices, it's difficult to understand what's working – and what's not quite working. Sound familiar?

In this quick-fire session, IDC Analyst Kyle Lagunas will present four straightforward tenets that drive the most effective measurement practices. Learn how HR organizations track and correlate new initiatives with business outcomes and how you can leverage basic analytics to support sustainable results.

Kyle Lagunas, Research Manager, Emerging Trends & Technologies, Talent Acquisition & Staffing Services, *IDC*

●● **Equip or Fail- Creating an Integrated Talent Management Program to Build Successful Managers**
Grand 6

We expect more from our people managers than ever before – often balancing the roles of coach, motivator and contributor. We're seeing declining engagement levels, more generations in the workplace and new employee expectations all challenging the traditional view of the manager role. These challenges are compounded by shifts in HR practices that rely on effective managers – such as evolving performance processes, the rise of career mobility and the demand for continuous development.

Join us for a look at how we at the University of California rose to the challenge, creating and deploying targeted development programs that set out to skill and prepare over 46,000 people managers across a geographically dispersed University system – no easy feat! During this session we'll share key industry insight and trends when it comes to today's expectations for the modern manager, step through University of California's programs and challenges, and answer your questions so you walk away with actionable steps to take back into your own programs.

Terry Barton, Director, Systemwide Staff Development Programs, *University of California, Office of the President*

| 3:25 p.m. | 3:55 p.m. | **BREAK** |
| | | *Grand and Monet Hallways* |

| 3:55 p.m. | 4:40 p.m. | **BREAKOUT SESSIONS** |

● **Engaging the Modern Learner: Developing Learner-Centric Solutions that Drive Business Results**
Monet 1

What can Learning professionals do to engage the modern learner in a time-strapped, results-driven world? How do you continue to demonstrate the relevance and value of eLearning after an extended period of time? These were some of the challenges faced by NXP. We responded by implementing initiatives that successfully aligned eLearning, employee development and the achievement of business results. The outcomes were impressive and validated the crucial role of eLearning in the organization.

During this session attendees will:

- Learn how to strike the right balance when designing and deploying blended learning solutions
- Discover how eLearning can be leveraged to bring an organization's competency framework to life
- See the results from a Value Impact Analysis and take away proven practices to measure and communicate the value of eLearning

Lawrence Goh, Senior Director, Global Learning & Talent Management, *NXP Semiconductors*

● **Early Career Transformational Leadership Development**
Monet 2

Developing good leaders is a priority across boardrooms and can present a major challenge for HR. We know this and we know how best to begin addressing this problem. Most recently we ran a leadership development program at IBM that resulted in candidates earning multiple certifications, the rapid progression from associate/consultant level to manager/leader, zero attrition and double digit pay increase for program graduates. Now we want to share how we did this with you.

During this session attendees will:

- Gain insights into tailored transformational leadership development program focusing on early career top talent in large services organizations
- Learn about the benefits of the program such as increased impact at lower cost while maintaining zero regrettable attrition level in high turn-over environments

Kristof Kovacs, Global Continuous Improvement Leader, *IBM*

Caroline Martin, Consultant, *IBM*

● **Spotlight 2016 Skillsoft Award Winner: Creating an Impact – Leadership Development**
Monet 3

At last year's Perspectives we won the Leadership Development Award. Today we want to show you why and how we redesigned our leadership programs to respond to the rapid change and growth happening at LLNL. We had a goal to create roadmaps for leaders that would build their skills as they gained tenure. Our learning program features U-Learn at its hub and uses Skillsoft products to integrate learning into the life of the enterprise and bring learning to employees 24/7 for maximum impact. And it did. The program consistently performs better than industry average on Learning Effectiveness, Business Results, and Return on Investment.

During this session attendees will:

- Hear how LLNL's learning program is dynamic--anticipating and responding to changing stakeholder needs
- Learn why it fosters a culture that values, supports and recognizes new ideas: including experimenting and learning from ideas that may or may not produce results
- Discover why is it important to be accountable to deliver the best value from the customer's perspective in a transparent way that creates a trusting relationship

Leslie Positeri, Sr, Training and Development Specialist, *Lawrence Livermore National Laboratory*

Suzanne Rollinson, Group Leader, Professional Development, *Lawrence Livermore National Laboratory*

● **Supporting Culture Change Using Leadership Principles**
Grand 9

At LyondellBasell we have spent the last two years adapting to change – change in leadership, change in management, chance in direction. And today I want to tell you how we not only got through all the change, but thrived. How with Skillsoft's help we designed new leadership competencies and expectations, which in turn helped us develop a more people-centered culture and how the immediate effect of this was to experience a dramatic increase in our eLearning usage numbers.

During this session attendees will:

- Learn how Skillsoft provides consulting and services to support competency mapping for learning assets.
- Discover how to support leadership competency education by using a variety of learning methods.
- Gain valuable insight into the ways culture change is an evolution rather than a revolution and that consistent messaging and partnerships support this evolutionary process.

Brad Thien, Sr. Manager, Learning and Development, *LyondellBasell*

● **SumTotal Learn: Deliver Learning Any Time, Anywhere with the New SumTotal Mobile App**
Grand 7

In today's competitive environment, the need for efficient, lean, accessible and easy-to-use learning technologies has never been greater. Now, more than ever, organizations must accelerate time to competency and develop organizational capability. To do that, businesses need to provide employees access to learning content and tools in a right-time, right-place context, no matter where they are physically located.

This session will be focused on the learning focused enhancements delivered in the most recent SumTotal Mobile solution release. In addition, improvements to the core mobile platform and new continuous performance capabilities will be reviewed.

Eric Theobald, Vice President, Product Management, *SumTotal*

● **What's New in Talent Management**
Monet 4

Many organizations are fundamentally rethinking how they measure, reward and provide visibility into career opportunities to their teams. The SumTotal Talent solution is at the forefront of assisting organizations in this transition. This session will focus on advancements in the 17.1 release of the SumTotal Talent solution in areas such as: Career Planning, Competency Management and Continuous Performance.

Dan Boccabella, Vice President, Product Strategy, *SumTotal*

Sean Hjorth, Consulting Practice Lead, *SumTotal*

● **The Convergence of Learning and Performance**
Grand 6

For too long and for too many organizations, the outcome of organizational learning has been the learning itself. The true outcome of learning should be behaviors that lead to performance. Are people better at their jobs? Safer? Faster? Learning has the potential to have a bigger impact on both individual and organizational performance than anything else in the business.

The most effective way to bring learning closer to performance is with a truly blended learning strategy that is built on research like the 70:20:10 model, the Ebbinghaus Curve, and neuroscience. Real blended learning requires a robust set of tools and the knowledge and skill to apply them in the appropriate amounts at the appropriate time. This session will look at how today's learning technology allows us to create experiences that better fit how people learn and have a greater impact on performance. Discussion topics include:

- Brandon Hall Group's exclusive, research-based model that brings clarity to the art and science of creating truly blended learning.
- A modern look at the 70:20:10 model, its application and its impact
- Trends in learner experience and personalization

David Wentworth, Principal Analyst, *Brandon Hall Group*

Building a Complete Content Management Strategy in 2017!
Grand 3

Delivering a great LMS platform is one thing – making sure it has all the tools and content to make it a success, well that's whole different ballgame. I will talk you through our journey and how we used Skillsoft and in-house content, coupled with a variety of learning solutions from OTJ Learning Labs to streaming live content, to take us from 95% ILT to a 50/50 split and our LMS to new highs, all within one year.

During this session attendees will:

- Learn how to assess current content and align to your future goals
- Hear best practices and tangible ideas on making your content a "big win" for your company
- Discover how to align Skillsoft Content to company initiatives with ease

Derek Blake, Director of Global Learning and OD, *PSAV*

4:50 p.m.	5:30 p.m.	**BREAKOUT SESSIONS**

Lead: Leadership, Engagement, and Development
Monet 1

The manufacturing world can be tough. To be effective and maintain our position as an industry leader, Pactiv needed to develop a culture that attracts and retains the very best employees. To do this, we partnered with Skillsoft and adopted a 70/20/10 approach to providing the strong leadership and compliance content our employees required. Hear how our 14-week program – which combines custom-developed online modules, a highly-engaged classroom experience, an accessible collaboration site, and scheduled interactive webinars – is building our learning culture.

During this session attendees will:

- Learn to move beyond restraints for true learning impact
- Discover ideas to build a learning culture in a traditional, manufacturing world
- Gain insight into why designing a long-term program with short-term goals is a win

Terri Souder-Basa, Sr. Manager Talent, *Pactiv*

Manpower Group: Employee Engagement and the Skills Revolution
Monet 2

As a Global Workforce Solution, we know better than most just how fast the work landscape is changing. Today the goal is no longer finding the job for life, but to develop the skills, experience and expertise necessary to be employable for life. We are committed to helping our people move up the career ladder and achieve their potential which is why we created a high performing, collaborative, learning culture at ManpowerGroup and our Skillsoft Partnership is cornerstone to that culture. And it's working. Hear why our usage numbers have exceeded our expectations and course registrations are up.

During this session attendees will:

- Learn how to build a career development curriculum with Skillsoft content
- How to prepare your organization for the Millennial and Gen Z Skills Revolution
- Discover how to blend Skillport 8i mobile technology with on-line training

Denise Accuardi, Manager of Virtual Learning, Manpower Group

Brian Jones, Lead Application Engineer, *Skillsoft*

● **Leveraging the Skillsoft Partnership to Create SAIC Cyber Institute**
Monet 3

It is our mission is to produce rapid and perpetual CYBER capability through education and the training of SAIC employees and partners in both cyber security and cyber operations. How? By using Skillsoft courseware, books and other resources including Virtual Practice Labs that provide cyber role-based employee development to develop the Cyber Institute. The result? Not only were company expectations met, they were exceeded, as double the number expected were trained.

During this session attendees will:

- Learn about the global need for a strong Cyber workforce
- Gain insight into how to leverage Skillsoft resources to develop a world class cyber workforce
- Discover how programs like this enhance employee attraction and retention

Raymond Kinard, Director of Talent Development, *SAIC*

● **Give your Career Wings and Prepare to Take Off!! TSA**
Monet 4

At the TSA we wanted to create and deploy a nationwide program designed to build skills for women from all generations, and across all careers and career levels. To accomplish this, we teamed with Skillsoft and utilized their learning resources, marketing templates, and a Skillsoft Program Manager who dedicated time to assist us. The established Women's Programs at TSA are not only hugely successful, they also acquired top level Executive support, endorsement and top level hands-on participation.

During this session attendees will:

- Learn how to get creative with the learning assets you have and to recognize different ways to leverage them
- Hear how Skillsoft resources, services, and tools keep your varied program development costs to a minimum
- Discover how a small, focused group can build a phenomenal Learning Program that ultimately isn't just for women

Devon Carew, Branch Manager, General Training and Online Learning, *TSA, Department of Homeland Security*

●● **The Goldfish Glitch: Think Small to Win Big in Training**
Grand 3

How is Facebook generating 8 billion video views per day? How does Snapchat get 7 billion daily video plays? Just what are the world's fastest-growing social sites are using to engage people? The answer simple and attainable by everyone. I will explain the answers and how you apply them to engage your employees using a blend of micro-content, hybrid Instructor Led Training, Skillsoft Courses, adaptive learning through SumTotal and more.

During this session attendees will:

- Learn the secrets the world's top social sites are using to engage Millennials
- Discover how to apply these simple principles to engage your employees
- Leave with an action plan to Think Small and increase your Training Net Promoter significantly

Peter Lynch, Head of Talent Management, *Great West Financial*

The Power of People: How Regeneron Reimagined Performance to Elevate Innovation and Culture
Grand 6

What happens to a company when, in just two years, you double in size? You realize you need to overhaul your approach to talent. That everything from performance management to development and succession planning, needs to change so that you can better equip your people to keep pace mot only with all the rapidly changing business demands, but still operate at peak performance. And that's exactly what we did. This is the story of our journey and how we managed this change.

During this session attendees will:

- Learn how to educate managers to serve as coaches and development guides
- Hear about mechanisms for adopting continuous feedback practices and say 'goodbye' to ratings
- Discover how to enable flexibility across business units yet maintain consistency

Michelle Weitzman-Garcia, Executive Director of Workforce Development, *Regeneron*

Why Your CEO Doesn't Care About Engagement
Grand 7

Businesses should stop measuring engagement for its own sake. While this sounds like sacrilege for HR leaders, it's important to note that despite increased focus on engagement, we have seen little movement according to data from Gallup and other organizations. When we combine that with the fact that your C-suite is tired of focusing on "squishy" metrics to prove HR's value, it becomes a credibility issue.

Here's how to fix it: stop measuring and reporting on engagement in a vacuum. Instead, focus on how to connect engagement to key business measures, including retention, customer satisfaction, innovation, and more. This session is designed to help participants understand the observable impacts of good engagement practices. In addition, it will help facilitate executive conversations for HR professionals trying to lead the business with a positive, meaningful, and data-driven approach

Ben Eubanks, *Lighthouse Research*

Innovative Leadership Development Program with Skillsoft Curated Programs and Services
Grand 9

When it became apparent the women in our organization lacked finance acumen which was preventing them advance into business roles, we decided to partner with Skillsoft and incorporated the "Finance for Managers Program" from Welch Way to deliver a female-only leadership development program. It has been a resounding success with both changing the learning mindset of our organization and, because we offered it as a blended learning opportunity, allowing us to also overcome workplace issues such as different time zones, collaboration and engagement. The results were overwhelmingly positive with 95% saying they better understand financial terms and feel comfortable using the terms in their daily job.

During this session attendees will:

- Learn how to effectively partner with Skillsoft on the development and execution of a learning program
- Hear in-depth account of a program that was awarded a 2016 Brandon Hall Group Excellence Award

Melissa Mejia, Global Talent Development Leader, *Praxair*

7:00 pm.	8:30 p.m.	**PERSPECTIVES PARTY**
		Grand Patio and Grand Terrace Pool

THURSDAY, APRIL 13

7:30 a.m.	8:15 a.m.	**SKILLSOFT PERSPECTIVES BREAKFAST** *Grand 2*
7:30 a.m.	8:30 a.m.	**Global Leader Forum Breakfast** *by invitation only* *Renoir 1*
8:30 a.m.	9:15 a.m.	**BREAKOUT SESSIONS**

● **Supervisor Excellence**
Monet 4

We've all experienced poor supervisors and know how they can diminish both engagement and productivity. At Walmart, we want to be known as a great place to work, with excellent supervisors. Some of the ways we want to ensure this happens is to provide on-demand training to all supervisors, and devise a way for associates to provide direct and targeted feedback to their supervisors. To achieve this, we established the Supervisor Excellence project and one of the primary resources we utilize is the Skillsoft Leadership Advantage development program.

During this session attendees will:
- Learn about our holistic approach and why it focuses on a business-owned, business-led, and business driven solution.
- Gain valuable insight into the role of good leadership in the business environment.

Andrew Dale, Senior HR Director for the Business Development, *Walmart*

● **Crack the Code for "IT" Skilling**
Monet 3

With a constantly shifting IT landscape what does your business need to do to ensure you have a skilled staff ready to tackle these dynamic challenges. How well do you understand the needs of your IT individuals and what makes them successful? Join us in this interactive session where we'll explore:
- Understanding the reality of skilling a diverse IT workforce
- Explore Skillsoft's IT solution and plans for this coming year
- Discuss strategies for making the most of your IT personnel investment

Kyle Gingrich, VP IT & IT Certification, *Skillsoft*

● **Compliance Training Made Awesome!**
Monet 2

Tired of the same old compliance training year after year? Does your organization still use training that looks like a power point presentation and feels more like a check in the box verses real learning? Join us for a session to learn about strategies and approaches to make your compliance training more effective and engaging. Be ready to share your perspectives on compliance training and see what's new at Skillsoft as we:
- Look at trends and solutions in the industry
- Explore Skillsoft's compliance solution and plans for this year
- Discuss strategies to improve learning engagement and results no matter where you are on the maturity curve

Norm Ford, VP of Operations Compliance Solutions, *Skillsoft*

● **Finding Value in Libraries: Delivering $20m to the Bottom Line**
Monet 1

Discover how we figured out ways to integrate the knowledge in our knowledge base directly into courses, which we believe will reduce course maintenance cycle time to almost zero and revision effort by 70%. We also developed a process for supporting the unique content requirements for communities of practice, especially around initial skill acquisition and continuing development. Over the past two years, the team has delivered over $20MM to the bottom line by increasing the sales proficiency skills of learners (increased sales per person) and decreasing learner time to proficiency (which decreases training costs).

During this session attendees will:
- Receive compelling view on way to calculate ROI for Skillsoft content investment.
- Learn how USAA measures value
- Get the numbers, our results and insight to what this means for our organization.

George Selix, Executive Director, Content Management, *USAA*

● **A Look Ahead at the Learn Roadmap and Planned Innovation**
Grand 9

The competitive landscape and business challenges that organizations face are rapidly changing. The technologies that organizations depend on to respond these challenges must evolve just as rapidly. Join this session to discover the exciting planned future vision for the SumTotal Learn solution.

Bill Docherty, Senior Vice President, Product Management, *SumTotal*

● **A Look Ahead at the SumTotal Growth Edition Roadmap and Planned Innovation**
Grand 7

Growing businesses face some unique challenges, from rapid growth to evolving markets and the need to develop mature processes. These growing organizations are looking for technology solutions that can meet their current and future needs. This session will highlight the recent and planned future improvements for the SumTotal Growth Edition and Talent solutions that meet the needs of such businesses.

Eric Theobald, Vice President, Product Management, *SumTotal*

● **Making the Move to the Cloud and Beyond**
Grand 6

In 2015 we made the move from in-house to Cloud. As a traditional and very risk averse company this was no easy task. Now we see the full benefits of such a move as it afforded us not only the opportunity to have technology support without having to upskill our current IT team, we also were able get Talent underway- due to the ease and convenience of the move to the Cloud.

We are also in the process of moving to Succession and 360 Multi-Rater Feedback, so, I think I can say with certainty, we have quite a story to tell!

During this session attendees will:
- Learn the ins and outs of moving to the Cloud
- Receive tips on how to get management on board
- Discover what tools are needed to support employee engagement.

Rita Floyd, Director of Organizational Development, *Trustmark*

● ● **More with Less: Driving Strategic Impact at Joy Global**
Grand 3

Despite L&D budget cuts and a reduction in headcount, at Joy Global we still managed to increase the presence and impact of talent development. How? One word – strategy. We developed a multi-year L&D strategy, then shared it with key partners, including Skillsoft. In each case, we asked how our partners could help us to establish a self-developing organization. We held a series of highly collaborative conversations with Skillsoft which further validated and refined our strategic vision. This strategy has resulted in increased utilization, increased adoption and huge career development opportunities for staff despite a protracted and challenged industry.

During this session attendees will:

- Learn how to develop a cohesive, aligned talent development strategy
- Discover the ways suppliers and other business partners can facilitate and enhance your company L&D objectives
- Deliver more business impact with less cost by acting with clear, strategic intent

Scott Farley, Director of Learning and Development, *Joy Global*

| 9:25 a.m. | 10:10 a.m. | **BREAKOUT SESSIONS** |

● **Empowering the Modern Workforce to Thrive with Next Generation Content in Business Skills and Leadership**
Monet 1

In this informative session you will learn about the innovative pedagogical and content treatment approaches in Skillsoft's business skills and leadership portfolios. We will cover the exciting evolution of both current and future offerings for these critical content areas and provide helpful insights regarding how leveraging Skillsoft's impactful content can help your organizations' workforces thrive.

Heide Abelli, VP of Business Skills and Leadership, *Skillsoft*

● **An Agile Talent Strategy for Developing IT professionals: Empowering DXC Technology to be the global leader in providing next generation technology-enabled business solutions and services**
Monet 2

As a world leader in providing cutting edge next-generation solutions, we must consistently upskill and reskill our employees. In this session, we will discuss how we achieved this along with a solid return on investment by forming a cross-functional Technology Transformation Team that continuously reviewed the technology landscape, partnered with Skillsoft, DXC Technology experts, and DXC Technology Alliance Partners, to ultimately develop unique roadmaps (learning guides) delivered into the workflow of out IT professionals.

During this session attendees will:

- Review agile methods for conducting technology skills gaps analysis
- Learn about rapid and targeted development of learning programs to support the constantly evolving next generation technology landscape
- Discover innovative delivery mechanisms for embedding content into the workflow of the learner

Mike Trusty, Director of Global Talent Management, *DXC Technology*

Hayley Smith, Director – Innovation and Technology Programs, *DXC Technology*

● **Pragmatic Ways to Gather the Right Evidence to Measure Business Impact**
Monet 3

How do you show the real value of learning? After years of maturing our model, we want to share our framework and experience. We have an extensive catalog of learning programs for our 180,000+ employees, but we will focus on a project management course, a virtual program for managers and Changing the Game, a leadership development course to illustrate how we determine actual value. We'll also share some of the lessons we learned and what steps you need to take to set up a similar evaluation in your organization.

During this session attendees will:

- Learn the pillars of the Capgemini effectiveness framework, including the evaluation levels and types of data collected
- Discover how to recognize the importance of moving the conversation with stakeholders from cost to value
- Gain valuable insight into developing a pragmatic measurement approach for your learning program by leveraging the framework provided by Capgemini

Regis Chasse, Director of Curriculum, Capgemini University, *Capgemini*

● **Talent Management, Career Development and High Potential Growth**
Monet 4

Last year we won a national training leadership development excellence CUBIC (Corporate University Best in Class) award from Corporate Learning Network. How? By using a host of development programs some of which include Welch Way, Leadership Advantage, and Skillsoft's numerous videos, as well as Books 24x7, to develop a program aimed at creating a culture of learning agility among our top potentials. Skillsoft's resources, when combined with other internal and external resources, help our leaders better prepare for various classes, and test our leaders through valuable "post work" exercises so that we achieve maximum learning transfer among participants.

During this session attendees will:

- Discover how to grow future talent pools through pod-based learning
- Learn about the importance of agile career development strategies
- Gain valuable insight into high potential/succession development

Emmanuel Dalavai, Global Program Manager, Training & Leadership Development, *Aviall, A Boeing Company*

● **Driving Operational Readiness through Learning**
Grand 9

Want to hear how by utilizing the curriculum, objectives, and observation checklist functionality we have been able to accomplish tasks like effectively measuring operational readiness for our 300,000 square feet semiconductor manufacturing facility? Or how by using Audiences we can verify that observers have completed our train-the-trainer workshops and ensure they are certified on the equipment they will be training the individual on, which in turn facilitates near real-time reporting on shift readiness, completion to plan and compliance training? In short, how now we can provide true operational readiness across our equipment and shifts?

During this session attendees will:

- Learn how to structure your LMS for operational readiness
- Discover how to visualize operational readiness using business intelligence software
- Receive details about reducing your Training Team's administrative tasks.

Alvey Harrison, Learning Management System Owner, *Global Foundries*

● **A Look Ahead at the Talent Roadmap and Planned Innovation**
Grand 7

From evolving performance management practices to self-directed career development and the expanding importance of succession planning, organizations are focused on developing a strong talent pipeline. Join this session for insight on SumTotal's key investment focus areas in our rich set of Talent solutions that will assist organizations in developing competitive advantage.

Kristie Willix, Senior Director, Product Management, *SumTotal*

● **One Learning: Making the Case for Learning Platform Consolidation**
Grand 6

Do you have multiple learning platforms including different versions of the same platform implemented across different geographies, functional units or subsidiaries? Are you challenged with getting a unified view of your learning organization? Ever wondered why there can't be one learning platform to support learning needs across your enterprise?

This session will walk you through the imperative for Learning Platform Consolidation. During this session attendees will:

- Know the pathways to achieve Learning Consolidation
- Understand key challenges involved in consolidation and how to overcome them
- Gain insight into navigating the transformation journey and essentials for successful change management
- Hear Business cases to substantiate real-world experiences in the consolidation journey

Devraj Shetty, Global Practice Head – Digital Learning, *Cognizant*

●● **Blending Learning Activities that Blend with Your Needs**
Grand 3

Do your learners ever need to take two or more activities to have their learning be considered "complete"? Whether you are working with complex compliance training requirements or simply want to put a few activities together, this session is for you. Learn all the different ways to combine learning activities in the SumTotal LMS and discover the advantages and disadvantages of each method. Using some specific examples, we'll explore why each sample uses a different method and what influences an optimal design in various situations. Becoming knowledgeable about these available options will help you determine the best way to combine your learning activities and get the end results you desire.

During this session you'll:

- Learn the technically different ways to combine learning activities in the LMS and the pros and cons of each.
- Explore ways to help your learners understand what they need to do to become or stay compliant.
- Discover features that help provide an easy, positive experience for end users that facilitates learning while ensuring solid reporting for administrators.

Tamara Greelish, Training Technology Specialist, *Colonial Pipeline*

Irene Campbell, LMS Expert & Owner, *Terrabia Consulting, LLC*

10:10 a.m.	10:30 a.m.	**BREAK** *Grand and Monet Hallways*
10:30 a.m.	11:15 a.m.	**BREAKOUT SESSIONS**

● **Multi-Generational Engagement**
Monet 1

Thanks to a blended approach of availability and facilitation, we are now able to offer our workforce opportunity to focus on the area or skill they are most interested in based on their activity in the LMS. This has helped increase engagement, as has the structured programs we put in place which further enhanced the connection and application of course material. We now have a better ROI, higher worker participation and an increase in the number of certifications all of which have had a positive impact on the organization.

During this session attendees will:

- Learn how to engage your workforce
- The importance of measuring performance
- Gain insight into why building career paths is mutually beneficial to both employer and employee

Dawes Marlatt, Senior Director of Education and Organizational Development, *PGA of America*

● **Developing and Implementing an Integrated Knowledge and Learning Program**
Monet 2

How do you align knowledge and learning assets to your organization's objectives? We partnered with Skillsoft by collaborating and discussing strategy, tactical challenges, and operational concerns. As a result of the collaboration Skillsoft provided, insight, artifacts, benchmarks, and course material.

During this session attendees will:

- Review a real world case study demonstrating incremental development and ways to implement an integrated knowledge and learning program
- Discuss how to overcome limited resources, develop partnerships, and collaborate to make things happen
- Discover the importance of aligning your program with goals and objectives to enable success

Clive Swift, Vice President, *Moody's*

● **70:20:10 – Onboarding – How to Engage, Empower & Develop New Employees**
Monet 3

Onboarding is complex and challenging. Our onboarding program, CONNECTIONS, has been featured as a Best Practice in Training Magazine and received a coveted Best Practice award by the Indiana Credit Union League. CONNECTIONS has helped us to reach several key metrics including: achieving and exceeding our new membership by more than 1400 accounts; exceeding active checking accounts by more than 26; surpassed lending goals by over 12% and achieving a member loyalty score of 95+%. Hear how we do it.

During this session attendees will:

- Discover or review the fundamentals of the 70:20:10 learning model.
- Hear about the benefits of incorporating a 70:20:10 approach to enhance the new employee experience
- Receive practical, applicable tips to implement 70:20:10 concepts to their new or existing onboarding program
- Walk away with a toolkit of ideas and helpful resources to continue learning about the 70:20:10 approach to onboarding.

Michelle Baker, Manager, Talent Development, *FORUM Credit Union*

● **Sowing Seeds "4" Success**
Grand 9

Our Store Support Center was growing, our business was rapidly changing and the need for on-going Associate development was necessary to ensure continued rapid growth. But how do we accomplish this yet add value and keep it short? Introducing Seeds "4" Success, an on-going development program that incorporates Skillsoft content and allows us to deliver a blended learning experience. This approach which included live sessions, video and bite-sized complimentary content, has exponentially increased our learner usage and engagement. We are so thrilled with the uptake we are recommending it become an on-going, annual opportunity. Instead of annual opportunity, it is an on-going "monthly" opportunity.

During this session attendees will:

- Learn about investing in your people in a different way – about molding programs to meet audience needs.
- How to transform how Associates learn, think and approach the ever-changing business environment.
- Discover how we built our Associates' Business Acumen through live, video and on-line learning options.

Terrie Peters, Director Training Delivery and Development, *Dollar Tree*

Extend Your Learning Investment with Extended Enterprise
Monet 4

Have you explored how your organization's intellectual capital can improve the performance of your entire value chain? Do you have a channel that you can tap into that values the information your organization can offer and generate a revenue stream? This session will focus on the value of expanding the reach of your development efforts and leveraging eCommerce capabilities in the SumTotal Learn platform.

Sean McCarthy, Director, Product Management, *SumTotal*

Optimizing Hierarchies and Organizations for Talent
Grand 6

Hierarchies and Organizations provide structure to your company by defining the relationship of employees and other objects to certain company attributes. These are normally setup during your initial system implementation, but it can be useful to revisit and adjust these structures from time to time. In this breakout session we will cover basic topics such as:

- Key "touchpoints" for Organizations and Hierarchies within SumTotal Talent
- How to update Organizations via the Data Import tool
- Different ways to view Organizations within the system

We will also look at different ways to optimize the setup of your hierarchies and organizations, including:

- Best practices and suggestions for unique Organization Codes
- Cleaning up old or out-of-the-box organizations and hierarchies that are no longer needed
- "Flat" hierarchies vs. "tree" hierarchies (including grouping and parent-child relationships)
- How "tree" hierarchies make efficient use of the 10 "hierarchy levels" in SumTotal Talent

Sean Hjorth, Consulting Practice Lead, *SumTotal*

Leveraging SumTotal Learning and Talent throughout the Employee Lifecycle from Onboarding through Workforce Management
Grand 7

What if your organization could consistently: Deploy the right number, of the right people, with the right skills, at the right time, for the right tasks at the right time? Leveraging an integrated suite of Onboarding, Learning, Talent and Workforce Management solutions can make this vision a reality. Join this session for insight on the value of the integrated SumTotal Talent Expansion Suite.

Morne Swart, VP Global Product Strategy and Transformational Leader, *SumTotal*

Kristie Willix, Senior Director, Product Management, *SumTotal*

The Big Culture Shift: Supporting Veterans as They Transition to the Corporate Environment through a Blended Learning Experience
Grand 3

With a growing network of more than 10,000 veterans, GE were aware that a target program that would include mentors and sponsors from this community was needed. Partnering with Skillsoft, we designed a Veterans Leadership Journey (VLJ) that includes topics in three key areas: career progression, leadership style, and working environment. After the success of a pilot run, we expanded the program to add additional topics. The feedback is overwhelmingly positive and provides veterans with an opportunity to broaden their network, connect to GE leaders and grow as an individual.

During this session attendees will:

- Learn effective techniques to support affinity groups within your organization
- Hear about best practices for leveraging the Continuous Leadership Journey to build a relevant, engaging, and effective program
- Discover how to build community through learning

Sara Ley, Digital Learning & Technology Leader, *General Electric*

11:25 a.m.   12:10 p.m.   **BREAKOUT SESSIONS**

● **Are You Measuring What Matters?**
Monet 1

If your CEO or CFO wanted a report about the impact of your programs, would you have the data and story required to satisfy their request? In this session, you'll get some guidance on what information top-level stakeholders want to see from L&D investments, how it should be delivered, and what tools are available to get to this data quickly.

Kristen Thomas, Manager Consulting Services, *Skillsoft*

● **Building Competency Based Global Learning Centers and Communities of Practice for CGI**
Monet 2

Over the past 18 months, we developed and delivered two global Learning Centers and a Community of Practice, and worked with Skillsoft to curate learning solutions, to meet specific competencies across the organization. The implementation of this is transforming our approach to global learning in CGI. Today we will discuss our journey and how the variety of different learning modalities available from Skillsoft provides support to our principles of Everyone Learning Everywhere.

During this session attendees will:

- Receive useful information and takeaways about creating competency based, learning centers curating a combination of global corporate and Skillsoft content
- Discover practical information about designing learning centers to map learning to competencies for widespread, global audiences
- Learn how to utilize multiple learning modalities to create effective and impactful learning across multiple cultures and languages

Helen Sussex, Director, Global Learning Design and Creation, *CGI*

● **Compliance Best Practices Roundtable**
Monet 3

Join the Compliance Solution leadership team in an informal discussion to share best practices that our customers have utilized in order to achieve success and value with their own compliance initiatives. Norm and Edwin along with other members of the compliance team will facilitate an informal conversation with the participants to share and learn together. We'll discuss strategies and techniques to address your key risk areas, planned initiatives and how to leverage Skillsoft to maximize value in Legal Compliance, Risk Mitigation and Workplace Safety and Health.

Norm Ford, VP of Operations Compliance Solutions, *Skillsoft*

Edwin Amerman, VP of Global Compliance Sales, Compliance Solutions, *Skillsoft*

● **How to Impact Leadership Effectiveness Through TREK (Targeted, Relevant, Evolving, Keeping it Consistent)**
Monet 4

Transforming culture is an enormous undertaking for any business or organization. When that effort includes trying to bridge the leadership learning needs of a mostly field based set of teams, as well as the home office and multiple distribution centers, the challenges only increase. As a retail client, we also wanted to make sure that our members continued to be positioned at the center of our efforts. This backdrop provided the platform for the BJ's Wholesale Club Learning & Talent Development Team to begin a process of customized Skillsoft implementation. The approach blended voices from all of our key stakeholders in partnership with our Skillsoft team to design a learning effort that maximizes the content formats and assets to achieve an effective learning experience for all target audiences.

At the conclusion of the session, attendees will:

- Learn strategies to drive engagement through customizing the cadence and topic selection for your target audiences.
- Discover ideas that strengthen and leverage the business collaboration with Skillsoft to drive impact in desired results.
- Gain insight into approaches that feature Skillsoft offerings as a value added component to traditional learning initiatives.

Michael Marcus, VP Learning and Talent Development, *BJs Wholesale Club Inc*

● **Assignments, Audiences, and Constraints, Oh My!**
Grand 9

How do you assign annual cyber security awareness training to over 200,000 employees when it must be reported on centrally yet managed locally, be offered in multiple languages, possess different requirements for which version of the course is assigned while large populations must be exempted? With a lot of careful planning, reviewing, testing and an infinite amount of patience. With SumTotal's LMS we did eventually get there, and here's how.

During this session attendees will:

* Hear about the detailed decision points for complex assignments
* Discover the advantages of an honest and direct governance team
* Gain insight into why balancing LMS functionality with business needs is imperative

Nancy Terry, Senior LMS Administrator, *University of California*

● **Succession Planning Best Practices**
Grand 7

Succession planning helps ensure continuity within an organization, so that key leadership needs are being addressed now and in the future. Succession planning also allows organizations to identify, develop and retain high potential employees, while also highlighting leadership gaps that may need to be addressed.

Today, it is more important than ever to identify high-potential employees, understand the level of skills and competencies across your organization and ensure development activities are resolving skills gaps. Additionally, it is important for succession planning to be agile enough to ensure you are ready to meet organizational demands as they change.

Join us to discuss how you can ensure your organization is prepared and can fully leverage succession planning, including:

* How to best define a talent strategy that helps anticipate and avoid leadership gaps
* How to use talent assessments, position workspaces, Nine-Box ratings and other tools to effectively track and improve the bench strength of your organization
* How to identify and close leadership gaps, from the perspective of individual employees, teams and your overall organization
* How you can use the Talent Explorer as an ad-hoc reporting tool, in addition to tracking and developing key groups of employees

Sean Hjorth, Consulting Practice Lead, *SumTotal*

● **Dashboards and Widgets Tips and Tricks**
Grand 6

Winter 2016 introduced the concept of dashboards and widgets to SumTotal Learn. This session will first focus on the "Art of the Possible" and explore new creative ways to leverage dashboard usage. The purpose of the session is to spark creativity so attendees can leverage the system for their own custom needs. In addition Nathan Schroder, Senior Solutions Architect with SumTotal will demonstrate how to add a dashboard page with some simple widgets.

During this session, you'll learn:

* How to expand your thinking on the best way to present actionable information to your learners
* Put reports at your managers' fingertips
* Market your training programs and learning content to targeted groups

Spence Hyde, Director HR Technology & Multimedia Development, SkyWest Airlines
Nathan Schroder, Senior Solutions Architect, *SumTotal*

●● **Capability, Curation and Strategic Alignment**
Grand 3

We had a goal – to create a world-class, engaged, high performing team that possessed the skills, expertise and empowerment to drive continuous improvement across the organization. But how do you go about realizing such an ambitious objective? We started by assessing employee proficiency and then identified priority capabilities and created curriculums for each which were then delivered via our LMS. Our program continues to evolve and build momentum, but already we have achieved notable cost savings.

During this session attendees will:

- Learn how to directly align training to business strategy
- Hear how to curate and align Skillsoft content to capability build and professional certification to maximize ROI
- Discover how to achieve effective and efficient reporting via SumTotal activity configuration and Advanced Reporting extraction

Nathan Crawford, Senior Learning Business Partner, *TD Bank*

| 12:10 p.m. | **BOXED LUNCH AND DEPARTURE** |
| | *Grand Hallway* |