

LEARNiNG2019

October 27-30, 2019 | Orlando, Florida

PROGRAM & EXPERIENCES GUIDE

Produced by  CloserStill

Welcome!

Dear Learning 2019 Attendees, Welcome to Orlando!

We are so excited to be able to bring you a rich and varied program of incredible Learning content.

While at Learning 2019 you will have the option of choosing from over 150 sessions and Learning experiences. In creating the program, we have focused heavily on ways that changes in the world of business are impacting the world of learning – and, how learning is impacting business by providing the foundation for talent and skills development. In addition, of course, we have included a plethora of options focused on the never-ending string of learning innovations and best practices, including such “hot topics” as Workflow, VR, AI, Automation, Gamification and the latest in the Science of Learning.

We have also introduced a segment on “Wellness@Work” including a keynote from Dr. Sanjay Gupta, and a number of sessions and activities that speak to ways L&D can support a healthy workforce, and some activities that are just for you! I hope that you will try out some Yoga, Speed Balancing and visit our Wellness Room.

Thank you to Brooke Thomas-Record (The Learning CONSORTIUM), Donald Taylor (Learning Technologies), and Channa van der Berg (OEB) for contributing greatly to the robust catalog of sessions. And a special Thank You to LEARNING founder and advisor (and my dear friend and mentor), Elliott Masie.

Whether focusing on traditional or newer approaches, there is content from a wide range of organizations which will engage, energize and excite you, and provide you with ideas to spark creativity and innovation.

Warmest regards,

Steve

Steve Rosenblum
Learning 2019 Event Manager & Curator



Dear Learning Community,

Learning 2019 is a powerful gathering of leaders in learning and development. Every opportunity I've had to participate, I'm reminded of the value to us, individually and as a community, when we meet and share experiences.

The good news is that our community just got wider. Learning 2019 is now part of the CloserStill Group of learning and development conferences. Including Learning 2019, there are now 11 of these events worldwide, meaning that attendees are part of a global community of practice spanning the US, Asia and Europe.

I'm looking forward to meeting learning colleagues from around the world this week at Learning 2019. Now, in addition, there is a global L&D community that we will all be part of, online and in person. It's a wonderful opportunity to be part of something even bigger.

Don

Donald H. Taylor
Chair, Learning Technologies

SPECIAL THANKS TO THE LEARNING 2019 STAFF

Mary Alexander
Allison Anderson
Bobby Carlton
Vicki Cerda
Matt Cox
Jonquil Coy

Richard Culatta
Cary Harlow
Marcos Henchy
Kate Jackson
Alex Jones
Brian Kingsbury

Bob Mosher
Chris Mosher
Nigel Paine
Mark Penton
Steve Rosenblum
Donald H. Taylor

Additional Thanks to
ATD Central Florida,
Rosen College, AV Matters,
and Michele Caroli &
the Walt Disney Team.

SCHEDULE AT-A-GLANCE

SUNDAY OCT 27

8:00am – 7:30pm	Check-In & Welcome (Fiesta 6)
8:00am – Noon	Disney Business Behind the Magic Tour
1:00pm – 5:00pm	Meeting of The Learning CONSORTIUM (Fiesta 5, for members only)
7:30pm – 9:30pm	Opening General Session, featuring The Second City and More... (Coronado Ballroom)

MONDAY OCT 28

6:00am – 7:00am	Morning Yoga and Fitness Activities
7:00am – 8:00am	Breakfast
7:15am	Check-In and Info Opens (Central Registration)
8:00am – 9:00am	Choice of Learning Sessions & Experiences
9:15am – 10:50am	General Session Featuring Elliott Masie
11:05am – 12:05pm	Choice of Learning Sessions & Experiences
12:05pm – 1:50pm	Lunch & Extras (Veracruz) <ul style="list-style-type: none"> • Tech@Learning Gallery • Learning 2019 Book Club
12:20pm – 1:15pm	Lunch with the Chief Learning Officers (Fiesta 5)
1:50pm – 2:50pm	Choice of Learning Sessions & Experiences
3:05pm – 4:05pm	Choice of Learning Sessions & Experiences
4:20pm – 5:45pm	General Session Featuring Richard Culatta, Lindsey Pollak, Michelle Weise and More...
5:45pm – 7:00pm	Sponsor Reception in Tech@Learning Gallery

TUESDAY OCT 29

6:00am – 7:00am	Morning Yoga and Fitness Activities
7:00am – 8:00am	Breakfast
8:00am – 9:00am	Choice of Learning Sessions & Experiences
9:15am – 10:15am	Choice of Learning Sessions & Experiences
10:30am – Noon	General Session Featuring Dr. Sanjay Gupta, Bob Mosher and More...
12 noon – 1:45pm	Lunch & Extras (Veracruz) <ul style="list-style-type: none"> • Tech@Learning Gallery • Learning 2019 Book Club
1:45pm – 2:45pm	Choice of Learning Sessions & Experiences
3:00pm – 4:00pm	Choice of Learning Sessions & Experiences
4:15pm – 5:45pm	General Session Featuring Donald H. Taylor, Karl Kapp and More...
5:45pm	Buses Begin to Depart for Learning 2019's Evening Celebration at Disney

WEDNESDAY OCT 30

6:30am – 7:30am	Morning Yoga and Fitness Activities
7:30am – 9:00am	Breakfast - Served in the Tech@Learning Gallery (Veracruz)
9:00am – 10:00am	Choice of Learning Sessions & Experiences
10:15am – 11:45am	Closing General Session Featuring Nigel Paine, Robert Swan, Frank Nguyen, Celine Mullins and More...



EXPERIENCES

LEARNING 2019 BOOK CLUB

Veracruz C

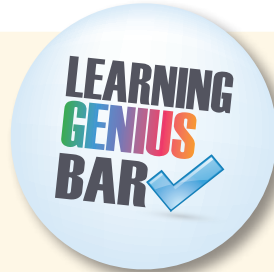


Did you read one of the winning Book Club Selections? If so, grab your lunch and join Facilitator Mandi Christensen (Director, Training Development at Chewy, and former 30 Under 30) at 12:15pm in

Veracruz C (behind the Tech@Learning Gallery) to discuss the winning entries (and feel free to join us even if you did not have the chance to read the book).

- **Monday's Discussion:** *Millennials, Goldfish & Other Training Misconceptions* by Clark N. Quinn
- **Tuesday's Discussion:** *How We Learn And Why It Happens* by Benedict Carey

These and all the other Book Club contenders (and much more) are available at the ATD Bookstore.



Coronado Foyer, Veracruz

Stop by the Learning Genius Bar to ask questions of Industry Experts and Leaders.

Sunday in Fiesta 6
During Breakfast and Lunch where meals are served.



DESIGN YOUR OWN COMIC

Coronado Foyer

Comics can be a great learning tool!

Stop by the Coronado Foyer to meet Clint Clarkson, author of L&D Scenes, and try your hand at creating your own comic. A panel will select a favorite submission, which will be illustrated by Clint!

Clint will be at "Comic Central" during breakfasts and between sessions, but you can stop by any time to grab a submission sheet.



Your comic entry must be submitted by 4pm Tuesday to be considered.

PIT CREW ADVENTURE

Coronado Porte Cochère

Back for its 11th year! Join the NASCAR Pit Crew and learn to rapidly change the tires on the Learning 2019 Race Car! (Closed-toe shoes required.)

Sign up begins on Sunday.

Competitions Mon. – Wed.



MAKE-UP FOR HD VIDEO

Coronado Foyer



HD Video often requires some HD cosmetic make-up. Visit our Disney Cosmetologist who preps the look for our General Session Keynote Speakers. She will give you some tips to look your best in high definition.

MIT SOCIO-TECHNICAL TRADE-SPACE EXPERIMENT

El Paso 1&2

Be part of MIT's continuing partnership with Learning by participating in this highly engaging and interactive experiment. You can contribute to advances in the science of learning! More details in LearnGuide.

Monday:
8:00am, 11:05am,
1:50pm, 3:05pm

Tuesday:
8:00am, 9:15am,
1:45pm, 3:00pm



EXPERIENCES



ACTIVITIES FOR YOUR MIND AND BODY!

Morning Yoga Fiesta 9&10

Join the very popular morning Yoga class taught by Humana's Patti Coan.

Monday & Tuesday: 6:00am

Wednesday: 6:30am



Walking/Running Groups

Coronado Foyer

Enjoy the views of Lago Coronado while getting a workout! Self-led groups will meet daily in front of the Coronado Ballroom.

Monday & Tuesday: 6:00am

Wednesday: 6:30am

5 Minute Speed Balancing North Registration

Balancing your energy can take as little as 5 minutes by practicing simple exercises to bring you to the present moment. Attend Speed Balancing between morning conference sessions to get focused, curious and ready for your next learning experience! We will employ mindfulness techniques such as breath work, self-massage, visualization, gentle energy awakening exercises, conscious curiosity and sounding.

The Mindfulness Hour Fiesta 9&10

Experience up to 60 minutes of guided mindfulness in our Mindfulness Room. Emerge ready for the rest of your day or evening. Attend all 60 minutes or pop in for part of the hour. See the LearnGuide App for more information. Session times:

Wellness @ Work **Mon:** 3:05pm – 4:05pm

Tuesday: 1:45pm – 2:45pm, 3:00pm – 4:00pm

Friends of Bill W. Meetings Sonora B

Join others for informal breakfast meetings each morning at 7:30.



GRAPHIC ILLUSTRATIONS

Meet "Illustrationist", Bruce Van Patter, of Crowley & Co., our Learning 2019 Graphic Recorder and Illustrator!



Bruce will be graphically recording all of our General Sessions in real time! After each session, you will be able to see Bruce's unique work on display in the Coronado Foyer. More about Bruce is available at brucevanpatter.com

tech VR GALLERY

@LEARNING Veracruz

Try out our selection of VR solutions in the Tech@Learning Gallery. Check LearnGuide for more details.



LEARNING BUTTONS

Near **Welcome & Info** Area

Grab buttons that reflect your personality and interests (and "generation", if you dare!), and use them to start conversations with colleagues!



STAY INFORMED

Learning 2019 Podcasts

Listen to our first ever series of Learning Podcasts, hosted by Clint Clarkson, to hear in depth interviews with some of our Learning 2019 keynote speakers and other session leaders. Check out the daily podcast for highlights of the next day's activities. Search for #L19Podcasts

Learning on the Fly Videos

Coronado Foyer

Say hello to our Learning on the Fly video developers, Ben Provolt, Matthew Ferguson and Cary Harlow during both morning sessions on Monday and Tuesday to be part of the conversation as they create daily videos highlighting key aspects of Learning 2019. Subscribe to the "Learning 2019 On the Fly" channel on YouTube.

#L19ontheFly

for daily updates.



And many more...

Be sure to check LearnGuide for updates.

TECHNOLOGY

Meet



Your cyber assistant and app to help you get the most of your Learning 2019 experience. Both of these tools are accessible on your mobile device, or go to learning2019.zerista.com to access them from your browser.

You should have received an invitation to log in prior to coming to Orlando, but if you have not, go to the App or Google Store to download "YourEvent – Powered by Zerista".

When you open the app, enter the email address you used to register or search the list of events for Learning 2019. If you have not set your password, you will be prompted to do so.

Use the App to connect with other attendees, build your personal agenda and keep up to date on the various goings-on. From LearnGuide, you can access LearnBot to ask questions such as "How can I learn about Curation?" or "What time is lunch?" and more!



MEALS AND FOOD OPTIONS

MONDAY

BREAKFAST: 7:00am – 8:00am, Coronado Foyer

LUNCH: 12:05pm – 1:50pm, Veracruz

Dessert & Coffee in the Tech@Learning Gallery

SPONSOR RECEPTION: 5:45pm – 7:00pm, Tech@Learning Gallery (Veracruz)

DINNER: Consider trying one of the new dining options at Coronado Springs including Toledo and the Three Bridges Bar & Grill

TUESDAY

BREAKFAST: 7:00am – 8:00am, Coronado Foyer

LUNCH: 12:00pm – 1:45pm, Veracruz

Dessert & Coffee in the Tech@Learning Gallery (Veracruz)

DINNER: Enjoy the multitude of options at Epcot Food & Wine Festival!

WEDNESDAY

BREAKFAST: 7:30am – 9:00am, Provided in the Tech@Learning Gallery (Veracruz)

THIRTY UNDER 30 — at — LEARNING 10TH ANNIVERSARY

Thirty Under 30 is entering its 10th year and we couldn't be more excited! The Thirty Under 30 program was started to provide support, visibility, voice, and development to thirty learning colleagues as they become the next generation of learning leaders. We're so excited for this amazing program to return for another year and we look forward to this year's amazing members.

This year's Thirty Under 30 program will be led by two alumni from last year's program:

For a more in-depth look at the impact of the program, attend our alumni panel:

710: The Next Generation of Learning: 30 under 30 Alumni Panel
Tuesday, 1:45pm in Durango 2



Meghan Castillo,
Hubspot



Andy Hyde,
BCG



Korbyn Behl,
Expedia Group



Tyler Bernardy,
Honda of America



Jasmine Bradley,
Cox Communications/
Pyramid Consulting



Jeremy Browder,
Facebook



Judah Butler,
Subway Headquarters



Alexa Cabal,
KPMG



Porschetta Cody, U.S.
Office of Personnel
Management



Omar Cordero,
Southwest Airlines



Alexandria Crispino,
PwC



Marissa Daher,
The Home Depot



Janelle Delbello,
Intuitive



Hannah Duffy,
Conference of State
Bank Supervisors



Lindsay Eckman,
Capital One



Andraya Goodwin,
PrimeLending



Miranda Greenberg,
Slalom



Jace Gregory,
Toyota Motor North
America



Bailey Hamm,
Southwest Airlines



Jane Hourigan,
Rippleworks



Deep Jethmalani,
Ericsson



Tanique Lawrence,
The Hartford



Ina Lazarescu,
Canada School of
Public Service



Beth Myers,
C2 Technologies



Amanda Nguyen,
Lendlease



Analyn Pelayre,
Consultant



Karah Piepkrantz,
Allianz Life



Sravani Tammaraju,
Visa



Marguerite
Thibodeaux,
Capital One



Megan Underwood,
Practera



Deborah van
Gasteren, STC Training
& Consultancy



Ianitza Vassilev,
Amazon



atd Bookstore

Located in the Front of the South Registration Counter

Hours

Sunday 9 a.m.–7:15 p.m.
 Monday 7:30 a.m.–6:30 p.m.
 Tuesday 7:30 a.m.–6:30 p.m.
 Wednesday 7:30 a.m.–12:30 p.m.

TD.org



Check out books by Learning 2019 speakers and new releases from ATD Press!



Don't forget to stop by the ATD Bookstore!

Part of the Association for Talent Development, ATD Press has been publishing content by industry thought leaders for more than 70 years, serving anyone who works with adult learners looking for best practices, academic theory, and the guidance they need to move the profession forward.

Visit [TD.org/books](https://www.td.org/books) to learn more.

LEARNING 2019 ADVISORS

We are very grateful to this special group of individuals, without whose advice and support this event would not have been possible. Thank You to the **Learning 2019 Advisors**.



Mandi Christensen
Chewy



Richard Culatta
Innovative Learning



Matthew Daniel
The Learner Collective



David Kelly
eLearning Guild



Dana Koch
Accenture



Elliott Masie
The MASIE Center &
Learning CONSORTIUM



Bob Mosher
APPLY Synergies



Frank Nguyen
Learning Executive



Larry Nicholson
American Integrity
Insurance Company



Nigel Paine
NigelPaine.com



Ben Provolt
Microsoft



Rebecca Stromeyer
eLearning Africa



Kathy Tague
The Guardian Life
Insurance Company
of America



Donald H. Taylor
Learning Technologies

COOPERATING ORGANIZATIONS

Thank you to the following Cooperating Organizations for their Contributions to Learning 2019.



KEYNOTE SPEAKERS



Dr. Sanjay Gupta

Emmy Award winning Chief Medical Correspondent for CNN

Dr. Gupta will be available to sign books and meet attendees after his session

TUESDAY MORNING GENERAL SESSION



Lindsey Pollak

Best Selling Author of *The Remix: How to Lead and Succeed in the Multigenerational Workplace*

Lindsey will be available to sign books after her session

MONDAY AFTERNOON GENERAL SESSION



Elliott Masie

Learning Event Founder, Chair - The Learning CONSORTIUM
"Business Changes Drive Learning Changes"

MONDAY MORNING GENERAL SESSION



Michelle Weise

Senior Vice President, Workforce Strategies; Chief Innovation Officer, Strada Institute for the Future of Work, Strada Education Network

MONDAY AFTERNOON GENERAL SESSION



Richard Culatta

Innovative Learning

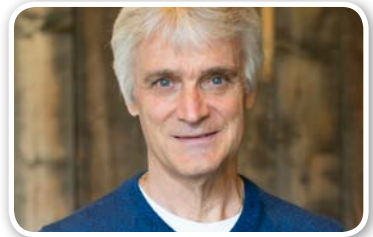
SUNDAY OPENING SESSION & MONDAY AFTERNOON GENERAL SESSION



Karl Kapp

Bloomsburg University, Gamification & Microlearning

TUESDAY AFTERNOON GENERAL SESSION



Bob Mosher

CEO/Chief Learning Evangelist, APPLY Synergies & Co-Founder of the 5 Moments of Need Methodology

SUNDAY OPENING SESSION & TUESDAY MORNING GENERAL SESSION



Nigel Paine

Nigel Paine Managing Director
nigelpaine.com Ltd

SUNDAY OPENING SESSION & WEDNESDAY GENERAL SESSION



Donald H. Taylor

Learning Technologies Chair

SUNDAY OPENING SESSION & TUESDAY MORNING GENERAL SESSION



The Second City

SUNDAY OPENING SESSION

And More...

Sunday Opening General Session

7:30pm – 9:30pm | Coronado Ballroom

The Second City®



THIRTY UNDER
30
-of-
LEARNING
10TH ANNIVERSARY

FEATURED SPEAKER PANEL

Moderated by Willa Perlman, LPA Search Partners



Richard Culatta,
Innovative Learning



Vidya Krishnan,
Ericsson



Bob Mosher,
APPLY Synergies



Nigel Paine,
NigelPaine.com Ltd



Kathy Tague,
The Guardian Life
Insurance Company
of America



Donald H. Taylor,
Learning Technologies

DESIGN YOUR OWN COMIC



MIT RESEARCH



Integrated
Learning
Initiative

WELLNESS@WORK



SESSION FORMATS

GENERAL SESSION

General Sessions

6 dynamic and varied sessions featuring our keynote speakers in the main ballroom

ACTION SESSION

Action Session

Hands-on experimentation with methods/approaches

AUTHOR SESSION

Author Talks

Up close presentations with Authors as they speak about key concepts in their books

BENCH-MARKING SESSION

Benchmarking Sessions

Highly interactive sessions hosted by an expert facilitator who will provide an initial, concise overview of the topic being benchmarked

LEARNING STORY/CASE STUDY

Learning Story/Case Study

A motivating story or case study about a learning approach - with discussion

LET'S TALK ABOUT

Let's Talk About

Dynamic, interactive discussion about a key topic or trend

PANEL

Panel

Dynamic, interactive conversation about a key topic with experienced practitioners, led by expert facilitators

TRENDS & ANALYSTS

Trends & Analysts

Fresh Perspectives from an Analyst!

BRAIN SCIENCE

Brain Science

Participate in an innovative research experiment conducted by MIT

SUPPLIER SHOWCASE

Supplier Showcase

Presentations and dialogues by industry-leading learning suppliers

SUPER SESSION

Watch for these featured sessions from leaders in the learning field

AT-A-GLANCE

TRENDS & ANALYSTS

101: Building Meaning at Work

Nigel Paine, Nigel Paine.Com Ltd
Durango 1

SUPER SESSION

TRENDS & ANALYSTS

102: How High-Performance Organizations are Shaping the Future of Work with Automation, AI, & Robotics

Thomas Stone, Institute for Corporate Productivity (i4cp)
Coronado M/N

TRENDS & ANALYSTS

103: Maximizing Brain Potential: The 7 Steps to Learning & Habit Change

Celine Mullins, Adaptas
Monterrey 1

TRENDS & ANALYSTS

104: Workflow Learning: What is It and HOW Do You Do It?!!

Bob Mosher, APPLY Synergies
Yucatan

SUPER SESSION

LEARNING STORY / CASE STUDY

110: "Get Us the Hard Data": Measuring & Evaluating Impact

Mike Reed & Jim Davis, Liberty Mutual Insurance
Fiesta 6

LEARNING STORY / CASE STUDY

111: Agile Design for Faster & Better Learner-Centric Designs

Gaby Luft, Elissa Mouawad & Ron Rabin, McKinsey & Company
Fiesta 5

LEARNING STORY / CASE STUDY

112: Human-Centered Leadership in a Digital World

Candy Haynes & Alyssa Levi, PwC
Coronado S/T

LEARNING STORY / CASE STUDY

113: The (re)Evolution of Learning & Development Technical Skills

George Klett, PwC
Cancun

LET'S TALK ABOUT

121: "Five-Star" Training Experiences: Hospitality Lessons from Top Hotels

Shannon Rinella, Marriott International/
Georgetown University
Durango 2

LET'S TALK ABOUT

122: How Can Your Organization Increase Performance and Decrease Stress?

Tim Haarlemmer, Consultant
Monterrey 2/3

ACTION SESSION

131: Virtual Reality is Not Just for Games!

Valerie Gamble, Pfizer Drug Safety Research and Development
Baja

BRAIN SCIENCE

MIT Socio-Technical Trade-Space Experiment

Prakash Manandhar, Bryan Moser, Jeff Dieffenbach & Steve Nelson, Massachusetts Institute of Technology
El Paso 1 & 2



TRENDS & ANALYSTS

Durango 1

101: Building Meaning at Work

Nigel Paine, Nigel Paine.Com Ltd

Many of your own workforce are probably disengaged and not fully committed to your organization or its aims and objectives. We'll discuss what you can do to turn them around, and even look at how you can build meaning and purpose in your own role. We want a world where people love their work, and jump out of bed with enthusiasm at the thought of the day facing them. We will explore some of the biggest turnoffs in the workplace and how some companies have addressed those issues to transform the atmosphere and environment – helping to make productivity and profitability soar.

- Explore the elements of disengagement
- Work on overcoming some of those elements particularly using a learning frame
- Learn how to make a difference, and a bigger impact every single day

SUPER SESSION

TRENDS & ANALYSTS

Coronado M/N

102: How High-Performance Organizations are Shaping the Future of Work with Automation, AI, & Robotics

Thomas Stone, Institute for Corporate Productivity (i4cp)

As advances in technology rapidly shift the work tasks performed by people vs. those performed by automation and algorithms, organizations need to deconstruct, and then reconstruct, the way work gets done. Leveraging data from a new i4cp study – conducted in coordination with industry guru, Professor John Boudreau, and many F500 companies – we will explore how high-performance organizations are leveraging advanced work automation (AI, robotics, etc.) in the workplace as well as in the HR function. We will focus on:

- Benchmarking progress in advanced work automation uses
- How to address organizational capability, employee motivation, and HR readiness gaps that can arise and the critical role L&D professionals need to play
- The importance of deconstructing work and determining where employee upskilling and reskilling are needed

TRENDS & ANALYSTS

Monterrey 1

103: Maximizing Brain Potential: The 7 Steps to Learning & Habit Change

Celine Mullins, Adaptas

Are you making the most of your learning potential? We all know the challenge of making meaningful change that lasts. How can we keep the momentum built on a training event or course going long after the event has finished, and stop from reverting to our old habits? Scientists have made many exciting and ground-breaking discoveries on how the brain learns and changes throughout adulthood. This session is an opportunity to learn what can be woven in to make the learning stick!

- Discover why approaching habit change and learning with conscious choice and awareness, yields results quicker
- Understand the 7 steps that need to be revisited over and over in the process of change and learning in order to embed long-term change
- Apply the 7 steps to a change you wish to make to enable lasting changes

TRENDS & ANALYSTS

Yucatan

104: Workflow Learning: What is It and HOW Do You Do It?!!

Bob Mosher, APPLY Synergies

Everything is moving into the workflow, from our social circles to learning. Workflow Learning has emerged as a powerful discipline that helps learners learn WHILE actually doing their jobs. This isn't a redo of "job aids". This is embedded, contextual, realtime learning, often while a learner doesn't even know they're doing it. For many in L&D this is a huge mind-set and instructional leap, but when done correctly it can transform the impact of our deliverables in amazing ways. Let's get together to qualify and quantify this powerful new discipline. In this session we'll discuss:

- What exactly IS Workflow Learning?
- What methodologies help make Workflow Learning scalable and measurable?
- What existing and emerging learning platforms help make Workflow Learning a reality?

SUPER SESSION

LEARNING
STORY/
CASE STUDY

Fiesta 6

110: “Get Us the Hard Data”: Measuring & Evaluating Impact

Mike Reed & Jim Davis, Liberty Mutual Insurance

Learning leaders are under increasing pressure to provide hard data that shows a relationship between learning activities and business outcomes. We'll share an innovative approach that we're using to create a methodology, process, and infrastructure that begins to tie learning to business impact. We'll also explore how to identify the right data sources for your organization and how to store data in a centralized, integrated, automated, and scalable environment. Join this session to:

- Determine the data sources that are appropriate for your organization
- Understand your needs for data storage and usage
- Identify next steps for collecting and storing data

LEARNING
STORY/
CASE STUDY

Fiesta 5

111: Agile Design for Faster & Better Learner-Centric Designs

Gaby Luft, Elissa Mouawad & Ron Rabin, McKinsey & Company

“Agile”: one of the biggest buzzwords of the last few years. The Agile design approach offers clear benefits for learning designers, organizations, and – most importantly – our learners. So, how exactly does Agile fit with learning? How can we adapt something that stems from software development and product features to our world of subject matter experts, learning and performance objectives, metrics, and reporting? How can it help us create and implement effective learner-centric designs? Join us to learn more about:

- Which Agile principles and approaches offer maximum benefit, and which need to be altered or discarded
- The advantages, challenges, and suggested workarounds for using Agile's short feedback loop
- Techniques to develop an Agile mindset within your teams and to communicate with stakeholders

LEARNING
STORY/
CASE STUDYCoronado
S/T**112: Human-Centered Leadership in a Digital World**

Candy Haynes & Alyssa Levi, PwC

In this ever-changing world, leadership development needs to evolve. Your current, compartmentalized approach may undermine your efforts to retain talent and address complex problems. At PwC, we continue to enhance and evolve our approach to building authentic, resilient, inclusive leaders who inspire themselves and others to thrive in a digital world. Join this session to:

- Learn how one of the biggest global professional services firms is doubling down on human-centered leadership in a digital world
- Define keystone skills for designing human-centered leadership
- Explore the concept of infinite learning to address how, when, where, and what your people learn

LEARNING
STORY/
CASE STUDY

Cancun

113: The (re)Evolution of Learning & Development Technical Skills

George Klett, PwC

Digital disruption is transforming business and changing reality as we know it. This disruption is demanding that we evolve our skill sets and knowledge – literally overnight and continuously. This is true for all industries, including L&D, and traditional core technical skills are no longer enough. Today's learning professional must understand and apply the array of digital knowledge and skills needed to drive higher value, lower cost, and a tech-enabled learning experience. Join this session to learn from PwC's work in this arena and explore:

- New and emerging skills for L&D
- How we are applying these new skills (e.g. design thinking, Agile, data visualization, automation, AI, etc.) to enable our L&D work
- How to upskill your L&D team with limited resources and budget

LET'S TALK ABOUT

Durango 2

121: “Five-Star” Training Experiences: Hospitality Lessons from Top Hotels

Shannon Rinella, Marriott International/Georgetown University

What do great hotels and great trainers have in common? They know how to create amazing experiences, and they know how to make it look effortless. In this session, geared to those who are new to the field or just looking for some fresh ideas, we'll explore how top hotels make the ordinary extraordinary for their guests. Then, we'll compare those tactics with techniques for delivering a true “five-star” training experience.

- Discover how place, product, and people impact and influence an experience
- Learn how sensory elements that are common in hotels can strengthen the training experience for learners
- Develop an action plan for one of your upcoming in-person training experiences

LET'S TALK ABOUT

Monterrey 2/3

122: How Can Your Organization Increase Performance and Decrease Stress?

Tim Haarlemmer, Consultant

Stress is increasing in many organizations and there is a need for improved performance. At the same time there is an abundance of evidence that both learning and performance increase greatly when one's vitality is improved, while stress is decreased. Vitality is the main productivity hack! Scientific evidence on vitality and behavioral change will be discussed and will be combined with a practical method for L&D/HR to improve performance.

- The importance of vitality for high performance (including hard facts to sell it in your organization)
- The most effective vitality improvements and quick wins to start with
- How to implement behavioral change in your organization

ACTION SESSION

Baja

131: Virtual Reality is Not Just for Games!

Valerie Gamble, Pfizer Drug Safety Research and Development

During this interactive session, you will learn how virtual reality (VR) has been integrated into various applications, including the development, measurement, and implementation steps. You will be able to experience a pharmaceutical laboratory tour without ever stepping away from the session, using the VR equipment! After viewing the tour, you will be able to meet with team members for a Q&A for additional details.

- Use virtual reality to see, hear, and explore a pharmaceutical laboratory in a safe virtual environment
- Learn about the team's development and implementation processes and lessons learned
- Discuss the factors to consider when evaluating VR as a possible training delivery option

BRAIN SCIENCE

El Paso 1&2

MIT Socio-Technical Trade-Space Experiment

Prakash Manandhar, Bryan Moser, Jeff Dieffenbach & Steve Nelson, Massachusetts Institute of Technology

Increasingly complex products and services require progressively complex human and technology interactions. In short, teamwork is becoming ever more important. What we know about creating the conditions for effective teamwork hasn't kept pace. As part of a continuing series of research experiments performed in collaboration with Learning, MIT will explore teamwork through an interactive, collaborative design of a Smart City Innovation Hub that combines trade-offs amongst site “placiness” and “pathiness” in order to achieve better mobility, activity, and diversity of interaction.

Monday Morning General Session

9:15am – 10:50am | Coronado Ballroom



ELLIOTT MASIE

Chair, Learning CONSORTIUM
CEO, MASIE Productions

A Keynote Experience:

- Changing Learners Drive New Designs
- Smarter Tech (AI, Automation and Curation)
- Learning Data Analytics
- Storytelling in the Digital Age
- Everyday Learning & Breaking Habits
- 2020! A New Decade of Learning Begins!

WITH SPECIAL GUESTS

Broadway Storytelling Artists



Ali Ewoldt
(Phantom of the Opera)



Telly Leung
(Aladdin, Glee)



Rob Lauber
CLO, McDonald's



Serene Wang
AI/Learning in China



All Learning Counts

Learning & Technology Leaders

learningpool

Innovation. Passion. Learning.



- Learning Technologies Company Of The Year 2018
- Low total cost of ownership solutions and subscriptions
- Online learning platforms, content and analytics
- Award-winning, multi-tier customer support

proud to be working with



industry recognition and business success



Come visit us in the Tech@Gallery

www.learningpool.com

T: (857) 284 - 1420

AT-A-GLANCE

TRENDS & ANALYSTS

201: Mentoring-By-Machine: The Learning Trend You Never Saw Coming

Donald H. Taylor, Learning Technologies
Monterrey 2/3

SUPER SESSION

TRENDS & ANALYSTS

202: Why Progressive Companies Are Doubling Down on Creating a Learning Culture

Kevin Oakes, Institute for Corporate Productivity (i4cp)
Durango 1

PANEL

210: All Learning Counts: Connecting Work-Based Learning to College Credit

Haley Glover, Lumina; Randi Cosentino, Guild Education,
Coronado M/N

AUTHOR SESSION

220: I'VE BEEN FRAMED!!! Using Comics for Learning

Clint Clarkson, L&D Scene Comics
Durango 2

AUTHOR SESSION

221: Squirrel! Communicating to Today's Short Attention Span Audience

Patricia Scott, Wharton, UPENN
Fiesta 6

LEARNING STORY / CASE STUDY

230: Agile Learning: Teams, Trust, Engagement & Empowerment

Caro Paduch Olivares & Carey Paquette, Accenture
Fiesta 5

LEARNING STORY / CASE STUDY

231: Creating a Mindful Workplace Culture

Patti Coan, Humana
Fiesta 9&10

LEARNING STORY / CASE STUDY

232: When Worlds Collide: L&D Meets Cybersecurity

Joe Pokropski, Learning at the Speed of Need
Coronado S/T

LET'S TALK ABOUT

241: Moving Beyond Experiential and Classroom Learning to Make it Real

Joe LiVigni, UGN, INC.
Baja

ACTION SESSION

250: Games for Learning: Engagement, Onboarding & Fun!

Travis Jones & Scott Hammond, Autodesk
Acapulco

ACTION SESSION

251: Life is Good, Really: Beating Burnout by Building Resiliency

Judy Murray, Charles River
Monterrey 1

SUPPLIER SHOWCASE

260: Using Improv Techniques to Develop Inclusive Leaders

Andrew Eninger & Rachel Miller, The Second City Works
Yucatan

SUPER SESSION

SUPPLIER SHOWCASE

261: Crowdsourced Content Curation to Drive Engaged Workplace Learning

Brett Wilson, Cornerstone OnDemand; Kevin Brill, Learning Technologies for Kohler Learning Academy
Coronado G

SUPPLIER SHOWCASE

262: Designing a Chatbot to be a Learning Partner

Vincent Han, Mobile Coach
Coronado F

SUPPLIER SHOWCASE

263: Digital Bootcamps Change the Learning Game

Erin Maher, Intrepid by VitalSource; Jamie Breshears, Deloitte
Coronado E

BRAIN SCIENCE

MIT Socio-Technical Trade-Space Experiment

Prakash Manandhar, Bryan Moser, Jeff Dieffenbach & Steve Nelson, Massachusetts Institute of Technology
El Paso 1&2

TRENDS & ANALYSTS

Monterrey
2/3**201: Mentoring-By-Machine: The Learning Trend You Never Saw Coming**

Donald H. Taylor, Learning Technologies

There's a new wave of technology-driven learning, and it has nothing to do with courses. Using simple, Software-as-a-Service (SaaS) technologies, start-up tech companies world-wide are producing a range of apps, systems and processes for coaching and mentoring. Some use Artificial Intelligence and bots, others are much simpler, but most are low-cost and all offer the promise of helping people remember what they learned on a course, along with prompts to help them put it into practice.

- How mentoring and coaching augments your learning offerings
- What the data says: where and when these tools work best
- Top tips to reproduce some of these effects yourself

SUPER SESSION

TRENDS & ANALYSTS

Durango 1

202: Why Progressive Companies Are Doubling Down on Creating a Learning Culture

Kevin Oakes, Institute for Corporate Productivity (i4cp)

Changing organizational culture is incredibly difficult. New research from i4cp shows that only 15% of companies are successful. Using data and insights collected from over 7,000 professionals worldwide, i4cp's recent study reveals the key role that learning plays in any culture initiative. Join i4cp CEO Kevin Oakes to discuss:

- How to initiate and sustain a culture change
- 18 key culture renovation actions and practices
- Why learning is the secret ingredient

PANEL

Coronado
M/N**210: All Learning Counts: Connecting Work-Based Learning to College Credit**

Haley Glover, Lumina; Randi Cosentino, Guild Education

More companies are supporting workers to earn college degrees, but few are considering how work-based learning can "count" toward college credit. Learn how leading employers are negotiating with colleges and universities to ensure that work-based education and training programs intentionally connect to college credentials – saving time and money for the employers! Join this session to:

- Hear from a major employer who is saving millions
- Learn about the perspectives of employees whose work-based learning is recognized by colleges and universities, often for the first time
- Learn some discrete tools and strategies that can help you get more value from your post-secondary partnerships

AUTHOR SESSION

Durango 2

220: I'VE BEEN FRAMED!!! Using Comics for Learning

Clint Clarkson, L&D Scene Comics

What's the first thing that comes to mind when you hear the word "comics"? Most people mention their local funny pages or superheroes... but, comics go much deeper. From Pulitzer Prize winning Maus to the socially timely Check, Please! comics communicate important ideas. So, why aren't they used more often for learning? In this highly interactive session, Clint Clarkson, author of L&D Scenes will discuss how the visual, story-driven, and concise nature of comics make them a powerful tool for adult learning.

- Define "comics" and discuss three (3) ways words are used in comics
- Write your own short format comic
- Discover inexpensive and free tools to create comics with little or no artistic skills

AUTHOR
SESSION

Fiesta 6

221: Squirrel! Communicating to Today's Short Attention Span Audience

Patricia Scott, Wharton, UPENN

The goal of any communication is no longer simply to inform. In today's short attention span world, information is the enemy. Facts and information simply no longer have value because they are no longer scarce. To be able to persuade, we need to do more than just show and tell. We need to connect, make it relevant, make it stick and take action. Communication must become a more strategic function. Join this session to:

- Discover a toolbox of neuroscience-based communication strategies to better connect with your audience
- Learn why strategic communication is the differentiator of leadership
- Apply simple communication techniques to enhance your value to an organization

LEARNING
STORY/
CASE STUDY

Fiesta 5

230: Agile Learning: Teams, Trust, Engagement & Empowerment

Caro Paduch Olivares & Carey Paquette, Accenture

Do you ever wish you could focus on your most vital priorities, inspire your team, drive impact, and have more engaged sponsors? We do too! To achieve these goals, we embarked on a journey to Agile. And then...the questions began! How can we make Agile work in learning? What about geographically dispersed teams? Is "pure scrum" the right answer? We will share our lessons learned while giving you the tools to start experimenting with Agile today. Join our session to:

- Learn about Accenture's journey to Agile, how we've measured our results, lessons learned, and quick wins
- Discover how Agile, Scrum, and Kanban can be used to help your learning and development team gain trust, efficiency, and transparency
- Build your own flexible toolkit of ideas and approaches to use with your team; start experimenting today!

LEARNING
STORY/
CASE STUDY

Fiesta 9&10

231: Creating a Mindful Workplace Culture

Patti Coan, Humana

We live in a distracted time in the workplace with phones buzzing, emails pinging, and IMs dinging. This constant influx of information leads to endless distractions from the tasks at hand and from optimal performance. Take this opportunity to gain insights on the benefits and data behind mindfulness. Learn about Humana's approach to embodying the wisdom we need to work authentically through the power of reflection and practice. Leave with ideas to create or enhance your own approach!

- Explore our mindfulness evolution and approaches
- Experience a variety of mindfulness practices to enhance the workday
- Determine next steps for your mindfulness approach both individually and organizationally

LEARNING
STORY/
CASE STUDYCoronado
S/T**232: When Worlds Collide: L&D Meets Cybersecurity**

Joe Pokropski, Learning at the Speed of Need

Cybersecurity is L&D's new frontier. With data breaches, Internet of Things devices and privacy concerns dominating the news, building an effective information security education & awareness program should be a priority in every business. In this session we will share our case study to demonstrate how using a performance consulting model, performance support and content curation formed the perfect storm for success. We'll discuss:

- Why we should care about data security and privacy
- Maturity model blueprint for determining your organization's readiness level
- Resources and skills needed for an effective cybersecurity program

LET'S TALK ABOUT

Baja

241: Moving Beyond Experiential and Classroom Learning to Make it Real

Joe LiVigni, UGN, INC.

Does the learning end at the end of your training classes? Have you been trying to figure out how to keep the learning going even after experiential training sessions? During this session we will share our current best practices and work together to brainstorm ideas for creating missions and challenges for your learners to take their classroom experience into the workplace.

- Learn new effective ways to make the learning continue after the classroom
- Brainstorm with your peers more ways to make the learning work in realistic scenarios
- Create a list to take back with you of ideas to use

ACTION SESSION

Acapulco

250: Games for Learning: Engagement, Onboarding & Fun!

Travis Jones & Scott Hammond, Autodesk

NOTE: THIS SESSION WILL BE REPEATED ON TUESDAY AT 9:15AM

If you're curious about how games can be leveraged for workplace learning, break away for an hour and join us to play one of two games we built to engage our sales teams. Our digital "escape kit" and traditional board game were built to reinforce other parts of our larger workshops and onboarding programs. We'll briefly share some background on these projects and "turn you loose" to get hands-on with these experiences. Join this session to:

- Learn about our process for creating gamified experiences to supplement traditional learning
- Gain first-hand experience with the difference that gamification makes in knowledge retention and transfer
- Ask us direct, candid questions about how we "sold" gamification initiatives up the chain of command and built those ideas into real learning efforts

ACTION SESSION

Monterrey 1

251: Life is Good, Really: Beating Burnout by Building Resiliency

Judy Murray, Charles River

Burnout is a hot topic in the workplace. Factors contributing to burn-out can be compassion stress and compassion fatigue, leading to profound physical and mental exhaustion, loss of pleasure in work and in daily life. A key to beating burnout is building resiliency. Take an hour to explore a case study on developing an internal resiliency building program that focuses on building a culture of well-being through raising awareness, enhancing communication and personal wellness.

- Identify the impacts of acute and chronic stress on our employees
- Determine your level of compassion stress, fatigue or burnout using a validated tool for measuring levels of stress
- Discuss the benefits of building resiliency in our changing workforce

SUPPLIER SHOWCASE

Yucatan

260: Using Improv Techniques to Develop Inclusive Leaders

Andrew Eninger & Rachel Miller, The Second City Works

Creating a culture that values diversity needs to be reflected and cultivated at the top. In this experiential session, Second City Works will introduce participants to an "improv mindset" as it relates to leadership learning that builds inclusive teams, focuses on others and heightens self-awareness. Experience how the light, exploratory tone creates an atmosphere of vulnerability, bravery and support while the humor invites honest reflection. Key takeaways:

- Techniques for developing leaders that are others-focused and empathetic
- The value of practicing high-risk skills in a low-risk environment
- Ideas for keeping your organization's bias in check when designing and delivering leadership training



SUPER SESSION

SUPPLIER SHOWCASE

Coronado G

261: Crowdsource Content Curation to Drive Engaged Workplace Learning

Brett Wilson, Cornerstone OnDemand; Kevin Brill, Learning Technologies for Kohler Learning Academy

Are your L&D resources stretched thin? Does it take months to develop solutions that ultimately miss the mark? Are you spending big on licensing or subscriptions without seeing returns on investment? You're not alone! In this session, learn how Kohler's university, Kohler Learning Academy, crowdsources content curation to drive learning engagement and develop a workforce that's prepared to meet the demands of global business growth.

- Decrease spending on content creation, licensing, and subscriptions
- Identify passionate, knowledgeable subject-matter experts in your organization
- Increase employee engagement by providing effortless learning experiences



SUPPLIER SHOWCASE

Coronado F

262: Designing a Chatbot to be a Learning Partner

Vincent Han, Mobile Coach

Enamored by the promise of AI and automation, organizations are deploying chatbots across a variety of functions. But results are mixed. This session will help you think strategically about how chatbots can support learning, thus helping L&D teams scale capability and effectiveness. Chatbots designed for learning can yield the most ROI for chatbots across your whole company. Join our session to see examples of chatbots supporting learning as well as share your own experiences!

- Learn to think strategically about effective chatbot deployment
- Explore the possibilities of how a chatbot can truly become a tireless member of your L&D team
- See examples of effective chatbot projects and how to measure their ROI



SUPPLIER SHOWCASE

Coronado E

263: Digital Bootcamps Change the Learning Game

Erin Maher, Intrepid by VitalSource; Jamie Breshears, Deloitte

Deloitte has embraced digital learning and is seeing the game change for clients when it comes to those tough "skills of the future" like leadership, business chemistry, and innovation. Hear case studies for both all-online and blended learning approaches, and how-to's for digital transformations applicable to any organization looking to amplify learning for business-critical topics.

- How to impart "skills of the future" in an online environment
- Pitfalls and opportunities of moving programs online
- Case studies showing successful digital transformation initiatives



BRAIN SCIENCE

El Paso 1&2

MIT Socio-Technical Trade-Space Experiment

Prakash Manandhar, Bryan Moser, Jeff Dieffenbach & Steve Nelson, Massachusetts Institute of Technology

Increasingly complex products and services require progressively complex human and technology interactions. In short, teamwork is becoming ever more important. What we know about creating the conditions for effective teamwork hasn't kept pace. As part of a continuing series of research experiments performed in collaboration with Learning, MIT will explore teamwork through an interactive, collaborative design of a Smart City Innovation Hub that combines trade-offs amongst site "placiness" and "pathiness" in order to achieve better mobility, activity, and diversity of interaction.

MONDAY OCT 28

12:05pm – 1:50pm

tech @LEARNING GALLERY



Visit our selection of Learning Innovators, and participate in some hands-on immersive learning activities.

Location: Veracruz

GALLERY HOURS

Monday: Noon – 2:00pm, 5:45pm – 7:00pm

Tuesday: Noon – 2:00pm

Wednesday: 7:30am – 9:00am

LIST OF PARTICIPATING COMPANIES

Check the board in Veracruz and LearnGuide for the latest list of Gallery participants

AllenComm
Area9 Lyceum
Bluewater
CAEL
Caveo
Conduent
Cornerstone OnDemand
CrossKnowledge
D2L
DuPont Sustainable Solutions
Enspire Learning
Explorance
Extreme Trainings
Fuse Universal
GoFluent

Guild Education
Harvard Business Publishing Learning
Intrepid by VitalSource
Learning Pool
Learning Tribes
LEO Learning
MobileCoach
NovoEd
OpenSesame
Panopto
Second City Works
SkillPill
Vyond
Watershed

MONDAY LUNCH

Enjoy a healthy and delicious lunch buffet!

12:05pm – 1:50pm, Veracruz

Dessert & coffee/tea served in the Tech@Learning Gallery

LUNCH WITH THE CHIEF LEARNING OFFICERS

12:20pm – 1:15pm, Fiesta 5

Facilitated by **Nigel Paine**,
NigelPaine.com Ltd



PANELISTS:

- Rob Lauber**, Chief Learning Officer - McDonald's
- Martha Soehren**, Chief Talent Development Officer - Comcast
- Shannon Rudolph Umthum**, Dept. of Veterans Affairs
- Mark Wagner**, Vice President Claims Learning - The Hartford
- Vidya Krishnan**, Global Chief Learning Officer - Ericsson

Grab your lunch and head to this concise, off-the-cuff dialogue with chief learning officers and other senior learning executives about their perspectives on the world of learning. This will be a no-holds-barred conversation in which you are invited to ask questions and share your thoughts.

(Note: Lunch Buffets located in Fiesta 5 for session attendees)

LEARNING 2019 BOOK CLUB

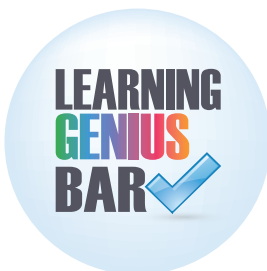
12:15pm – 1:15pm, Veracruz C



Grab your lunch and join Facilitator Mandi Christensen (Director, Training Development at Chewy, and former 30 Under 30) at 12:15pm in Veracruz C (behind the Tech@ Learning Gallery) to discuss Millennials,

Goldfish & Other Training Misconceptions by Clark N. Quinn. This will be a casual conversation, so feel free to join us even if you did not have the chance to read the book – there will not be a quiz!

ADDITIONAL LUNCHTIME ACTIVITIES



Check out the ATD Bookstore





Don't just ride the wave of learning trends – turn the tide. Let's talk decision frameworks that drive business impact. Let's talk learning in the flow of work, at the point of need. Want to know more? Come meet Bluewater – the consulting & services partner with an eye on the horizon.



Bluewater[™]
Analytics

Bluewater[™]
LEARNING for

The Salesforce logo, which is a blue cloud shape with the word "salesforce" written in white lowercase letters inside it.

salesforce

A vertical column of six colored dots: green, yellow, purple, orange, blue, and red from top to bottom.

Bluewater[™]
ASSURANCE

AT-A-GLANCE

TRENDS & ANALYSTS

301: Hacking Learning

Richard Culatta, Innovative Learning
Monterrey 2/3

SUPER SESSION

LEARNING STORY / CASE STUDY

310: Agile Learning & Development

Dennis Callahan & Brandon Frechette, Travelers Insurance
Baja

LEARNING STORY / CASE STUDY

311: Appreciation, Gratitude & Recognition for Improved Company Culture

Joel Lamoreaux, Deluxe
Coronado M/N

LEARNING STORY / CASE STUDY

312: How JetBlue Takes Learning Measurement to New Heights

Lauren Kramer, JetBlue
Monterrey 1

LEARNING STORY / CASE STUDY

313: Performance Support with AI, AR & The Internet of Things

Rick Ludwig, GE Healthcare
Durango 2

LEARNING STORY / CASE STUDY

314: SME Nightmares: Stop the Battle & Start the Partnership

Lori Adams, Coca-Cola Beverages Florida
Durango 1

LEARNING STORY / CASE STUDY

315: VR for Soft Skills Training: Hype vs. (Virtual) Reality

Jill Kirtland & Mary Lefaiver, PwC
Coronado S/T

LET'S TALK ABOUT

320: Orientation or Onboarding: Pair Them Strategically for New Hire Success

Shannon Rudolph Umthum, VA Central Iowa Health Care System, Veterans Health Administration
Cancun

ACTION SESSION

330: Mindfulness in Learning: Mindfulness as a Learning Practice

Hester Morrissey, Boeing
Fiesta 9&10

ACTION SESSION

331: Storytelling & Broadway: 1, 2, 3 – Stories that Impact

Elliott Masie, The Learning CONSORTIUM; Broadway Performers Ali Ewoldt, Telly Leung & Alan Muraoka
Coronado Ballroom

SUPER SESSION

SUPPLIER SHOWCASE

340: The Future is Now: Revolutionizing L&D for the Workforce of the Future

Larry Clark, Harvard Business Publishing; Keith DeAngelis, Comcast; Rishav Ghandi, The Coca-Cola Company; Shai Rasmussen, HCA Healthcare
Yucatan

SUPER SESSION

SUPPLIER SHOWCASE

341: Build Engaging Onboarding Videos in Just 30 Minutes!

Julie Gillespie, Vyond
Coronado E

SUPPLIER SHOWCASE

342: How to Bring Social Learning to Life

Ray Cairnes, Fuse Universal; Nancy Longo & Joseph Ritter, Merck
Coronado G

SUPPLIER SHOWCASE

343: LRS/LXP: What the Research Told Us (And Why It's Probably Wrong)

Anna Lloyd, Learning Pool
Coronado F

BRAIN SCIENCE

MIT Socio-Technical Trade-Space Experiment

Prakash Manandhar, Bryan Moser, Jeff Dieffenbach & Steve Nelson, Massachusetts Institute of Technology
El Paso 1&2



TRENDS & ANALYSTS

Monterrey
2/3

SUPER SESSION

301: Hacking Learning

Richard Culatta, Innovative Learning

The art of hacking is all about using creative approaches to tackle tough problems, generally through quick and informal approaches that provide fast, cheap (vs. formal) solutions. Let's explore a variety of approaches that can be used to hack learning. We'll brainstorm some options that can be used in your organization and conduct a "mini-hack" during our time together!

- Learn what it means to hack learning and how hacking has been used in other industries
- Explore how learning organizations have used hacking approaches to solve tough problems
- Participate in a hacking exercise to learn how to use this approach in your organization

LEARNING STORY / CASE STUDY

Baja

310: Agile Learning & Development

Dennis Callahan & Brandon Frechette, Travelers Insurance

Today's organizations are rapidly transforming to meet customer and consumer needs. The Agile methodology can help learning and development professionals keep pace or stay ahead of this shift and guide others along the journey! While Agile is best known in the IT and software development worlds, it is first and foremost a mindset, anchored by a set of values and principles that can be applied to L&D organizations. Join us to understand how we kick-started our Agile transformation as we explore:

- How we harness the power of cross-functional teams and a new role for managers
- Our application of rapid experimentation, continuous value delivery, and evolutionary design
- Examples of what's working, what's failed, and our lessons learned to date

LEARNING STORY / CASE STUDY

Coronado
M/N

311: Appreciation, Gratitude & Recognition for Improved Company Culture

Joel Lamoreaux, Deluxe

Three years ago, we developed and offered our first session on gratitude at one of our employee learning events. The response to the topic surprised us: a floodgate of emotion opened as employees experienced first-hand what a simple act of thankfulness can do for the soul. Come hear our story and learn how you too can create a focus on gratitude within your organization. We'll share what we've learned along the way about why gratitude can be foundational to your efforts in both recognition and appreciation.

- Understand the differences among recognition, appreciation, and gratitude
- Review the design and implementation of our gratitude session, including key resources and exercises
- Explore ways to introduce this work into your company culture

LEARNING STORY / CASE STUDY

Monterrey 1

312: How JetBlue Takes Learning Measurement to New Heights

Lauren Kramer, JetBlue

Share in JetBlue's journey of implementing a data-driven learning strategy. Which specific requirements and issues did the organization need to take into consideration? Learn from their (common) challenges and find out how learning analytics/learning measurement has impacted Crewmember performance and the business.

- Using data to tell the story of learning impact and the value added to the organization
- Using learning metrics and analytics to improve learning programs
- Identifying and developing new skills required of the L&D function



LEARNING
STORY/
CASE STUDY**313: Performance Support with AI, AR & The Internet of Things**

Rick Ludwig, GE Healthcare

Durango 2

“The right amount of support at the point of need.” Sounds great doesn’t it? A combination of Augmented Reality (AR), Artificial Intelligence (AI), and the Internet of Things (IoT) can help make this dream a reality! We’ll discuss how these transformative technologies team up with good instructional design practices to provide faster delivery of more relevant learning to support the modern employee’s performance. Join this session to see examples from GE Healthcare and explore:

- How technologies combine to focus on learner performance
- The impact (positive and negative) on learning and performance
- Key requirements for your organization

LEARNING
STORY/
CASE STUDY**314: SME Nightmares: Stop the Battle & Start the Partnership**

Lori Adams, Coca-Cola Beverages Florida

Durango 1

Developing learning in any media can be difficult when SMEs aren’t engaged (e.g. they send you PowerPoint files and ask you to make them look good before posting them to the LMS). This was our experience regularly at Coke Florida. By formalizing and following a learning and development process, and communicating it effectively to our leaders and stakeholders, we’re gaining true partnerships with our SMEs when developing training for both online and ILT/VILT delivery. During this session we will focus on:

- The historical way training requests were addressed in our organization
- The new process: what it looks like and how it’s been communicated
- The changes we’ve seen to date and how we’ve improved the quality of learning

LEARNING
STORY/
CASE STUDY**315: VR for Soft Skills Training: Hype vs. (Virtual) Reality**

Jill Kirtland & Mary Lefaiver, PwC

Coronado
S/T

Within enterprise L&D, the concept of applying VR to soft skills training at scale remains largely unexplored, in part due to concerns over user experience. At PwC, our L&D and Emerging Tech Lab conducted a large-scale study to explore the effectiveness of VR (vs. ILT and eLearning) as a delivery method for soft skills training. Join us for this interactive session to follow our journey, experience the lessons we learned, and work together to:

- Solve a training problem with virtual reality
- Scale the delivery of a virtual reality training experience
- Identify first steps to implement this in your own organization

LET’S TALK
ABOUT**320: Orientation or Onboarding: Pair Them Strategically for New Hire Success**Shannon Rudolph Umthum, VA Central Iowa Health Care System,
Veterans Health Administration

Cancun

The terms “orientation” or “onboarding” are often used interchangeably. Most organizations have one or the other in place, but not both. You might be thinking, “Aren’t they the same?” In fact, they are different (and important) with as many as 15% of new hires reporting that the lack of an effective onboarding process contributed to their decision to quit. Let’s discuss how orientation and onboarding – when paired strategically – increase successful assimilation, time to productivity, and new hire satisfaction, engagement and retention. We’ll explore:

- The distinction of orientation as an event and onboarding as a process
- Crucial onboarding best practices for new hire satisfaction
- How to build an onboarding tool to support new hire engagement and retention



ACTION SESSION

330: Mindfulness in Learning: Mindfulness as a Learning Practice

Hester Morrissey, Boeing

Fiesta 9&10

Experience what mindfulness feels like and how to bring mindfulness into your learning programs. People are more distracted today than ever before. Human attention spans have declined to one shorter than those of goldfish! What does that mean for learning? Maybe the problem is not a lack of attention but rather an attention addiction. Learn and practice mindful learning techniques like Conscious Curiosity to balance shorter attention addiction with mindfulness.

- Learn to practice mindful learning as a Designer, Instructor and as a Learner
- Experience the power of Conscious Curiosity
- Bring heart and mind together for more impactful learning experiences

ACTION SESSION

331: Storytelling & Broadway: 1, 2, 3 – Stories that Impact

Elliott Masie, The Learning CONSORTIUM; Broadway Performers Ali Ewoldt, Telly Leung & Alan Muraoka

Coronado Ballroom

Storytelling is one of the most important, yet ignored, business skills. Elliott Masie, with Broadway stars Ali Ewoldt (Phantom of the Opera) and Telly Leung (Aladdin), will bring the worlds of storytelling, theatre, and learning together. We will demonstrate the power of the story, the story “arc”, rehearsal, audience engagement, and even the role of silence in the story. We will also explore how storytelling is evolving in the high tech and social media era. Topics will include:

- Storytelling is changing: beyond PowerPoint, TED Talks, and digital storytelling
- How theatre creates magical storytelling
- Leveraging theatre and film for storytelling skill development for the workplace

SUPER SESSION

SUPPLIER SHOWCASE

340: The Future is Now: Revolutionizing L&D for the Workforce of the Future

Larry Clark, Harvard Business Publishing; Keith DeAngelis, Comcast; Rishav Ghandi, The Coca-Cola Company; Shai Rasmussen, HCA Healthcare

Yucatan

As AI, VR, and Big Data transform our businesses, it's clear the future of work isn't a future concept—it's happening right now. But as technology redefines jobs and strategies, it's also creating self-motivated learners. According to our research, today's employees know they have skill gaps, and they're trying to close them. But they want L&D to provide the guidance, relevance, and cutting-edge experiences they need to become the next generation of leaders. In this session you will learn:

- How six key forces are driving change in our businesses, our jobs, and our learners
- How learner expectations and behaviors are at the center of a learning and talent revolution
- Real-life examples from L&D leaders who are thinking outside the box to develop learning and talent strategies that both engage today's learners in new ways and drive tomorrow's vital business results



SUPER SESSION

SUPPLIER SHOWCASE

341: Build Engaging Onboarding Videos in Just 30 Minutes!

Julie Gillespie, Vyond

Coronado E

Making onboarding videos can be time-consuming and a drain on resources. It is even harder to make videos that explain complex ideas while also keeping employees engaged. We will show you how easy it is to build animated videos from start to finish with Vyond's drag-and-drop editor. We will explore the deep asset library, customizable templates, and other dynamic features to create engaging and professional animated videos that save time and resources.

- Learn techniques to engage your audience through animation
- Learn the basic functions of the Vyond Studio platform to speed up your production
- Uncover advanced features to scale your video creation



SUPPLIER SHOWCASE

342: How to Bring Social Learning to Life

Ray Cairnes, Fuse Universal; Nancy Longo & Joseph Ritter, Merck

Coronado G

Successful L&D professionals are always seeking ways to engage their workforce through learning and sharing knowledge. One way to learn is through “social learning” – engaging with peers, working together to share knowledge and information with the intent to increase overall performance. Merck have been working on their social learning platform for just over a year. Find out how they established their seven criteria points to create ‘SPARK’ – their social learning platform.

- Find out about the key drivers that led Merck to a more social learning way of educating & engaging their learners
- How to find a balance of shared value between your organization and your learners, enabling you to build more successful learning communities
- Discover how Merck established their core community principles, and how you can use their methodologies to do the same



SUPPLIER SHOWCASE

343: LRS/LXP: What the Research Told Us (And Why It’s Probably Wrong)

Anna Lloyd, Learning Pool

Coronado F

This year we undertook a large primary research study into Learning Experience Platforms, Learning Record Stores and the specific features that organizations are looking for. The research was very illuminating but arose as many questions as it answered. Our experience suggests that the truth is something much more nuanced than we see in the results...Join us to debate the difference between what learning organizations say they want, what they really care about and what actually brings them value.

- Gain insight from our primary research into the LXP and LRS market
- See where you or your peers fit into the current landscape - and where they’re going
- Share your own expert beliefs about value and impact in a rapidly-changing landscape of learner and organizational needs



BRAIN SCIENCE

MIT Socio-Technical Trade-Space Experiment

Prakash Manandhar, Bryan Moser, Jeff Dieffenbach & Steve Nelson, Massachusetts Institute of Technology

El Paso 1&2

Increasingly complex products and services require progressively complex human and technology interactions. In short, teamwork is becoming ever more important. What we know about creating the conditions for effective teamwork hasn’t kept pace. As part of a continuing series of research experiments performed in collaboration with Learning, MIT will explore teamwork through an interactive, collaborative design of a Smart City Innovation Hub that combines trade-offs amongst site “placiness” and “pathiness” in order to achieve better mobility, activity, and diversity of interaction.



The Role of Incentives in Creating a Motivating Learning Environment

Date/Time:

Tuesday, 29 October
8 am - 9 am

Location:

Coronado D

Speaker:

Tracy McFadden Wright
Senior Director of
Corporate Development



Three years ago and with no prior training experience, Tracy McFadden Wright was asked to implement a company-wide global learning platform for InComm. Once the panic subsided, she drew on her 20-year career in the incentive industry to craft a fun and engaging training program which rewards employees for learning. Join Tracy as she shares InComm's implementation journey and provides insight on how motivational theory supports a reward-based learning culture.

In this session, your key takeaways will be:

- A motivating kickstart to your training launch
- Infusing incentives into training initiatives
- Incentives drive employee engagement: see the results!

To learn more about how OpenSesame can help you develop one of the world's most productive and admire workforces, visit www.opensesame.com or email info@opensesame.com

AT-A-GLANCE

TRENDS & ANALYSTS

401: Stop Being a Hammer Looking for a Nail: Key Trends in Workplace Learning

Joe Pokropski, Learning at the Speed of Need Cancun

TRENDS & ANALYSTS

402: The Learning Geeks Podcast: Live at Learning 2019

Bob Gerard & Dana Alan Koch, Accenture Acapulco

PANEL

410: Learning is Global: A Panel of Leaders from Multinational Companies

Moderator: Bob Mosher; Panelists: Graciela Andrews, Booking.com; Michael Hyatt-Evenson, Verizon Media; Christopher von Koschembahr, Microsoft; and more... Monterrey 1

PANEL

411: Women & Learning

Moderator: Sharon Claffey Kaliouby, The Learning CONSORTIUM; Panelists: Mandi Christensen, Chewy; Vidya Krishnan, Ericsson; Martha Soehren, Comcast; Kathy Tague, The Guardian Life Insurance Company of America Durango 1

SUPER SESSION

AUTHOR SESSION

420: Creating Effective Microlearning: Principles & Application

Karl Kapp, Bloomsburg University Fiesta 6

LEARNING STORY / CASE STUDY

430: Agile in Learning & Development: A Team's Perspective

Debbie Taute, Thora Eriksmoen & Karah Piepkorn, Allianz Life Monterrey 2/3

LEARNING STORY / CASE STUDY

431: Creating a Collaboration Culture by "Working Out Loud"

Adrian La Sala, PTC Coronado M/N

LEARNING STORY / CASE STUDY

432: Impactful Learning for Busy Healthcare Practitioners: Micro-modules, Modeling Videos, and Meaningful Interactions

Paul Margolies, Center for Practice Innovations, New York State Psychiatric Institute Coronado S/T

ACTION SESSION

440: Finding Your Voice: The Trainer's Guide to Authenticity and Vocal Presence

Allison Anderson, Oregon Health & Science University Durango 2

ACTION SESSION

441: Human-Centered Design: Putting Learners at the Center of the Development Experience

Kate McGuire & Melissa Mehm, Deloitte Fiesta 5

SUPPLIER SHOWCASE

450: Doing Well by Doing Good: Benefits that Benefit Your Bottom Line

Randi Cosentino, Guild Education; Jon Kaplan, Corvantus Consulting Yucatan

SUPER SESSION

SUPPLIER SHOWCASE

451: 5 Smarts to Engage and Excite Your Learners

Gerry Griffin, Skill Pill Coronado F

SUPPLIER SHOWCASE

452: Make Smarter Decisions: Learn What Your Data Has to Say

Chris Bond & Dave Seligsohn, Bluewater Coronado E

SUPPLIER SHOWCASE

453: Shhh... Digitization of the Dirty Little Secret: Instructor-Led Training

Barb Farley, Conduent Learning; Stephan Pineau, Training Orchestra Coronado G

BRAIN SCIENCE

MIT Socio-Technical Trade-Space Experiment

Prakash Manandhar, Bryan Moser, Jeff Dieffenbach & Steve Nelson, Massachusetts Institute of Technology El Paso 1&2

Wellness @Work

The Mindfulness Hour

Hester Morrissey, Boeing Fiesta 9&10

TRENDS & ANALYSTS

Cancun

401: Stop Being a Hammer Looking for a Nail: Key Trends in Workplace Learning

Joe Pokropski, Learning at the Speed of Need

Have you heard? Workplace learning is changing. Our roles are evolving. Pressure to deliver value is immense. What's a poor L&D professional to do? Are we threatened or excited about the possibilities? And practically speaking, what can we do about it? Join learning leader Joe Pokropski for this highly interactive session to debate, raise concerns and share best practices regarding key trends for the future of workplace learning, including:

- The performance first mindset
- Engaging in the workflow
- Curation vs. Creation

TRENDS & ANALYSTS

Acapulco

402: The Learning Geeks Podcast: Live at Learning 2019

Bob Gerard & Dana Alan Koch, Accenture

What's the best way to learn about podcasting? Watch a podcast about podcasting – LIVE IN PERSON! "The Learning Geeks", a podcast about corporate learning with several hundred followers, is recording a LIVE episode right here at Learning 2019. And you can be part of the studio audience! Join us as we talk about the power of podcasting for learning. We'll share our story, answer your questions, play some games, and have lots of fun.

- Experience a podcast recording live
- Explore podcasting as an option to enhance learning programs
- Get your learning geek on by discussing hot learning topics with the Geeks

PANEL

Monterrey 1

410: Learning is Global: A Panel of Leaders from Multinational Companies

Moderator: Bob Mosher; Panelists: Graciela Andrews, Booking.com; Michael Hyatt-Everson, Verizon Media; Christopher von Koschembahr, Microsoft; and more...

Distributed workforces and customers, and differences in language and culture require a broader perspective, different skills and changes in the way we communicate and learn. Whether you're focusing on delivering training to employees or customers, when your audience is global, you have a unique set of challenges. In addition, global companies need to make decisions about the structure of L&D organizations – should they be centralized or distributed? Join this panel discussion for insights into:

- The pros and cons of central vs decentralized L&D organizations
- Best practices for delivering effective training on a global scale
- Some common issues when working with a multinational, multicultural base

PANEL

Durango 1

411: Women & Learning

Moderator: Sharon Claffey Kaliouby, The Learning CONSORTIUM;

Panelists: Mandi Christensen, Chewy; Vidya Krishnan, Ericsson; Martha Soehren, Comcast; Kathy Tague, The Guardian Life Insurance Company of America

In business and specifically in the field of learning, how are women building their careers with intention and choice? Are new pathways to senior leadership roles emerging? What self-limiting beliefs or mindsets can get in the way of women's advancement? Join us for an engaging dialogue with accomplished women CLOs and learning leaders to hear what they've learned about the confidence, authenticity, and courage it takes to create an exciting career journey in learning. Here are just some of the questions we'll ask them:

- What can women do to dynamically design their learning careers?
- How do women build confidence to tackle new roles?
- What are new career and executive pathways for women in learning?

SUPER SESSION

AUTHOR
SESSION

Fiesta 6

420: Creating Effective Microlearning: Principles & Application

Karl Kapp, Bloomsburg University

Microlearning is hot in L&D circles but what exactly is microlearning? Is it smaller than a breadbox? Bigger than a molecule? There are several ways to develop effective and meaningful microlearning and there are hundreds of ways to develop ineffective, low impact microlearning. It's critical to maximize microlearning so you can achieve your desired results. We'll define six types of microlearning, provide examples and discuss the right use and approach to each type.

- Understand the different types of microlearning
- Match the right learning need to the right type of microlearning
- Learn specific design techniques to make microlearning effective

LEARNING
STORY/
CASE STUDYMonterrey
2/3**430: Agile in Learning & Development: A Team's Perspective**

Debbie Taute, Thora Eriksmoen & Karah Piepkorn, Allianz Life

Do you want to deliver higher quality learning to your business partners in less time? Agile enables Learning & Development teams to deliver value more quickly with a greater ability to respond to change. In this session, you'll hear from our experienced Agile Scrum Team about best practices that allow us to meet our clients' business needs in short, two-week "sprints". We'll also describe obstacles we've faced using the Agile framework and how we've overcome those challenges. Join us to:

- Learn about key components of Agile
- Explore best practices for overcoming roadblocks
- Discover ways to apply Agile in your workplace

LEARNING
STORY/
CASE STUDYCoronado
M/N**431: Creating a Collaboration Culture by "Working Out Loud"**

Adrian La Sala, PTC

There is a vast amount of knowledge trapped in silos within our workforces. We all want to unlock this knowledge, so we invest in software to get people communicating and collaborating. But it takes more than tools, it takes behavior change. At PTC we piloted the free-to-use Working Out Loud program with a communication framework built on Office 365. Learn about our approach and our results and decide if you can leverage this program, too.

- Apply a communication framework to communication and collaboration tools like SharePoint, Yammer, Stream, and Teams
- Convince leaders that their participation in an internal communication framework is critical to success
- Pilot the (free-to-use) Working Out Loud guides as a behavior change program to break down silos

LEARNING
STORY/
CASE STUDYCoronado
S/T**432: Impactful Learning for Busy Healthcare Practitioners: Micro-modules, Modeling Videos, and Meaningful Interactions**

Paul Margolies, Center for Practice Innovations, New York State Psychiatric Institute

Agencies that provide behavioral healthcare are under high demands to provide effective treatment. Staff have little time to sit through traditional instructor-led workshops or even lengthy web-based training. Our challenge was to develop a learner-friendly e-learning resource for a diverse and busy audience of practitioners. Our solution was an interactive and engaging digital learning experience consisting of micro-modules, videos depicting real-life scenarios modeling new skills, and reference materials for more in-depth learning. In this session you will learn how:

- A platform can be set up to deliver ongoing performance support with micro-modules and a resource library
- Learning assets can be used to create awareness, knowledge, and interest in a new way of providing treatment
- Interactive learning experiences and video can meet a variety of learner needs and model behavior in real-life scenarios

ACTION SESSION

440: Finding Your Voice: The Trainer’s Guide to Authenticity and Vocal Presence

Allison Anderson, Oregon Health & Science University

Durango 2

Being a great trainer takes far more than a good grasp of content. In fact, presentation and training are deeply rooted in performance skills. As a classically trained actor, I’ll show you that HOW you present is just as important as WHAT you present. In this experiential session, we’ll look at skills that are often overlooked. Whether for business presentations or full-day classes, you’ll leave with a few simple tips that will greatly improve the quality (and your enjoyment) of your presence and delivery.

- Using your voice to engage learners
- Amplifying your physical presence to intensify learner experience
- Bringing your authentic self to your class or presentation

ACTION SESSION

441: Human-Centered Design: Putting Learners at the Center of the Development Experience

Kate McGuire & Melissa Mehm, Deloitte

Fiesta 5

Human-centered design (HCD) is a powerful method for architecting learner-focused, holistic development experiences that are both innovative and impactful. By putting learners at the heart of the design process, learning is created both for and with our end-users, accelerating its effectiveness and impact. In this interactive session, we will help you better understand and practice the fundamentals of HCD, so you can apply it when building learning solutions in your organization. Together we will focus on:

- HCD mindsets and approach
- Use cases of how Deloitte has employed HCD in reimagining development experiences
- Tools to help you practice and apply HCD

SUPPLIER SHOWCASE

450: Doing Well by Doing Good: Benefits that Benefit Your Bottom Line

Randi Cosentino, Guild Education; Jon Kaplan, Corvantis Consulting

Yucatan

There are multiple benefits that come from investing in your employees’ education, including increasing the ability to recruit and retain top talent, upskilling your workforce, and building brand equity. Join us for a fireside chat with Jon Kaplan, President of Corvantis Consulting and former Chief Learning Officer for Discover Financial, and Randi Cosentino, Chief Academic Officer at Guild Education, where they will discuss how focusing and creating a robust employee experience builds brand loyalty from within and enhances a company’s external reputation. Together we will:

- Learn how to create an education benefits program that attracts, retains, and upskills your company’s workforce
- Discover how leading companies are preparing their employees for the future of work
- Hear how companies are transforming traditional tuition reimbursement programs into a strategic investment



SUPER SESSION

SUPPLIER SHOWCASE

451: 5 Smarts to Engage and Excite Your Learners

Gerry Griffin, Skill Pill

Coronado F

Looking to attract more engaged learners? Skill Pill Founder, Gerry Griffin, gives an insight into how you can create buzz around your content and elicit a better response from your audience. More specifically, he explains how new media and gamification can bring that extra excitement into the mix, and how offline content such as playing cards are an easy way to draw your learners’ attention.

- Mapping content to competencies
- Speaking to personal motivations and applying the ‘5-minute rule’
- Leveraging the ‘Circadian Rhythm’ of the organization



SUPPLIER SHOWCASE

452: Make Smarter Decisions: Learn What Your Data Has to Say

Chris Bond & Dave Seligsohn, Bluewater

Coronado E

How are companies using data to make better business decisions? Join this interactive workshop to learn how to take the Decision Analytics approach into your business. You'll start by prioritizing business objectives, and leave with report and dashboard requirements to support decision-making in your organization. Bring your smartphone, tablet or laptop to access the Internet – everything you create during the session will be available for download so you can immediately start building a culture of data-driven decision-making.

- Leverage the “Cost of Doing Nothing” to help prioritize business goals and objectives
- Learn and take away our Decision Analytics approach to driving data-driven decision making
- Build a framework for Decision Analytics for your specific business or department in the session



SUPPLIER SHOWCASE

453: Shhh... Digitization of the Dirty Little Secret: Instructor-Led Training

Barb Farley, Conduent Learning; Stephan Pineau, Training Orchestra

Coronado G

NOTE: THIS SESSION WILL BE REPEATED WEDNESDAY AT 9:00AM

We know your little secret. In this age of shiny new digital learning solutions, you're still using (wait for it...) Instructor-Led Training. *Gasp!* The good news? The secret's out and you're in good company! ILT is being used to some degree by 97% of companies. And, it's been rated as the most effective way to learn! So, what's the role of ILT in the new learning ecosystem? And, what can be done to make it shiny and new?

- The most current trends for Instructor-Led Training in the learning ecosystem
- What to do with your LMS when it comes to ILT... Fix it or ditch it?
- How to automate, optimize and better manage ILT with your learning tech stack



BRAIN SCIENCE

MIT Socio-Technical Trade-Space Experiment

Prakash Manandhar, Bryan Moser, Jeff Dieffenbach & Steve Nelson, Massachusetts Institute of Technology

El Paso 1&2

Increasingly complex products and services require progressively complex human and technology interactions. In short, teamwork is becoming ever more important. What we know about creating the conditions for effective teamwork hasn't kept pace. As part of a continuing series of research experiments performed in collaboration with Learning, MIT will explore teamwork through an interactive, collaborative design of a Smart City Innovation Hub that combines trade-offs amongst site “placiness” and “pathiness” in order to achieve better mobility, activity, and diversity of interaction.

Wellness @Work

Fiesta 9&10

The Mindfulness Hour

Hester Morrissey, Boeing

Experience up to 60 minutes of guided mindfulness. This room will be a sacred space for meditative and mindfulness practices.

Gentle guidance will be offered and you will be encouraged to practice in the ways

that serve your personal comfort and goals. Experience sound that encourages your mind and body to relax. Emerge ready for the rest of your day or evening. Attend all 60 minutes or pop in for part of the hour. If you come in while a guided practice is in session, please enter quietly, take a seat and join in when you are ready.



Monday Afternoon General Session

4:20pm – 5:45pm | Coronado Ballroom

Hosted by Richard Culatta



Richard Culatta

Former Chief Innovation Officer for the State of Rhode Island and CEO, International Society for Technology in Education



Lindsey Pollak

Best Selling Author of *The Remix: How to Lead and Succeed in the Multigenerational Workplace*

Lindsey will be available to sign books after her session in Veracruz C



Michelle Weise

Senior Vice President, Workforce Strategies; Chief Innovation Officer, Strada Institute for the Future of Work, Strada Education Network

Take a visit to Tomorrowland, for a look at the skills required for employees of the future, and technologies that will change the landscape of learning and work.

SPONSOR RECEPTION

5:45pm – 7:00pm | Coronado Ballroom



After the General Session, join us in the Tech@Learning Gallery to connect with our Learning 2019 Sponsors, and to enjoy light snacks and drinks.

AT-A-GLANCE

TRENDS & ANALYSTS

501: Reimagining Learning: Session for Learning LeadersElliott Masie, The Learning CONSORTIUM
Fiesta 6

TRENDS & ANALYSTS

502: User Experience & Design Thinking to Reimagine LearningRichard Culatta, Innovative Learning
Fiesta 5

SUPER SESSION

LEARNING STORY / CASE STUDY

510: 5G – It's Coming: Learning Impacts AheadVidya Krishnan, Ericsson
Cancun

LEARNING STORY / CASE STUDY

511: Digital & Analytics Skills: Build These at Scale, or ElseHarmeet Atwal, Teddy Petrova & Elissa Mouawad, McKinsey & Company
Monterrey 2/3

LEARNING STORY / CASE STUDY

512: Enduring Human Capabilities: Preparing Employees for the Future of WorkEric Dinger & Graham Johnston, Deloitte
Monterrey 1

LEARNING STORY / CASE STUDY

513: Topic-Based Learning: Right Content, Right Time, Right FormatLeah Holmgren, Dell Technologies
Yucatan

LEARNING STORY / CASE STUDY

514: Conquer Compliance with Performance SupportMolly Petroff, Saint Vincent Hospital
Baja

LET'S TALK ABOUT

520: AR/VR: Igniting the Spark WithinGene Feldman, Nestle Purina Pet Care
Coronado M/N

LET'S TALK ABOUT

521: Q&A with Keynote Speaker, Michelle WeiseMichelle Weise, Strada Institute for the Future of Work
Acapulco

ACTION SESSION

530: Experience & Design Two Learning GamesKarl Kapp, Bloomsburg University
Durango 2

SUPER SESSION

ACTION SESSION

531: Learning Pathways: Deliver an Experience from On-Boarding to SuccessionJenna Feely, SC JOHNSON
Durango 1

BENCH-MARKING SESSION

540: Measuring Learning?! Let's Benchmark!Bob Mosher, MASIE Learning Advocate
Coronado P/Q

SUPPLIER SHOWCASE

550: ONCE UPON A TIME... How to Tell a Better StoryL. Derek Leonidoff, DuPont Sustainable Solutions
Coronado F

SUPPLIER SHOWCASE

551: Power of 2: ADDIE x Agile = A2Jeff Carpenter, Paul Powell, Barb Opyt & Mitch Weiss, Caveo
Coronado G

SUPPLIER SHOWCASE

552: The Role of Incentives in Creating a Motivating Learning EnvironmentDiane Haines, OpenSesame; Tracy McFadden Wright, InComm
Coronado D

SUPPLIER SHOWCASE

553: Use Video to Improve Employee Training! 5 Novel ApproachesKatie Herrick, Panopto
Coronado E

BRAIN SCIENCE

MIT Socio-Technical Trade-Space ExperimentPrakash Manandhar, Bryan Moser, Jeff Dieffenbach & Steve Nelson, Massachusetts Institute of Technology
El Paso 1&2

TRENDS & ANALYSTS

Fiesta 6

501: Reimagining Learning: Session for Learning Leaders

Elliott Masie, The Learning CONSORTIUM

NOTE: THIS PROGRAM IS FOR SENIOR AND EXECUTIVE LEARNING LEADERS

It is too easy to just talk about changing or evolving learning in our organizations. Reimagining learning **MUST** be driven by the senior leadership. Reimagining learning will result in stopping, radically changing, and innovatively starting different approaches. Reimagining learning requires deep engagement by learning leaders with business leaders, business metrics, and changing learners. Elliott Masie will extend his Tuesday morning Keynote in this interactive session.

- Reimagining learning leadership: our roles will change
- The dashboard for reimagining learning: shared and disruptive metrics
- Change without drumrolls or buttons

TRENDS & ANALYSTS

Fiesta 5

502: User Experience & Design Thinking to Reimagine Learning

Richard Culatta, Innovative Learning

Looking at learning opportunities through the lens of the user experience (UX) is one of the most important foundations for innovation in learning. Yet UX design principles are often misunderstood and underused in learning. Join this session to get a crash course in UX design and explore some ideas that the learning world should borrow from Silicon Valley - where great UX is key to the creation and innovation of new apps.

- Gain an understanding of the essential elements of UX
- Explore examples of how UX design can transform learning experiences
- Consider how your organization would look and feel different if designed with the learner at its center

SUPER SESSION

LEARNING STORY / CASE STUDY

Cancun

510: 5G – It's Coming: Learning Impacts Ahead

Vidya Krishnan, Ericsson

When it comes to connecting the world, 5G will soon change everything. This technology will reshape work and life, and it requires workforces to reshape themselves through learning. Understanding 5G today is essential to preparing for its impact tomorrow. Where there's a will AND a skill, there's a way! Making 5G a reality pushes Ericsson to evolve our learning in order to equip our people for what we know – and don't know – lies ahead. Join this session to learn about:

- What 5G is and how it will shift and shape our futures – especially our workplaces
- How our workforces must evolve themselves through learning to prepare for the future of work
- How we're redefining our employees' experience to make 5G readiness everyone's business

LEARNING STORY / CASE STUDY

Monterrey
2/3**511: Digital & Analytics Skills: Build These at Scale, or Else**

Harmeet Atwal, Teddy Petrova & Elissa Mouawad, McKinsey & Company

The digital transformation and analytics are changing all businesses. The winners win big while many businesses are not surviving this massive disruption. What are learning departments doing about it? What new skills do business leaders, team leaders/"translators", and individual contributors need to master? And how can we provide world-class journeys for our "technologists" (e.g. data scientists, product managers, engineers, designers, digital marketers, agile coaches, etc.)? Join this session to learn:

- New skills and mindsets to thrive in the digital era (Spoiler Alert: It's not just about technology skills!)
- Learning journeys to build these skills at scale (one size does not fit all)
- Implications for learning functions and learning professionals



LEARNING
STORY/
CASE STUDY

Monterrey 1

512: Enduring Human Capabilities: Preparing Employees for the Future of Work

Eric Dingler & Graham Johnston, Deloitte

The work of the future will be performed by an “augmented workforce”: people working with and enabled by technology and automation. We need to better equip our professionals to adapt and thrive in this environment where the work, workforce, and workplace are always changing. While technical learning will continue to help develop this future workforce, certain enduring human capabilities must also be built and cultivated to help professionals collaborate, create, and perform. This session will focus on:

- How the future of work is changing the development landscape
- Why and how Deloitte is doubling down on development of Enduring Human Capabilities within its own workforce
- The 6 Enduring Human Capabilities on which we are focused

LEARNING
STORY/
CASE STUDY

Yucatan

513: Topic-Based Learning: Right Content, Right Time, Right Format

Leah Holmgren, Dell Technologies

Meeting the needs of our learners is becoming increasingly complex in a world where knowledge and resources are everywhere. Over the last year, we at Dell Technologies have shifted our focus to provide engaging, relevant learning solutions that can be offered in a variety of consumable forms. In this session we will share why we shifted our methodology, the challenges we have faced, and our efforts around implementation. Join this session to:

- Learn how you can gather relevant audience data in a quick, repeatable, and efficient way
- See how a topic-based experiential learning methodology can support your learners needs
- Explore ways you can shift to this methodology in your organization

LEARNING
STORY/
CASE STUDY

Baja

514: Conquer Compliance with Performance Support

Molly Petroff, Saint Vincent Hospital

“Annual Mandatory Safety Education” - just the words leave us cringing. Staff complete this requirement, but how much do they remember and actually apply? Join the discussion about a hospital system that designed, developed and implemented an online Performance Support (PS) solution, providing staff with immediate answers to emergency/safety questions in the workflow. Explore an example of the PS system regulators consider an “Exemplary Practice.” Consider how you can do the same in your organization. Join us as we discuss:

- Key principles of PS and how they can be used to build an Electronic Performance Support Solution (EPSS)
- Advantages and challenges in using a compliance EPSS in your industry
- Implementation practices that could work in your organization

LET'S TALK
ABOUTCoronado
M/N**520: AR/VR: Igniting the Spark Within**

Gene Feldman, Nestle Purina Pet Care

New and emerging technologies are revolutionizing the way end-users interact with their environment, and reshaping organizational training. How can we leverage these new technologies to help individuals learn and practice the various skills associated to their current roles in a real-world environment? Augment Reality (AR) and Virtual Reality (VR) provide a range of possible solutions. So, where do you begin? How do you encourage adoption, spark innovation, and accelerate integration of an AR/VR solution? What do I need to know?

- Discuss the various forms of virtual reality currently available for training and development
- Review various uses cases for AR/VR, and see it in action
- Discuss how to request and integrate AR/VR within your organization and address the business challenges and roadblocks to adoption

LET'S TALK ABOUT

521: Q&A with Keynote Speaker, Michelle Weise

Michelle Weise, Strada Institute for the Future of Work

Join Keynote Speaker, Michelle Weise, Chief Innovation Officer for The Strada Institute for the Future of Work, for an intimate conversation. Come prepared with questions that you have after attending her Monday afternoon keynote session.

Acapulco

ACTION SESSION

530: Experience & Design Two Learning Games

Karl Kapp, Bloomsburg University

Experience, play, and dissect two learning games. For game number one, learn how to turn an audience response tool into a fun, interactive game for a large-scale audience. For game number two, play the game then learn the steps for creating an "old fashioned" card game for learning (a game design to use in several different instructional settings). Discover the techniques for making games interactive, learning-focused, and fun. Join the session and play to learn.

Durango 2

SUPER SESSION

- How to ensure your learning games contain three key ingredients for successful learning outcomes
- How to apply game design techniques to create engaging learning
- How to effectively engage a large audience with learning games

ACTION SESSION

531: Learning Pathways: Deliver an Experience from On-Boarding to Succession

Jenna Feely, SC JOHNSON

Technology is evolving. Baby boomers are retiring. Retention and attrition are two words HR wants to ditch from their daily vocabulary. Where does responsibility lie when it comes to engagement at work? Explore the employee lifecycle and how to close the expectations gap. Through interactive discussion, we will consider the roles of mindset and motivation from onboarding to succession planning. We'll also reimagine on-the-job resources and development programs that grow talented individuals in your organization.

Durango 1

- Define learning pathways and recognize the benefit of development programs in the employee lifecycle
- Discuss expectations between employees and employers (mindset, motivation, development, HIPO, succession)
- Consider examples of on-the-job resources to implement in an organization

BENCH-MARKING SESSION

540: Measuring Learning?! Let's Benchmark!

Bob Mosher, MASIE Learning Advocate

We've been chasing effective measurement for as long as we've had classrooms with blackboards. With new technologies, methodologies, and more aggressive learners, the opportunity to measure performance vs. attendance/completions is at an all-time high. Let's revisit this invaluable part of our deliverables. Who's doing it well? What are you using to do it? What challenges do you still face in measuring the outcomes of your deliverables? Come prepared to share your current practices, lessons learned, and answers to these questions:

Coronado P/Q

- Learning measurement approaches: what's starting, stopping, and changing?
- Learning measurement attitudes: what shifts are occurring in organizational needs and interests?
- Learning measurement tools and tech: what's evolving and what's needed next?"

SUPPLIER SHOWCASE

550: ONCE UPON A TIME... How to Tell a Better Story

L. Derek Leonidoff, DuPont Sustainable Solutions

It's been said that "Once Upon a Time" are four of the most powerful words in the human language. Year after year, Hollywood makes billions of dollars telling stories. What can we learn from them? Is it possible to become a better storyteller? The answer is... YES! During this interactive session, you'll hear examples from professional screenwriters and entertainment experts and learn practical tips and exercises you can use to TELL BETTER STORIES and engage your participants. In this session you will learn:

Coronado F

- How professional screenwriters approach storytelling
- The key elements of a good story
- Practical tools anyone can use to become a better storyteller

**DuPont
Sustainable
Solutions**

SUPPLIER
SHOWCASE

Coronado G

551: Power of 2: ADDIE x Agile = A2

Jeff Carpenter, Paul Powell, Barb Opyt & Mitch Weiss, Caveo

ADDIE, a classic, tried-and-true methodology for instructional design, has come under question in an age of AGILE organizations. This interactive and collaborative session will start with the question of how methodologies are important to your L&D organization's success. You'll hear the story of how the A2 process was developed, has evolved and has led to award winning success. As a final takeaway you'll learn how to bring the A2 process home to your organization.

- Elements of ADDIE to keep and Agile to embrace
- Examples of implementation success
- How A2 can benefit your learners and your organization

Performance. At a higher level.

SUPPLIER
SHOWCASE

Coronado D

552: The Role of Incentives in Creating a Motivating Learning Environment

Diane Haines, OpenSesame; Tracy McFadden Wright, InComm

Three years ago and with no prior training experience, Tracy McFadden Wright was asked to implement a company-wide global learning platform for InComm. Once the panic subsided, she drew on her 20-year career in the incentive industry to craft a fun and engaging training program which rewards employees for learning. Join Tracy as she shares InComm's implementation journey and provides insight on how motivational theory supports a reward-based learning culture.

- A motivating kickstart to your training launch
- Infusing incentives into training initiatives
- Incentives drive employee engagement: see the results!

SUPPLIER
SHOWCASE

Coronado E

553: Use Video to Improve Employee Training! 5 Novel Approaches

Katie Herrick, Panopto

Today's L&D professionals, faced with challenges of ever-increasing compliance regulations, unpredictable turnover, and learning style changes among employees, are finding help in video. Adaptable to both formal and informal learning needs, video helps increase training quality, speed, and effectiveness while significantly lowering program costs. We'll go beyond basic applications for video in employee training and explore 5 new ideas for using video to improve the reach and effectiveness of your training, productivity, and more.

- New ways to scale and support training efforts with video
- How to support social learning with video
- Reducing costs and improve employee agility with video

BRAIN
SCIENCE

El Paso 1&2

MIT Socio-Technical Trade-Space Experiment

Prakash Manandhar, Bryan Moser, Jeff Dieffenbach & Steve Nelson, Massachusetts Institute of Technology

Increasingly complex products and services require progressively complex human and technology interactions. In short, teamwork is becoming ever more important. What we know about creating the conditions for effective teamwork hasn't kept pace. As part of a continuing series of research experiments performed in collaboration with Learning, MIT will explore teamwork through an interactive, collaborative design of a Smart City Innovation Hub that combines trade-offs amongst site "placiness" and "pathiness" in order to achieve better mobility, activity, and diversity of interaction.

masie

Learning **CONSORTIUM**

masie.com

Elliott Masie's Learning CONSORTIUM is a 22-year-old vendor-neutral collaboration of global organizations. We are a non-stop source of learning exploration, common work projects, and access to innovative research and perspectives.

Elliott Masie's Learning CONSORTIUM is dedicated to exploring – with a low hype level – how workplace learning, technology and performance **must** evolve.



Elliott Masie

Chair, MASIE Learning CONSORTIUM
CEO, MASIE Productions

2020 LEARNING FOCUS AND ACTIVITIES:

- Changing Learners and Changing Business Models
- Smarter Tech & Learning (AI, Automation & Curation)
- Learning Data Analytics
- Learning Innovations & Changing Roles
- CONSORTIUM Learning Retreat (Spring 2020)
- Forum: Learning Globally
- Video Briefings with Elliott Masie
- Quarterly Learning Benchmarking TRENDS

JOIN US!

Proud Advisor to:

LEARNING 2019

STORYTELLING & BROADWAY LEADERSHIP EXPERIENCE

NOV. 6 | NYC | FEATURING: "SEARED"

ELLIOTT MASIE'S C U R A T I O N & Learning LAB

DECEMBER 4-6, 2019 | SARATOGA SPRINGS, NY

**Learning
innovations LAB**
ELLIOTT MASIE & RICHARD CULATTA



KEYNOTES BY ELLIOTT MASIE

AT-A-GLANCE

TRENDS & ANALYSTS

601: AI, Automation, Smart Tech & LearningElliott Masie & Serene Wang,
The Learning CONSORTIUM
Fiesta 6SUPER
SESSION

TRENDS & ANALYSTS

602: Do You Have the Right Talent? Expert Strategies to Recruit and Retain the Best!Willa Perlman, LPA Search Partners
Durango 2

TRENDS & ANALYSTS

603: The Facilitator's Role in Immersive Training Programs: Skills Needed for SuccessCindy Huggett, Cindy Huggett Consulting LLC
Coronado M/NLEARNING
STORY /
CASE STUDY**610: Measuring for Impact: An Effective Framework**Gina Fine, Bonnie Foos & Lois Schaub,
McKinsey & Company
YucatanLEARNING
STORY /
CASE STUDY**611: Performance Support at 38,000 Feet**Wilma Baltes & Marcel de Leeuwe, KLM
Durango 1LEARNING
STORY /
CASE STUDY**612: Strategic Use of Training to Drive Culture and Compliance**Peter Stycos, Change Healthcare
BajaLET'S TALK
ABOUT**620: Cyber Phishing: What L&D Groups Need to Know**Denise Stickland, AdventHealth
Coronado S/TLET'S TALK
ABOUT**621: Demonstrating Business Impact: What Works? What Doesn't?**Sarah Bienkowski, Red Hat
Monterrey 1LET'S TALK
ABOUT**622: End of the Office? Distributed Workplace Strategies**Kathy Tague, The Guardian Life Insurance
Company of America
Monterrey 2/3LET'S TALK
ABOUT**623: Look Up! If You Want to Build a Learning Culture, Never Start with Learning**Nigel Paine, Nigel Paine.Com Ltd
Fiesta 5SUPER
SESSIONLET'S TALK
ABOUT**624: Sleep Health at Work: The Imperative of Learning Leaders to Promote Wellness**Meredith Ellison, National Sleep Foundation;
Rhonda Payne, ASAE
CancunACTION
SESSION**630: Games for Learning: Engagement, Onboarding & Fun!**Travis Jones & Scott Hammond, Autodesk
AcapulcoBENCH-
MARKING
SESSION**640: Virtual Instructor-Led Learning (aka Webinars): Let's Benchmark!**Sharon Claffey Kaliouby, The Learning
CONSORTIUM
Coronado P/QSUPPLIER
SHOWCASE**650: Creating Tomorrow for Today's Workforce**Lewis Brown & Marie A Cini, CAEL; Lisa
Schumacher, McDonald's Corporation
Coronado FSUPPLIER
SHOWCASE**651: Head to Head LXP vs LMS**Ali Della Penna, CrossKnowledge;
Stacey Rachilla, Novo Nordisk
Coronado GSUPPLIER
SHOWCASE**652: L&D and a Globalized Workforce: Language is the Killer App**John Ambrose, goFLUENT
Coronado ESUPPLIER
SHOWCASE**653: Lifelong Learning and the Role of Curation**Kyle LeMontang, Learning Tribes;
Carole Balligand, Sitel
Coronado DBRAIN
SCIENCE**MIT Socio-Technical Trade-Space Experiment**Prakash Manandhar, Bryan Moser, Jeff
Dieffenbach & Steve Nelson, Massachusetts
Institute of Technology
El Paso 1&2

TRENDS & ANALYSTS

Fiesta 6

601: AI, Automation, Smart Tech & Learning

Elliott Masie & Serene Wang, The Learning CONSORTIUM

Artificial intelligence (AI), machine learning, automation, facial recognition, and other “smart tech” are on the radar screens of business, IT, and now Learning & Development. Learning professionals must develop readiness to understand, leverage, and adapt our approaches as these technologies emerge in our organizations. We will present an “AI & Learning mind map” to explore trends in each of these technologies, focusing on how they might impact talent, learning approaches, and workplace culture. Examples from China, K-12 education, and corporate learning will be detailed in this session, which will cover:

- AI and education: a mind map for tracking and understanding smart tech
- Personalization, automation, and data-driven learning design
- Ethical and cultural issues: AI and selection, bias in machine learning, automation impacts careers

SUPER SESSION

TRENDS & ANALYSTS

Durango 2

602: Do You Have the Right Talent? Expert Strategies to Recruit and Retain the Best!

Willia Perlman, LPA Search Partners

Learning organizations have gone through a profound transformation. They’ve harnessed new technology and new processes, but few organizations have truly transformed their thinking about talent acquisition and development. They approach recruitment and retention in a traditional manner and rarely think about talent as a strategy. Innovative talent acquisition, development and retention is of paramount importance to success. Join expert EdTech Recruiter Willia Perlman to discuss:

- Innovative and best-practice strategies for recruiting talent
- Talent considerations with respect to both senior leaders and prospective investors
- Unique challenges of dealing with four generations in the current workforce

TRENDS & ANALYSTS

Coronado M/N

603: The Facilitator’s Role in Immersive Training Programs: Skills Needed for Success

Cindy Huggett, Cindy Huggett Consulting LLC

There’s an explosion of Virtual, Augmented & Mixed Reality (VR/AR/MR) training programs, many of which need facilitator support. Therefore, we need to ask: “What’s the facilitator role?” and “What skills do facilitators need in these immersive environments?” In this interactive session, you’ll compare the similarities and differences between the “traditional classroom trainer” role and the new “learning experience facilitator” role. And you will learn 5 facilitation skills needed to be successful in the immersive classroom.

- Identify types of VR, AR & MR learning programs that require facilitator support
- Compare differences between traditional classroom facilitation and learning experience facilitation
- Recognize skills needed to be an effective facilitator in an immersive AR/VR environment

LEARNING STORY/ CASE STUDY

Yucatan

610: Measuring for Impact: An Effective Framework

Gina Fine, Bonnie Foos & Lois Schaub, McKinsey & Company

Are you ready for reporting that goes beyond operational metrics but you don’t know where to begin? A governing framework can help learning organizations define what to measure, where to focus, and how to communicate performance to corporate leaders. We’ll share our journey from developing a formula-based approach to impact-centric implementation, and how it all translates into a balanced performance scorecard. Join this session to:

- Examine a framework that blends multiple data inputs into a meaningful story
- Learn how anchoring our approach in strategic themes steered our framework implementation
- Hear how various initiatives within our learning function aligned to support this strategy

LEARNING
STORY/
CASE STUDY

Durango 1

611: Performance Support at 38,000 Feet

Wilma Baltés & Marcel de Leeuwe, KLM

KLM has renewed the World Business Class concept. However, a new service meant a different way of working. KLM applied the '5 Moments of Need' approach in a unique blended learning trajectory, combining learning and working high up in the air. The solution is a practical combination of e-Learning, a one-day workshop and an iPad app. Join us to understand how this project has changed learning and working within KLM.

- Learn how we made the difference for our business
- Learn how to organize such a complex project
- Learn how we truly covered every Moment of Need

LEARNING
STORY/
CASE STUDY

Baja

612: Strategic Use of Training to Drive Culture and Compliance

Peter Stycos, Change Healthcare

Blending cultures during a joint venture is a daunting task. The Change Healthcare L&D team was tasked with developing a single code of conduct that reflected the new culture and identity to be used as a catalyst to jump start culture and brand-building efforts and customer retention during a multi-billion-dollar joint venture. The goal was to emphasize that the new joint venture company required a more robust approach to compliance, and to help employees to recognize and resolve business conduct and/or ethical concerns.

- Re-think your compliance training completely to include brand and culture
- Use training as a catalyst for strategic change initiatives
- Apply continuous improvement to reinforce the behaviors that make up the culture with enabling technologies, content updates, and new challenges

LET'S TALK
ABOUTCoronado
S/T**620: Cyber Phishing: What L&D Groups Need to Know**

Denise Stickland, AdventHealth

Organizations face many threats that can compromise data, cripple technological systems, and prevent day-to-day operations. Phishing is the primary method cybercriminals use to insert ransomware, spyware and other mechanisms to steal sensitive data and bring companies to their knees. Organizations can arm themselves with a knowledgeable human firewall. In this session we will:

- Define information security learning strategies
- Identify learning methods to reduce the risk of a cyber attack
- Describe change activities to establish an information security-friendly culture

LET'S TALK
ABOUT

Monterrey 1

621: Demonstrating Business Impact: What Works? What Doesn't?

Sarah Bienkowski, Red Hat

Learning organizations are increasingly called upon to demonstrate their value to their stakeholders. Amidst all the measurement models and frameworks, it can be difficult to know what will work best for your organization. During this session, we'll discuss approaches, challenges, and lessons learned when demonstrating impact. Bring your experiences and questions to this conversation as we discuss:

- How to listen to stakeholders and identify useful impact metrics
- How to communicate impact to your stakeholders
- How to build and maintain active partnerships to make these efforts more successful



LET'S TALK ABOUT

Monterrey
2/3**622: End of the Office? Distributed Workplace Strategies**

Kathy Tague, The Guardian Life Insurance Company of America

Employee expectations are changing and influencing distributed workplace strategies. For example, the “open workspace” configuration is a trend (no longer a fad) and virtual collaboration tools foster great work anywhere, serving as a key benefit in the growing war for talent. What does your distributed workplace strategy look like? This is an interactive benchmarking opportunity to explore and discuss implications for our discipline! Join this conversation to:

- Share what a distributed workplace strategy means for your organization
- Identify implications for learning professionals and how we work
- Discuss how our deliverables need to change in order to remain relevant and meet learners where they are and how they work

LET'S TALK ABOUT

Fiesta 5

623: Look Up! If You Want to Build a Learning Culture, Never Start with Learning

Nigel Paine, Nigel Paine.Com Ltd

Explore the fundamental components of a learning organization and culture, and your own readiness. Too many models are complex and impossible to implement. Author and thought leader Nigel Paine will show a simpler and more resilient model from his research and case studies. In this highly participative session you do some of the initial analysis in small groups to create actionable outcomes to take back and begin building a learning culture in your organization. Nigel will share the conclusions of the research he did to complete his book, “Workplace Learning: How to Build a Culture of Continuous Workplace Development”.

- Explore a simple model that will help you define the state of readiness in your own organization
- Work on some of the elements of the model so you understand what you need to do to begin the journey
- Take away the first stage of an action plan to implement a learning culture

SUPER SESSION

LET'S TALK ABOUT

Cancun

624: Sleep Health at Work: The Imperative of Learning Leaders to Promote Wellness

Meredith Ellison, National Sleep Foundation; Rhonda Payne, ASAE

Sleep has critically important effects on how we function in the workplace. Sleep deprivation and disturbances cost US businesses in excess of \$63 billion a year and may endanger the health and safety of workers. In L&D, we see firsthand the impact on focus, learning, retention and recall, both in the classroom and on the job. Many companies have implemented wellness programs which include monitoring and improving sleep habits, as a way of improving the health of their workforce. L&D is critical to the success of these programs.

- Discuss the main workplace factors that impact the quantity and quality of sleep, including research on sleep habits and the impact of sleep on employee learning, well-being, behavior, and productivity
- Identify ways that organizations are fostering “sleep-friendly” cultures and healthy lifestyles, especially in global companies
- Discover health promotion measures L&D leaders can use to help.

ACTION SESSION

Acapulco

630: Games for Learning: Engagement, Onboarding & Fun!

Travis Jones & Scott Hammond, Autodesk

NOTE: SESSION IS A REPEAT FROM MONDAY 11:05AM

If you're curious about how games can be leveraged for workplace learning, break away for an hour and join us to play one of two games we built to engage our sales teams. Our digital “escape kit” and traditional board game were built to reinforce other parts of our larger workshops and onboarding programs. We'll briefly share some background on these projects and “turn you loose” to get hands-on with these experiences. Join this session to:

- Learn about our process for creating gamified experiences to supplement traditional learning
- Gain first-hand experience with the difference that gamification makes in knowledge retention and transfer
- Ask us direct, candid questions about how we “sold” gamification initiatives up the chain of command and built those ideas into real learning efforts

BENCH-
MARKING
SESSIONCoronado
P/Q**640: Virtual Instructor-Led Learning (aka Webinars):
Let's Benchmark!**

Sharon Claffey Kaliouby, The Learning CONSORTIUM

When it comes to teaching or disseminating information to large groups of distributed employees, webinars have become the default approach in many companies. But how effective are they at engaging and enabling learners? Do they really lead to improved performance? Let's explore our organizations' current webinar designs, platforms, successes, challenges, and more! Join this session to share your current practices, lessons learned, and answers to these questions:

- Webinar and virtual approaches: what's starting, stopping, and changing?
- How do we measure the impact and effectiveness of webinars – for learners, for performance, and for compliance?
- How engaging are our webinars? What would make them more powerful and attractive to learners?

SUPPLIER
SHOWCASE

Coronado F

650: Creating Tomorrow for Today's Workforce

Lewis Brown & Marie A Cini, CAEL; Lisa Schumacher, McDonald's Corporation

Companies who prepare for tomorrow's workforce will win the competition for skilled workers! This means creating a strong workforce management approach that retains key employees while building a robust talent pipeline. Join the Council for Adult and Experiential Learning (CAEL) for an in-depth panel discussion examining McDonald's Corporation's best practices for engaging employees by using next-generation career exploration tools and investing wisely in employee benefits like tuition reimbursement.

- Insight into how other employers, educators, regions, and agencies are effectively solving these issues
- Practical recommendations on next steps
- Ideas on how to engage others in your industry or region for collaboration in this area

SUPPLIER
SHOWCASE

Coronado G

651: Head to Head LXP vs LMS

Ali Della Penna, CrossKnowledge; Stacey Rachilla, Novo Nordisk

How would a Learning Experience Platform (LXP) stack up against a Learning Management System (LMS)? Pharmaceutical company Novo Nordisk decided to find out! We compared the innovative CrossKnowledge LXP against our current LMS with the same content, in two parallel groups to test the differences of impact and learning across two separate groups, with very interesting findings. Join us as we compare the two, and take a look at the fascinating results.

- LXP outperformed LMS by 3-4 times
- LXP delivered better engagement, social learning, and better outcomes
- The experiment led to Senior level approval of the effectiveness of an LXP with real-world results

SUPPLIER
SHOWCASE

Coronado E

**652: L&D and a Globalized Workforce: Language is the
Killer App**

John Ambrose, goFLUENT

Attracting and retaining talent is the #1 CEO concern in what Josh Bersin calls the "New World of Work." However, organizations often overlook an incredible pool of talent, due to shortcomings in speaking, writing or understanding English or other critical business languages. Together, we'll examine ways L&D can tap into this potential and accelerate language skills globally at scale through a unique blend of content, AI-technology and human interaction, often at a fraction of what companies are already spending. We will focus on:

- Key strategies for global talent acquisition and retention
- Development and engagement of key talent in a global organization
- A simple 5 step plan to make language learning a strategic "fifth Pillar" Within your global organization



SUPPLIER SHOWCASE

653: Lifelong Learning and the Role of Curation

Kyle LeMontang, Learning Tribes; Carole Balligand, Sitel

Coronado D

Only 10% of what we learn comes from formal learning. Learners are overloaded with an endless supply of information online, creating a need for curated content from reliable sources. By curating relevant content, you provide learners access to valuable information, foster growth, and cultivate a culture of lifelong learning in the workplace. Through insights and lessons learned from the implementation of Sitel Group’s Empower Center, which serves thousands of employees, you will gain a better understanding of content curation in learning, and its importance.

- Learn how Sitel is embracing informal learning opportunities to maximize their employees’ potential
- Learn about the practical application and benefit of the Lifelong Index in your organization
- Identify opportunities to embrace informal learning within your organization and hear from the learners and how informal learning offers them a competitive edge



Learning Tribes

BRAIN SCIENCE

MIT Socio-Technical Trade-Space Experiment

Prakash Manandhar, Bryan Moser, Jeff Dieffenbach & Steve Nelson, Massachusetts Institute of Technology

ElPaso 1&2

Increasingly complex products and services require progressively complex human and technology interactions. In short, teamwork is becoming ever more important. What we know about creating the conditions for effective teamwork hasn’t kept pace. As part of a continuing series of research experiments performed in collaboration with Learning, MIT will explore teamwork through an interactive, collaborative design of a Smart City Innovation Hub that combines trade-offs amongst site “placiness” and “pathiness” in order to achieve better mobility, activity, and diversity of interaction.



Tuesday Morning General Session

10:30am – Noon | Coronado Ballroom

Hosted by Bob Mosher



DR. SANJAY GUPTA

CNN Medical Correspondent

Following his Keynote Session, Dr. Gupta will be available in the back of the Ballroom to sign books.



BOB MOSHER

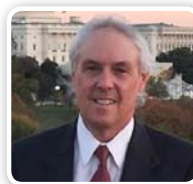
APPLY Synergies

**Exploring the Power of
Workflow Learning**

WITH SPECIAL GUESTS



Katie Coates
Senior Learning Manager,
McKinsey & Company



Mark Wagner
Vice President Claims Learning,
The Hartford

TUESDAY LUNCH

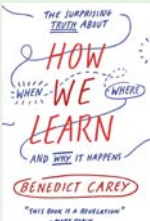
Enjoy a healthy and delicious lunch buffet!

Noon – 1:45pm, Veracruz

Dessert & coffee/tea served in the Tech@Learning Gallery

LEARNING 2019 BOOK CLUB

12:15pm – 1:15pm, Veracruz C



Grab your lunch and join Facilitator Mandi Christensen (Director, Training Development at Chevy, and former 30 Under 30) at 12:15pm in Veracruz C (behind the Tech@Learning Gallery) to discuss *How We Learn: The Surprising Truth About When, Where, and Why It Happens* by

Benedict Carey. This will be a casual conversation, so feel free to join us even if you did not have the chance to read the book – there will not be a quiz!

ADDITIONAL LUNCHTIME ACTIVITIES



Check out the ATD Bookstore



tech
@LEARNING
GALLERY



Visit our selection of Learning Innovators, and participate in some hands-on immersive learning activities.

Location: Veracruz

GALLERY HOURS

Monday: Noon – 2:00pm, 5:45pm – 7:00pm

Tuesday: Noon – 2:00pm

Wednesday: 7:30am – 9:00am

30 Under 30 ALUMNI LUNCH

Gather at designated tables in Veracruz

AT-A-GLANCE

TRENDS & ANALYSTS

701: Innovative Wellness: What High-Performance Organizations Do Differently

Kevin Oakes, Institute for Corporate Productivity (i4cp)
Durango 1

SUPER SESSION

TRENDS & ANALYSTS

702: The Key Skills and Knowledge for L&D in 2020 and Beyond

Donald H. Taylor,
Learning Technologies
Fiesta 5

SUPER SESSION

PANEL

710: The Next Generation of Learning: 30 under 30 Alumni Panel

Moderator: Danielle Volen, Verizon Media;
Panelists: Meghan Castillo, HubSpot; Mandi Christensen, Chewy; Caleb Clayton, Fidelity;
Andy Hyde, BCG; Ben Provolt, Microsoft
Durango 2

AUTHOR SESSION

720: Attract, Lead & Train Millennials & Generation Z: Innovative Strategies to Connect & Engage the Next Generations

Ryan Jenkins, Next Generation Insights
Fiesta 6

SUPER SESSION

LEARNING STORY / CASE STUDY

730: 76 Classroom Instructor Behaviors to Improve Learning!

Jim Backus, Joint Military Intelligence Training Center
Yucatan

LEARNING STORY / CASE STUDY

731: Curate New Hire Orientation: A Museum Approach

Lisa Cannata & Robert Reynolds,
Kroger Specialty Pharmacy
Coronado M/N

LEARNING STORY / CASE STUDY

732: Digital Transformation: Designing Onboarding Programs for the Virtual Learner

Denise Johnson & Doniel Kafel, Oxford Global Resources
Monterrey 2/3

LEARNING STORY / CASE STUDY

733: Learning Experience Platforms: Enterprise-Wide Implementation

Edward Bell, Dell Technologies
Coronado S/T

LEARNING STORY / CASE STUDY

734: Manufacturing & Learning Ecosystems: The Key to ISO

Rio Rios, EVRAZ NA
Acapulco

LEARNING STORY / CASE STUDY

735: Onboarding with Engagement, Innovation & Accountability!

Jeff Mines & Sonal Thacker, The Guardian Life Insurance Company of America
Monterrey 1

LET'S TALK ABOUT

740: Augmented Reality: Supporting Remote Practice & Guidance

Rick Ludwig, GE Healthcare
Cancun

LET'S TALK ABOUT

741: The Art of Pro Wrestling: Storytelling, Practice and Failure

Maggie Redling & Coleman Williams,
AvidXChange
Baja

BENCH-MARKING SESSION

750: Compliance & Learning: Let's Benchmark!

Richard Culatta, MASIE Learning Innovations Fellow
Coronado P/Q

SUPPLIER SHOWCASE

760: Adaptive Learning and AI Have Gone Mainstream

Nick Howe, Area9 Lyceum
Coronado F

SUPPLIER SHOWCASE

761: Connected Learning: How to Harness the Power of Social, Data, and Networks

Rose Benedicks, LEO Learning
Coronado G

SUPPLIER SHOWCASE

762: Measurement 'SHOW and TELL': SHOW Me What Works or TELL Me How to Fix It

John Mattox, Explorance
Coronado E

BRAIN SCIENCE

MIT Socio-Technical Trade-Space Experiment

Prakash Manandhar, Bryan Moser,
Jeff Dieffenbach & Steve Nelson,
Massachusetts Institute of Technology
El Paso 1&2

Wellness @Work

The Mindfulness Hour

Hester Morrissey, Boeing
Fiesta 9&10

TRENDS & ANALYSTS

Durango 1

701: Innovative Wellness: What High-Performance Organizations Do Differently

Kevin Oakes, Institute for Corporate Productivity (i4cp)

Most employers and employees alike are well aware of the toll that long hours and job-related stress takes on workers and workplace culture and the need for wellness initiatives. New research from the Institute for Corporate Productivity (i4cp) examines the innovative wellness practices of high-performance organizations, and their present and future plans to create workspaces, programs, and policies to support various components of well-being. Join i4cp CEO Kevin Oakes for insight on key findings from this important study, which will include:

- The wellness initiatives that most correlate with high market performance
- Wellness programs that are conducive to a strong learning culture
- Examples that define how high-performance organizations approach wellness differently

SUPER SESSION

TRENDS & ANALYSTS

Fiesta 5

702: The Key Skills and Knowledge for L&D in 2020 and Beyond

Donald H. Taylor, Learning Technologies

As workplace learning becomes more important, and the role of Learning and Development (L&D) widens, what is essential for doing great work in 2020? Join this session to explore with Donald H. Taylor how the demands on L&D are changing, how to check your team's strengths, and how to develop your team using freely available resources. There are no silver bullets to building L&D bench strength, but there are proven, effective methods that will motivate and invigorate your team.

- Three key skills that most L&D departments lack
- Understanding your team's skills
- Building a development strategy for your team to prepare it for tomorrow

SUPER SESSION

PANEL

Durango 2

710: The Next Generation of Learning: 30 under 30 Alumni Panel

Moderator: Danielle Volen, Verizon Media;

Panelists: Meghan Castillo, HubSpot; Mandi Christensen, Chewy; Caleb Clayton, Fidelity; Andy Hyde, BCG; Ben Provolt, Microsoft

The 30 under 30 program is celebrating 10 years of developing, supporting, and highlighting future learning leaders. To honor this milestone, this panel of 30 under 30 alumni will share how being part of this prestigious cohort has shaped their career paths and enabled them to make an impact on the learning culture within their organizations and beyond. Join this session to...

- Explore the ways in which the next generation of learning leaders is changing the L&D landscape
- Hear how the 30 under 30 program impacted panelists' career paths and personal goals
- Discuss current trends and challenges in the L&D field

AUTHOR SESSION

Fiesta 6

720: Attract, Lead & Train Millennials & Generation Z: Innovative Strategies to Connect & Engage the Next Generations

Ryan Jenkins, Next Generation Insights

Millennials and Generation Z bring energy, valuable skills, insights, and ambition to the workplace. However, they are often a source for tension among experienced leaders and managers. To ensure a cohesive cross-generational team, organizations need to understand and effectively integrate Millennials and Generation Z into the workforce. Join best-selling author Ryan Jenkins as he shares relevant data and innovative insights to better understand what drives Millennial and Gen Z employee performance and engagement. This program provides:

- Tactical strategies to dramatically improve the managing, recruiting, engaging, and training of your next-generation workforce.
- Insights into Millennial and Gen Z employee values, behaviors, motivators, and expectations
- Best-in-class examples of organizations and leaders successfully engaging the emerging generations

SUPER SESSION

LEARNING
STORY/
CASE STUDY

Yucatan

730: 76 Classroom Instructor Behaviors to Improve Learning!

Jim Backus, Joint Military Intelligence Training Center

As an instructor, do you know how to behave in the classroom in order to maximize employees' ability to learn? Research supports that learners assign subject matter credibility to their instructors based on 76 observed – but often overlooked – classroom behaviors. That credibility is essential to their learning process! Learn how your behavior as an instructor can improve or hinder learning and join this session to:

- Understand behavior associated with learner assignment of instructor subject matter credibility
- Explore learning risks when instructors are not viewed as credible subject matter experts
- Brainstorm ideas for instructor training improvement

LEARNING
STORY/
CASE STUDYCoronado
M/N**731: Curate New Hire Orientation: A Museum Approach**

Lisa Cannata & Robert Reynolds, Kroger Specialty Pharmacy

When we set out to redesign our new hire orientation, we were determined to make it an engaging experience! We drew inspiration from museums and the way they are curated to capture our senses using sights, sounds, smells, and human stories to take us to various moments in time. See how we developed our new hire experience with museum curation as our catalyst! Join this session to learn from our work and explore:

- Our lessons learned as we developed the new hire experience
- How to think about learning delivery from multiple perspectives, resulting in a layered approach that adds to the richness of the learning
- Ways to refocus your learning strategy

LEARNING
STORY/
CASE STUDYMonterrey
2/3**732: Digital Transformation: Designing Onboarding Programs for the Virtual Learner**

Denise Johnson & Doniel Kofel, Oxford Global Resources

Situation: Hundreds of new hires a year from 5 different time zones. Limited funding and technology. Pressure from Executives to see new hires ramp fast. A Learning and development team with limited bandwidth. Sound familiar? In this session we'll explore how the L+D team at Oxford Global Resources, 2nd largest IT staffing firm in the country, designed and launched a 7 week virtual onboarding program (with the constraints above) that had executives and managers applauding.

- Explore one example of a digital onboarding program transformation - from technology to strategy - to get management and executives engaged and supportive
- Discuss as a broader group what others have done to solve the challenges of delivering impactful learning programs digitally
- Explore strategies for getting leadership and management onboard and fluent with the programs L+D delivers

LEARNING
STORY/
CASE STUDYCoronado
S/T**733: Learning Experience Platforms: Enterprise-Wide Implementation**

Edward Bell, Dell Technologies

Implementing a Learning Experience Platform (LXP) and rolling it out to a large enterprise company is no easy task. There are many factors to consider and business partnerships that are needed! If your team is considering an LXP, take some time to learn what's involved and gain tips from Dell's recent experience launching one such platform that is driving new ways to learn and share knowledge across the enterprise. Key takeaways will include:

- How to define a content strategy for the LXP
- Considerations for initial launch and rollout
- Ways of establishing administration and reporting

LEARNING
STORY/
CASE STUDY

Acapulco

734: Manufacturing & Learning Ecosystems: The Key to ISO

Rio Rios, EVRAZ NA

Maintaining ISO 9001 certification in a manufacturing environment requires a strong and efficient learning ecosystem that enables effective training delivery. EVRAZ Oregon Steel Mill, one of the most diversified steel manufacturers in North America, has established an ecosystem that leverages best practices from Department of Defense, International Organization for Standardization (ISO) and adult learning industry leaders to deliver training that supports high quality and safe production in a manufacturing organization, ensuring a path towards ISO certification. Join us to see that:

- ISO Training Guidelines are not that scary
- Manufacturing requires a healthy learning ecosystem
- User Centered Design is key

LEARNING
STORY/
CASE STUDY

Monterrey 1

735: Onboarding with Engagement, Innovation & Accountability!

Jeff Mines & Sonal Thacker, The Guardian Life Insurance Company of America

The first 90 days of a new sales professional's career are critical. Quickly acquiring the right skills is essential their success. Over the last 2 years, we have evolved our sales onboarding program to include innovative technology and have applied blended learning elements that lead to higher performance for those that are highly engaged in the program. Join this session to learn about:

- Processes we used to evaluate eligibility, design our approach, and measure success
- Our blended learning solution
- How we incorporated innovative components to keep learners engaged and hold them accountable

LET'S TALK
ABOUT

Cancun

740: Augmented Reality: Supporting Remote Practice & Guidance

Rick Ludwig, GE Healthcare

Practice has always been a key element of performance, but how do you build practice into remote training? Virtual Reality (VR) can be fun but can also be intimidating and expensive to implement. Could Augmented Reality (AR) be a cost-effective way to bring remote practice to a wide variety of learning activities? Let's share our relevant experiences and explore how to use AR to drive performance through practice and on-the-job guidance! Join this session to:

- Explore methods of practice and guidance through AR
- Define key activities for AR
- Share insights and experience using AR (professional or otherwise!)

LET'S TALK
ABOUT

Baja

741: The Art of Pro Wrestling: Storytelling, Practice and Failure

Maggie Redling & Coleman Williams, AvidXChange

The lights go dark, the first chord of music strikes, and you feel the energy pulse through your veins. As you walk through the curtain the crowd begins to chant, "YEARN TO LEARN!" The crowd is eager to see what happens next. Professional wrestling has proven the importance of storytelling, so why aren't learning professionals utilizing this same technique to connect with their audience? Join us to discuss how we can learn three lessons from professional wrestling:

- Storytelling has the power to engage audiences in a meaningful way
- Deliberate practice is essential to making a story come to life
- Failure and experience are essential to learning



BENCH-MARKING SESSION

750: Compliance & Learning: Let's Benchmark!

Richard Culatta, Innovative Learning

Coronado P/Q

Compliance is the greatest force and disrupter in corporate workplace learning. In some industries, over 70% of all wage hours dedicated to training and learning are in the compliance and regulatory arena. For some companies, compliance learning competes with performance improvement programs for time, attention, and resources. And, many companies respond in an overly "submissive" manner to compliance requirements, rather than offering effective and creative alternatives to mass compliance-focused instruction and testing. Join this session to share your current practices, lessons learned, and answers to these questions:

- Compliance and learning strategies: how can organizations combine regulatory requirements with mainstream learning programs - through blending and statistical sampling?
- Compliance dashboards: how can we create employee dashboards - linked to LMS and xAPI systems - that reflect current and changing compliance requirements?
- How can we facilitate brave and risky compliance conversations that learning and development leaders should have with internal legal departments, risk management groups, and even external regulators (yes, they are ready to dialogue!)?

SUPPLIER SHOWCASE

760: Adaptive Learning and AI Have Gone Mainstream

Nick Howe, Area9 Lyceum

Coronado F

Adaptive learning is here! It's time to ditch PowerPoint and regular authoring tools and create measurably better outcomes for learners with less effort from developers. Specialized Artificial Intelligence (AI) automates curation and optimizes micro-learning. New adaptive approaches go well beyond knowledge building to include skill and character development, while simultaneously fostering a growth mindset - automatically.

- Learn how adaptive learning can generate better learner outcomes than traditional approaches without blowing your budget
- Learn how AI can help cut development time compared to 'simpler' tools
- See how adaptive learning solves your analytics and reporting challenges



SUPPLIER SHOWCASE

761: Connected Learning: How to Harness the Power of Social, Data, and Networks

Rose Benedicks, LEO Learning

Coronado G

Connected learning is a game-changer. It is about taking a holistic, joined-up approach which is more aligned with learning as an organic, human activity. We will explore how to support learning as an organic activity (not forced, but rather enabled). By considering how people naturally learn, you can connect effective learning with organizational goals. You will see how learning ecosystems (however simple or complex) enable connected learning. It's as much data-driven and iterative as it is about providing an engaging learner journey.

- How to connect learners by enabling social learning, and how e-learning became disconnected in the first place
- How your learning ecosystem (complex or simple) can enable a data-driven approach
- How to create a data-driven ecosystem



SUPPLIER
SHOWCASE**762: Measurement 'SHOW and TELL': SHOW Me What Works or TELL Me How to Fix It**

John Mattox, Explorance

Coronado E

How do you know if your programs are effective? Explorance has created a practical, theory-driven, impact model that shows which aspects of training lead to learning and performance improvement. The model also serves as a useful tool for prioritizing aspects of training that need improvement. Come hear how the model was created and tested. More importantly, come hear how you can use it to determine which programs are showing impact and which programs need improvement.

- Insight about how to show the link between training and performance improvement
- Insight about the three most important training factors that lead to learning and performance improvement
- A practical model for demonstrating the value of training and prioritizing areas for improvement

BRAIN
SCIENCE**MIT Socio-Technical Trade-Space Experiment**

Prakash Manandhar, Bryan Moser, Jeff Dieffenbach & Steve Nelson, Massachusetts Institute of Technology

El Paso 1&2

Increasingly complex products and services require progressively complex human and technology interactions. In short, teamwork is becoming ever more important. What we know about creating the conditions for effective teamwork hasn't kept pace. As part of a continuing series of research experiments performed in collaboration with Learning, MIT will explore teamwork through an interactive, collaborative design of a Smart City Innovation Hub that combines trade-offs amongst site "placiness" and "pathiness" in order to achieve better mobility, activity, and diversity of interaction.

**Wellness
@Work**

Fiesta 9&10

The Mindfulness Hour

Hester Morrissey, Boeing

Experience up to 60 minutes of guided mindfulness. This room will be a sacred space for meditative and mindfulness practices. Gentle guidance will be offered and you will be encouraged to practice in the ways that serve your personal comfort and goals. Experience sound that encourages your mind and body to relax. Emerge ready for the rest of your day or evening. Attend all 60 minutes or pop in for part of the hour. If you come in while a guided practice is in session, please enter quietly, take a seat and join in when you are ready.



AT-A-GLANCE

TRENDS & ANALYSTS

801: Putting the Science of Learning into Practice

James Genone & Gloria Tam, Minerva Project Monterrey 1

TRENDS & ANALYSTS

802: Talk to Your Learners, Not About Them: Trends in Learner ExperienceMatthew Daniel, The Learner Collective
Monterrey 2/3

SUPER SESSION

LEARNING STORY / CASE STUDY

810: Building a New Learning Platform for Entrepreneurs

Linda Caicedo & Bonnie Sue Lovelace, Realogy Acapulco

LEARNING STORY / CASE STUDY

811: Gamification vs. Games-For-Learning: The Final Battle

Bob Gerard & Dana Alan Koch, Accenture Fiesta 6

SUPER SESSION

LEARNING STORY / CASE STUDY

812: How Learning and Development Can Initiate and Empower Cultural Change

Michael Hyatt-Everson, Verizon Media Fiesta 5

LEARNING STORY / CASE STUDY

813: Millennial Disruption: Harnessing Difference to Drive Culture

Erin Donovan & Caroline Morris, MassMutual Baja

LEARNING STORY / CASE STUDY

814: Mixed Reality for Immersive & Personalized Onboarding

Vidya Krishnan, Kelly Parsons & Protima Talapatra, Ericsson Cancun

LEARNING STORY / CASE STUDY

815: Performance Support Cuts Time to Competency

Katie Coates, Dorte Landwehr, Barbara Matthews & Anuradha Ramakrishnan, McKinsey & Company Coronado M/N

LEARNING STORY / CASE STUDY

816: Video Transforms Knowledge Sharing Culture

Frances Mayfield, Kimberly Clark Coronado S/T

LET'S TALK ABOUT

817: Beyond Diversity & Inclusion: Learning's Role in Fostering Belonging

Kathy Tague, The Guardian Life Insurance Company of America Yucatan

ACTION SESSION

820: Growth Mindset: Growing it in the Workplace

Joel Lamoreaux, Deluxe Durango 1

ACTION SESSION

821: Negotiation & Persuasion: Tools & Skills for Learning

Gregory Thome, State Department Foreign Service Institute Durango 2

SUPPLIER SHOWCASE

830: Creating Learning Engagement that ACTUALLY Engages

Brian Walter & Karen Walter, Extreme Trainings Coronado G

SUPPLIER SHOWCASE

831: Mindsets that Matter – Hint: It's Not Just the Learners'

Andrew Linford, NovoEd Coronado F

SUPPLIER SHOWCASE

832: Rapid Onboarding in the Age of Digital Transformation

Anna Sargsyan & Ron Zamir, AllenComm Coronado E

BRAIN SCIENCE

MIT Socio-Technical Trade-Space Experiment

Prakash Manandhar, Bryan Moser, Jeff Dieffenbach & Steve Nelson, Massachusetts Institute of Technology El Paso 1&2

Wellness @Work

The Mindfulness Hour

Hester Morrissey, Boeing Fiesta 9&10

TRENDS & ANALYSTS

Monterrey 1

801: Putting the Science of Learning into Practice

James Genone & Gloria Tam, Minerva Project

Findings from learning science research point to the need for L&D programs designed to utilize active learning, deliberate practice, visual coding, the generation effect, and other related techniques. But how can L&D professionals best apply these approaches to create programs that will make new skills and knowledge stick for professional learners? In this interactive session we explore a framework for systematically employing the science of learning to create memorable trainings with lasting outcomes.

- Identify principles and techniques based on learning science that are applicable to a wide range of learning modalities and solutions
- Analyze how human cognition and memory work to help learners process information and reinforce key concepts and skills
- Recognize how learning programs based on evidence of how people learn can more effectively translate knowledge into practical habits and behaviors

TRENDS & ANALYSTS

Monterrey
2/3**802: Talk to Your Learners, Not About Them: Trends in Learner Experience**

Matthew Daniel, The Learner Collective

Modern learners are empowered consumers who vote with their feet on whether our learning systems, content, and experiences are worth their time. Times have changed and we have to listen to what they want, find a way to meet business needs, AND meet the learners' expectations. This session is focused on learning to use the tools of user experience (UX) to build amazing experiences that get and maintain your learners' attention: personas, journey maps, click paths, and usability studies. Topics include:

- An examination of trends in the marketplace on learner reactions to our learning experiences and what we should do with that data
- When and how to complete usability studies and user research to create richer experiences, including sample scripts you can use
- How to create click paths and journey maps to identify moments of need and integrate learning when it's most needed and desired

SUPER SESSION

LEARNING STORY / CASE STUDY

Acapulco

810: Building a New Learning Platform for Entrepreneurs

Linda Caicedo & Bonnie Sue Lovelace, Realogy

While the idea of using a focus group when developing new products is nothing new, it is exceptionally crucial when you are developing a Learning Management System (LMS), especially when the audience is comprised of entrepreneurs. Hear about the lessons we learned from building a brand new LMS for real estate agents, by working hand-in-hand with our end users from the very beginning of the conception stage for the platform.

- The benefits of building an LMS instead of purchasing one
- Why it is crucial that you work with end users to develop platforms that provide them with what they need.
- How working with entrepreneurs is a unique experience and you must understand what their specific needs are when developing a LMS for them

LEARNING STORY / CASE STUDY

Fiesta 6

811: Gamification vs. Games-For-Learning: The Final Battle

Bob Gerard & Dana Alan Koch, Accenture

"Gamification" is problematic. We know because we've tried it! But we've also tried using actual games to help employees learn, and we feel that a game might be the most compelling learning architecture around. We'll share our success stories and failure stories that helped shape this point of view and that may help you avoid costly investments in ineffective approaches. We invite you to challenge our perspectives and reshape your own, all while we play a live game! Join us to:

- Define the key differences between Gamification and "Playable Learning" (our new term for Games for Learning)
- Learn about what's worked, what's failed, and some things we're still figuring out
- Define your own plan of attack in the battle of Gamification vs. Games-For-Learning

SUPER SESSION

LEARNING
STORY/
CASE STUDY

Fiesta 5

812: How Learning and Development Can Initiate and Empower Cultural Change

Michael Hyatt-Evenson, Verizon Media

Two years ago, Verizon rocked the digital media world by acquiring Yahoo and AOL. Verizon's intention was to build a legitimate contender in the digital media world. The task was monumental in trying to unify teams, products, practices, and culture. The Verizon Media L&D team was able to build and leverage strategic partnerships to enact true cultural change. This effort has already created a unifying philosophy in how Verizon Media goes to market, services, and sells to clients. Participants will leave this session with:

- Actionable practices that can help L&D become mission-critical to the business
- Ideas about how to build strategic relationships with stakeholders
- A plan to leverage learning as a stimulus for culture change

LEARNING
STORY/
CASE STUDY

Baja

813: Millennial Disruption: Harnessing Difference to Drive Culture

Erin Donovan & Caroline Morris, MassMutual

Learn how MassMutual is using millennials to drive a different focus as we reimagine our 150-year-old business model. Join us to explore what is working in the field as we share our flexible tool kit that covers recruiting, development, how to talk to millennials, what to do differently in training, and more! Engage in activities, discussion, and disruption that will challenge the way you approach training and development for your employees. Together we will:

- Explore characteristics of millennials and why they matter
- Discover ways of disrupting employee development through best practices in adult learning
- Learn how to build partnerships that build lasting results

LEARNING
STORY/
CASE STUDY

Cancun

814: Mixed Reality for Immersive & Personalized Onboarding

Vidya Krishnan, Kelly Parsons & Protima Talapatra, Ericsson

Can Mixed Reality (VR, AR, and Immersive Visualization) help change YOUR reality when it comes to how fast and how well you onboard people? Do you have the right architecture in your digital ecosystem to create immersive, engaging, personalized, trackable learning pathways that get your workforce (or volunteer-force) future-ready? Mixed Reality offers a super-efficient way to make this happen, and it's critical to get the roll-out right. Are your designers, drivers, and digital systems aligned to help in this process? Join this session to learn about:

- Creating personalized learning paths: curating content into packages that tick the right boxes
- Incorporating AR and VR experiences to heighten immersion and ensure relevant learning
- Options for architecture and ecosystem definition to help you design and deliver onboarding experiences

LEARNING
STORY/
CASE STUDYCoronado
M/N**815: Performance Support Cuts Time to Competency**

Katie Coates, Dorte Landwehr, Barbara Matthews & Anuradha Ramakrishnan, McKinsey & Company

We helped our communications team shift to a "performance support first" learning model and created an entirely new onboarding system. The result has been remarkable: time to competency for new graphics and media designers has decreased from 18 months to 6-9 months across all global locations. Historically, these new hires needed extended periods of time to become independent contributors due to the complexity and expectations of their jobs, the team's global distribution, and the traditional onboarding process. Join us to:

- Learn how we changed the mindsets of key stakeholders to help them embrace a performance support/learning-in-the-workflow approach
- Discuss best practices in designing, maintaining, and measuring the impact of a totally new learning system
- Experience a demo of our new onboarding process

LEARNING
STORY/
CASE STUDYCoronado
S/T**816: Video Transforms Knowledge Sharing Culture**

Frances Mayfield, Kimberly Clark

Ten thousand “baby boomers” retire daily in North America, taking their knowledge and experience with them. Like many organizations, we had no easy way to capture, transfer, and allow others to find knowledge that lives within their colleagues. Knowing that 65% of people are visual learners, we decided to implement a YouTube-like video platform to transform our knowledge sharing culture. We now use video to capture subject matter expertise and transfer instructor-led learning into eLearning. Join this session to explore:

- How video is transforming the way we share knowledge in the workplace
- The benefits a video platform provides our L&D capabilities team
- Various ways our video platform is being used: successes and challenges to date

LET'S TALK
ABOUT

Yucatan

817: Beyond Diversity & Inclusion: Learning's Role in Fostering Belonging

Kathy Tague, The Guardian Life Insurance Company of America

It's been said that “diversity is getting invited to the dance, inclusion is being asked to dance, and belonging is dancing like nobody's watching!” Your organization's approach to Diversity & Inclusion (D&I) is critical to maximize innovation, increase business value, and improve employee engagement. How does your learning organization align with and advance the D&I agenda? Let's work through this issue together! Join this session to:

- Get grounded in the fundamentals of diversity, inclusion, and belonging
- Learn about Guardian's evolving approach
- Share how your organization aligns learning with D&I strategy so we can identify ways to deepen that partnership

ACTION
SESSION

Durango 1

820: Growth Mindset: Growing it in the Workplace

Joel Lamoreaux, Deluxe

“Growth mindset” is a popular development topic for many leaders, but a browser search on related learning exercises for adults will yield few results. This session is designed to fill that gap through shared experiences and creative energy. Participants will learn about and participate in several activities designed to build a growth mindset; then, ideate about new activities in small groups. Everyone will leave with a list of potential ideas to use in the design and development of their own learning programs!

- Experience first-hand what fixed and growth mindsets sound like in your own subconscious
- Increase “possibility thinking” around what it takes to grow this capacity in yourself and others
- Create a list of potential ideas for the design and development of practical exercises on this topic

ACTION
SESSION

Durango 2

821: Negotiation & Persuasion: Tools & Skills for Learning

Gregory Thome, State Department Foreign Service Institute

The success of any organization that trains and deploys a global workforce depends heavily on its employees' ability to negotiate, build alliances, and obtain positive outcomes, often across cultural or linguistic divides. Join a career diplomat and experienced international negotiator for an interactive overview of how the U.S. State Department's Foreign Service Institute provides America's diplomats with effective negotiating skills, and a discussion of how those skills could improve your team's outcomes.

- The science behind winning negotiation strategies and how to avoid common mistakes.
- The psychology of persuasion.
- Strategies for getting your interlocutors to “Yes”

SUPPLIER
SHOWCASE

Coronado G

830: Creating Learning Engagement that ACTUALLY Engages

Brian Walter & Karen Walter, Extreme Trainings

Live training works best when it transforms attendees from content recipients to active participants. In this demo-driven session, you'll experience unique delivery formats that can elevate your department's training (no matter who the trainer is). Discover how to create instant interaction, engagement, gamification, and Big Moments. It doesn't matter if your classes are about sales, service, compliance or respect. These formats will help you create buzz-worthy training that goes viral within your organization.

- Customizable game shows that create maximum engagement
- A Speed Interviewing format that covers three topics in 5 minutes
- Polling with flags, a unique way to do table exercises, and competitive internal networking

SUPPLIER
SHOWCASE

Coronado F

831: Mindsets that Matter – Hint: It's Not Just the Learners' Andrew Linford, NovoEd

In corporate learning and development, we often talk about a learner's growth mindset or creating learning experiences that can change employees' mindsets. Rarely do we discuss the mindset that L&D professionals need to bring to course design and facilitation to empower learners, scale organizational learning, and shape the success of the programs. During this session, we will assess the attitudes we collectively bring to design and facilitation and explore the types of mindsets that can strategically improve learner outcomes.

- Discuss key questions for understanding L&D mindsets
- Self-assess mindset strengths and improvement areas
- Develop action items for implementing mindsets that matter in your work

SUPPLIER
SHOWCASE

Coronado E

832: Rapid Onboarding in the Age of Digital Transformation

Anna Sargsyan & Ron Zamir, AllenComm

Digital transformation (DT) is the #1 concern of senior executives, but 70% of all digital transformation (DT) initiatives do not reach their goals. By reorienting the onboarding process to take advantage of digital resources, organizations can streamline their onboarding procedures and cultivate digital literacy while also achieving their projected DT goals. Join us to learn how a digital approach for pre-boarding and onboarding can decrease time to productivity and level-up your DT process.

- Engage learners by personalizing their onboarding experience through a qualitative data driven approach
- Jumpstart the learning process by prioritizing content and delivery methods for pre-boarding new hires
- Optimize onboarding by integrating learning into everyday work through accessible on-demand resources



ALLENCOMM



BRAIN
SCIENCE**MIT Socio-Technical Trade-Space Experiment**

Prakash Manandhar, Bryan Moser, Jeff Dieffenbach & Steve Nelson,
Massachusetts Institute of Technology

El Paso 1&2

Increasingly complex products and services require progressively complex human and technology interactions. In short, teamwork is becoming ever more important. What we know about creating the conditions for effective teamwork hasn't kept pace. As part of a continuing series of research experiments performed in collaboration with Learning with Learning, MIT will explore teamwork through an interactive, collaborative design of a Smart City Innovation Hub that combines trade-offs amongst site "placiness" and "pathiness" in order to achieve better mobility, activity, and diversity of interaction.

**Wellness
@Work**

Fiesta 9&10

The Mindfulness Hour

Hester Morrissey, Boeing

Experience up to 60 minutes of guided mindfulness. This room will be a sacred space for meditative and mindfulness practices. Gentle guidance will be offered and you will be encouraged to practice in the ways that serve your personal comfort and goals. Experience sound that encourages your mind and body to relax. Emerge ready for the rest of your day or evening. Attend all 60 minutes or pop in for part of the hour. If you come in while a guided practice is in session, please enter quietly, take a seat and join in when you are ready.



Tuesday Afternoon General Session

4:15pm – 5:45pm | Coronado Ballroom

Hosted by Donald H. Taylor



DONALD H. TAYLOR

Learning Technologies

Big Impact from Small Changes – Rethinking L&D

WITH SPECIAL GUEST



KARL KAPP

Professor of Instructional Technology,
Bloomsburg University

Author of the new book, *Microlearning: Short but Sweet*

Gamification & Learning

Accelerating Workplace Learning with the Latest Technologies – A panel featuring:



Jill Kirtland
L&D Innovation
Manager, PwC



Thomas Stone
Senior Research Analyst,
Institute for Corporate
Productivity (i4cp)

And More...

Plus a Special Guest
Appearance...

NIGHT AT EPCOT!



Learning 2019 will provide a ticket to every participant for a special evening at Epcot, to experience the pavilions, exhibits, rides, the International Food & Wine Festival, and the brand-new Epcot Forever fireworks display!

EPCOT.
INTERNATIONAL
FOOD & WINE
FESTIVAL

On October 29th, Epcot will have "Extra Magic Hours", so the park and rides will be open until 11pm for guests staying at a Disney resort.

Tickets will be provided to registered participants only as they board our Bus Shuttle from the Coronado Springs Convention Center – between the hours of 5:45pm and 7:00pm. (Please note, we cannot provide tickets at other times.)

Name badges will be required.



Buses will depart from the Veracruz Lobby after the end of the afternoon General Session.

Your family members and guests are welcome to join us! Disney Passes can be purchased for them at a discounted group rate from the hotel front desk concierge. They may travel with you on the bus, but must have their own tickets prior to boarding.

Use Disney Transportation to return from Epcot throughout the night.



WEDNESDAY OCT 30

7:30am – 9:00am

WEDNESDAY BREAKFAST

7:30am – 9:00am, Veracruz

Reminder that breakfast on Wednesday will be available in the

tech @LEARNING GALLERY



Enjoy some more time with our sponsors over your morning coffee and breakfast.

GALLERY HOURS

Monday: Noon – 2:00pm, 5:45pm – 7:00pm

Tuesday: Noon – 2:00pm

Wednesday: 7:30am – 9:00am



AT-A-GLANCE

TRENDS & ANALYSTS

901: Next Chapters for Learning Professionals

Elliott Masie, The Learning CONSORTIUM
Fiesta 6

SUPER SESSION

LET'S TALK ABOUT

930: How to Grow as A Person and Become a More Effective Leader Using Mindfulness

Deepak Sethi, Organic Leadership
Yucatan

SUPER SESSION

PANEL

910: A Creative Spark in Modality

Moderator: Ben Provolt, Microsoft;
Panelists: Jeremy Browder, Facebook;
Clint Clarkson, L&D Scene Comics; Matthew Ferguson, Hersha Hospitality Management;
Alicia Graham, Nestle Purina Pet Care
Fiesta 5

ACTION SESSION

940: Picture It! Get to the Point with Visual Impact

Corinne Smereka, Schoolcraft College
Monterrey 2/3

LEARNING STORY / CASE STUDY

920: Biometrics & Learning: Is the Learner Who They Say They Are in an Online World?

Rich Madison, Conference of State Bank Supervisors
Baja

ACTION SESSION

941: Reverse Mentoring: Learning from 30 Under 30

Meghan Castillo, Hubspot; Andy Hyde, Boston Consulting Group; Members of 30 Under 30
Durango 2

LEARNING STORY / CASE STUDY

921: Leadership, Engagement & Culture: Keys to Digital Success

Jedi Hammond, Dell Technologies
Durango 1

SUPPLIER SHOWCASE

950: Shhh... Digitization of the Dirty Little Secret: Instructor-Led Training

Barb Farley, Conduent Learning;
Stephan Pineau, Training Orchestra
Coronado G

LEARNING STORY / CASE STUDY

922: Onboarding: Engaging Hearts and Minds

Megan Goetsch & Regina Taute, Asurion
Cancun

SUPPLIER SHOWCASE

951: Using Storytelling to Make Learning Stick

Jesse Case & Rachel Miller, The Second City Works
Monterrey 1



TRENDS & ANALYSTS

Fiesta 6

901: Next Chapters for Learning Professionals

Elliott Masie, The Learning CONSORTIUM

When your current role, job, or career in learning comes to a close, either by retirement or organizational change, what's next? Over 15% of learning professionals leave their current situations every year. Let's explore creative approaches to creating the next chapter in your learning journey. We'll address role evolutions at the start, middle, and later chapters of working life.

- Changing roles – from learning to business: credentialing learning experience for business jobs
- Myths about consulting or private practice: next steps for learning professionals
- Active "next chapter" vs. retirement: creative roles as coaches, service volunteers, or board members

SUPER SESSION

PANEL

Fiesta 5

910: A Creative Spark in Modality

Moderator: Ben Provolt, Microsoft; Panelists: Jeremy Browder, Facebook; Clint Clarkson, L&D Scene Comics; Matthew Ferguson, Hersha Hospitality Management; Alicia Graham, Nestle Purina Pet Care

There is certainly more in our "toolbox" these days than whiteboards and PowerPoints! Join our panel of learning leaders as they discuss how the right modality can activate engagement and propel business outcomes. Our leaders have designed and launched learning programs utilizing podcasts, virtual reality, television series, chatbots, games, cartoons, and more. Join us for a "gamified" and meaningful discussion on ways you can:

- Engage employees (and conference attendees) with gamification, character development and storytelling
- Reach your audience with podcasts, virtual reality, television series, and other modalities in a calculated sequence and story
- Quickly launch and beta test technology to minimize costs and gain stakeholder buy-in

LEARNING STORY / CASE STUDY

Baja

920: Biometrics & Learning: Is the Learner Who They Say They Are in an Online World?

Rich Madison, Conference of State Bank Supervisors

When offering online courses, how do you know that the people taking them are who they say they are? That is a question the Conference of State Bank Supervisors (CSBS) had to seriously consider and answer. Through a mandate by Congress, CSBS has responsibility for administering the preclicensure and continuing education program for over 140,000 state-licensed mortgage loan officers nationwide. During this session, we'll share the various authentication options CSBS explored, our decision-making progress, and these key areas of consideration and implementation:

- Biometrics: what they are and some of the associated legal/social concerns
- Lessons learned and data analysis from implementing a gesture-based biometric solution
- Real-world strategies to implement more secure authentication requirements – without compromising access or convenience

LEARNING STORY / CASE STUDY

Durango 1

921: Leadership, Engagement & Culture: Keys to Digital Success

Jedi Hammond, Dell Technologies

Digital success is a direct result of an organization's leadership and workforce. Learn how Dell leaders and individual contributors recognize learning engagement innovations that propel digital skills and their application. We will identify those learning infrastructures that ensure successful transformation and highlight key factors in the reciprocal build/support of learning culture committed to transformation. Join this session to explore how your organization can:

- Recognize innovative approaches to leadership and workforce transformation
- Create learning engagements for which leaders and workforce share responsibility
- Identify elements whose reciprocity builds and supports a transformation culture

LEARNING STORY / CASE STUDY

922: Onboarding: Engaging Hearts and Minds

Megan Goetsch & Regina Taute, Asurion

Cancun

We discovered a problem...a good problem! We were growing faster than ever and were concerned that an influx of new hires could damage our rich, entrepreneurial culture. With this growth came layers and layers of new complexity to our Supply Chain business. Our mission was simple; help people build relationships and knowledge of our business – in the office and remotely. Join us to learn and discuss:

- Why our mission was so simple
- What we did to attack this good problem, head on
- How we moved quickly and iterated as we moved forward

LET'S TALK ABOUT

930: How to Grow as A Person and Become a More Effective Leader Using Mindfulness

Deepak Sethi, Organic Leadership

Yucatan

This session will explain the concept of mindfulness and living in the moment in simple practical terms. We will learn the theory behind this ancient but very powerful technique and also have an opportunity to practice it in real time. Mindfulness can have a profound transformative impact on our personality and it can immensely enhance our leadership skills, including our emotional intelligence, our global thinking and our ability to truly value diversity. We will learn how to live most key areas of our life mindfully.

SUPER SESSION

- Clear understanding of the theory and practice of Mindfulness and Living In The Moment
- How the practice of Mindfulness can transform our personality
- How the practice of Mindfulness can make us a much more effective and inclusive leader

ACTION SESSION

940: Picture It! Get to the Point with Visual Impact

Corinne Smereka, Schoolcraft College

Monterrey
2/3

Heighten audience engagement, maximize retention, and drive your point home faster with greater clarity through the use of visual imagery. By-pass text heavy slides, data dumps and tedious talks through focused, purposeful, and targeted images to boost the potency of your business messages. A picture really is worth a thousand words. Join us for an engaging, highly interactive session and leverage the use of imagery to create and deliver an impact-filled presentation.

- Establish business objectives and select images that concisely make your point
- Identify images that detract from your objectives and eliminate them
- Use a variety of different technologies, photographs, infographics, concept-driven images, maps, graphs and charts (and more) to enhance your message power

ACTION SESSION

941: Reverse Mentoring: Learning from 30 Under 30

Meghan Castillo, Hubspot; Andy Hyde, Boston Consulting Group; Members of 30 Under 30

Durango 2

Sometimes, we need to learn and be mentored by people who are at the other end of their careers, like our Thirty Under 30 learning colleagues. This is a unique session that will provide you the opportunity to interact one-on-one and in small groups with bright, focused, and opinion-rich colleagues in the first decade of their careers. We will keep this session moving along with opportunities for you to ask and get feedback about learning, business, careers, instructional design, social media, and generational "cartoons". Topics of conversation could include:

- Affecting change: how great ideas get squashed by senior leaders
- How can we cater to the differing expectations of older professionals vs. young people entering the workplace? Should we? How can we avoid generalizations of young professionals vs. older professionals?
- Your corporate ladder isn't our corporate ladder

SUPPLIER SHOWCASE

Coronado G

950: Shhh... Digitization of the Dirty Little Secret: Instructor-Led Training

Barb Farley, Conduent Learning; Stephan Pineau, Training Orchestra

NOTE: THIS IS A REPEAT FROM MONDAY AT 3:05PM

We know your little secret. In this age of shiny new digital learning solutions, you're still using (wait for it...) Instructor-Led Training. *Gasp!* The good news? The secret's out and you're in good company! ILT is being used to some degree by 97% of companies. And, it's been rated as the most effective way to learn! So, what's the role of ILT in the new learning ecosystem? And, what can be done to make it shiny and new?

- The most current trends for Instructor-Led Training in the learning ecosystem
- What to do with your LMS when it comes to ILT... Fix it or ditch it?
- How to automate, optimize and better manage ILT with your learning tech stack



SUPPLIER SHOWCASE

Monterrey 1

951: Using Storytelling to Make Learning Stick

Jesse Case & Rachel Miller, The Second City Works

The human brain is hardwired to remember stories. In this playful, experiential session, participants will explore how to use improv techniques to tailor information and content so that it connects with an audience. By doing things like changing the POV, using inclusive language and adapting the message for different audiences, the content becomes more relevant and engaging to the listeners.

Key takeaways:

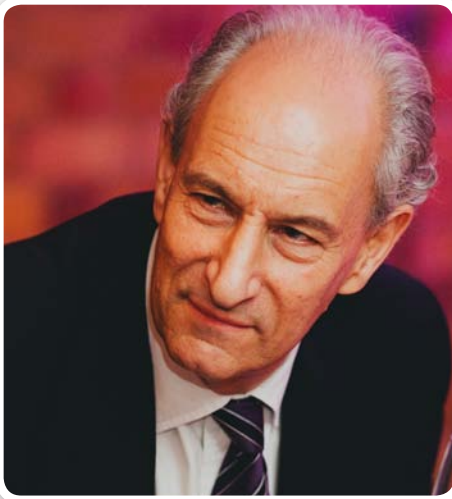
- Techniques for being others-focused when delivering a message
- Explore ways to use curiosity and inquiry to inform the relevancy
- Participate in exercises that help refine content based on the audience



Wednesday Closing General Session

10:15am – 11:45am | Coronado Ballroom

Hosted by Nigel Paine



NIGEL PAINE

NigelPaine.com Ltd
Leadership & Learning



Workplace Learning

How to build a culture of continuous employee development

BY NIGEL PAINE

WITH SPECIAL GUESTS



Robert Swan

Author and Adventurer,
Getting Outside Your Comfort Zone



Celine Mullins

CEO, Adapta Training,
The Science of Learning



Frank Nguyen

Learning Executive,
Corporate Responsibility
& Learning



DESIGN
YOUR OWN
COMIC
WINNER!



Integrated
Learning
Initiative



The Second City

AllenComm

AllenComm designs, develops, and deploys innovative custom training solutions. With some of the largest L&D, creative, and technology teams, AllenComm creates award-winning learning solutions that precisely meet the needs of large organizations and are uniquely tailored and performance focused.

www.allencomm.com



832: Rapid Onboarding in the Age of Digital Transformation

Anna Sargsyan & Ron Zamir, AllenComm

3:00PM | Tuesday | Coronado E

Area9 Lyceum

Area9 Lyceum builds 21st century skills and competencies through the world's first four-dimensional learning platform, Area9 Rhapsode™. Based on more than 20 years of research into human factors and cognition, our AI-based platform delivers personalized learning at scale - cutting training time in half, guaranteeing proficiency and making lasting impacts.

www.area9lyceum.com



760: Adaptive Learning and AI Have Gone Mainstream

Nick Howe, Area9 Lyceum

1:45PM | Tuesday | Coronado F

Bluewater

Don't just ride the wave of learning trends – help turn the tide. Let's talk learning in the flow of work, at the point of need. Let's talk decision frameworks that drive business impact. Want to know more? Come meet Bluewater – the consulting and services partner with an eye on the horizon

www.bluewaterlearning.com



452: Make Smarter Decisions: Learn What Your Data Has to Say

Chris Bond & Dave Seligsohn, Bluewater

3:05PM | Monday | Coronado E

CAEL

Council for Adult and Experiential Learning (CAEL) is a Strada Education Network affiliate and nonprofit membership organization that partners with educators, employers, and workforce and economic developers. We re-imagine how education and employment fit together, and we create lifelong pathways that integrate learning and work.

www.cael.org



650: Creating Tomorrow for Today's Workforce

Lewis Brown & Marie A Cini, CAEL; Lisa Schumacher, McDonald's Corporation

9:15AM | Tuesday | Coronado F

Caveo Learning

Caveo delivers ROI-focused strategic learning consulting, performance management, instructional design, and learning tech to Fortune 1000/large mid-market companies, nonprofits, and government agencies. Our mission is to transform L&D by enabling learning leaders to reliably deliver targeted, recurring, and recognizable business value.

www.caveolearning.com



551: Power of 2: ADDIE x Agile = A2

Jeff Carpenter, Paul Powell, Barb Opyt & Mitch Weiss, Caveo

8:00AM | Tuesday | Coronado G

Conduent

What if your employees could spend less time with learning materials, but actually learn more? What if the impact on business could be measured? We can personalize learning to your employees' needs, enable seamless access anytime, anywhere, and provide intelligent analytics to prove ROI – all on one digital platform.

www.conduent.com/learning-services/



453/950: Shhh... Digitization of the Dirty Little Secret: Instructor-Led Training

Barb Farley, Conduent Learning; Stephan Pineau, Training Orchestra

3:05PM | Monday | Coronado G

9:00AM | Wednesday | Coronado G

Cornerstone OnDemand

Cornerstone is a recognized global human capital management leader with a core belief that companies thrive when they help their employees to realize their potential. Putting this belief into practice, Cornerstone offers solutions to help companies strategically manage and continuously develop their talent throughout the entire employee lifecycle.

www.cornerstoneondemand.com



261: Crowdsourced Content Curation to Drive Engaged Workplace Learning

Brett Wilson, Cornerstone OnDemand; Kevin Brill, Learning Technologies for

Kohler Learning Academy

11:05AM | Monday | Coronado G

CrossKnowledge

CrossKnowledge delivers an integrated and personalized learning experience: a unique combination of our digital content for the most in-demand skills created with world-renowned experts, a learning platform built with human and artificial intelligence, and unmatched accountability with a dedicated Client Success Team. That's what makes CrossKnowledge the trusted learning partner of organizations, helping L&D, managers and learners acquire the skills they need to succeed.

www.crossknowledge.com



651: Head to Head LXP vs LMS

Ali Della Penna, CrossKnowledge; Stacey Rachilla, Novo Nordisk

9:15AM | Tuesday | Coronado G

DuPont Sustainable Solutions

DuPont Sustainable Solutions (DSS) is a leading provider of learning solutions and operations management consulting services that enable organizations to protect their employees, realize operational efficiencies, innovate more rapidly and build workforce capability. By leveraging its DuPont heritage, deep industry and business process expertise and diverse team of expert consultants, DSS helps clients turn operations management into a competitive advantage.

www.dsslearning.com



550: ONCE UPON A TIME... How to Tell a Better Story

L. Derek Leonidoff, DuPont Sustainable Solutions

8:00AM | Tuesday | Coronado F

Explorance

Explorance is the world's largest provider of learning evaluation solutions. Our enterprise solution, Metrics That Matter, is used by leading organizations to manage the effectiveness of their development programs, align talent development outcomes with business objectives, and communicate the value of talent development across the employee journey.

www.explorance.com



762: Measurement 'SHOW and TELL': SHOW Me What Works or TELL Me How to Fix It

John Mattox, Explorance

1:45PM | Tuesday | Coronado E

Extreme Trainings

Extreme® Trainings provides unique delivery techniques that elevate corporate training. It's your curriculum, only better. The engaging formats include interactive routines, customizable trivia games, dynamic polling methods, networking exercises, panel interview techniques, brainstorming tactics, and stealth team building methods. When aligned with your content, they create buzz-worthy training experiences.

www.ExtremeTrainings.com



830: Creating Learning Engagement that ACTUALLY Engages

Brian. Walter & Karen Walter, Extreme Trainings

3:00PM | Tuesday | Coronado G

Fuse Universal

Fuse Universal is an Integrated Learning Platform which helps large and fast-growing companies including Spotify, Adidas, Scandic, and Vodafone, build a culture of continuous learning and drive measurable improvements in performance from day one.

www.fuseuniversal.com



342: How to Bring Social Learning to Life

Ray Cairnes, Fuse Universal; Nancy Longo & Joseph Ritter, Merck

1:50PM | Monday | Coronado G

goFLUENT

goFLUENT is the world's leading B2B elearning solution for acquiring or perfecting communication skills in critical business languages such as English, Spanish, French, Mandarin, German, Portuguese and Italian. We accelerate language learning by delivering hyper-personalized solutions that blend technology, content, and human interaction. Curious? try out our free 30-day trial.

www.gofluent.com



652: L&D and a Globalized Workforce: Language is the Killer App

John Ambrose, goFLUENT

9:15AM | Tuesday | Coronado E

Guild Education

Guild Education is a mission-based company helping to unlock opportunity for America's workforce through education. In partnership with America's leading nonprofit universities and companies like Walmart, Disney, Lowe's and Discover Financial, Guild designs education programs offered to employees as a corporate benefit, helping prepare employees for long-term, fulfilling careers of the future.

www.guildeducation.com



450: Doing Well by Doing Good: Benefits that Benefit Your Bottom Line

Randi Cosentino, Guild Education; Jon Kaplan, Corvatus Consulting

3:05PM | Monday | Yucatan

Harvard Business Publishing Corporate Learning

Harvard Business Publishing Corporate Learning partners with Global 2000 companies to co-create engaging leadership-development solutions that align with strategy. An affiliate of Harvard Business School, the company leverages faculty, Harvard Business Review, industry experts, technology, and a collaborative mindset to help clients discover something new and deliver dynamic learning experiences.

www.harvardbusiness.org



**Harvard
Business
Publishing**
Corporate
Learning

340: The Future is Now: Revolutionizing L&D for the Workforce of the Future

Larry Clark, Harvard Business Publishing; Keith DeAngelis, Comcast; Rishav Ghandi, The Coca-Cola Company; Shai Rasmussen, HCA Healthcare
1:50PM | Monday | Yucatan

Intrepid by VitalSource

Intrepid is the collaborative learning platform that empowers organizations to solve high stakes business challenges through engaging and applied learning at scale.

www.intrepidlearning.com



INTREPID™
LEARNING AT WORK, TOGETHER.

263: Digital Bootcamps Change the Learning Game

Erin Maher, Intrepid by VitalSource; Jamie Breshears, Deloitte
11:05AM | Monday | Coronado E

Learning Pool

At Learning Pool, we've got a fresh approach to partnering with our customers. One that makes a real difference with a 98% customer satisfaction rate. We're a full-service educational provider, offering courses, tools, and content creation to over 500 organizations and millions of learners.

www.learningpool.com



learningpool

343: LRS/LXP: What the Research Told Us (And Why It's Probably Wrong)

Anna Lloyd, Learning Pool
1:50PM | Monday | Coronado F

Learning Tribes

Learning Tribes is a global learning and development organization with the mission of empowering teams to deliver the best possible customer experience through customized and innovative learning solutions for greater engagement and development. Founded in 2004, Learning Tribes now has offices in Shanghai, Sao Paulo, Paris, Coventry, and Miami (HQ).

www.learning-tribes.com



Learning Tribes

653: Lifelong Learning and the Role of Curation

Kyle LeMontang, Learning Tribes; Carole Balligand, Sitel
9:15AM | Tuesday | Coronado D

LEO Learning

LEO Learning believes that technology-enabled learning innovation has the power to deliver transformational results. Our purpose is to help clients deploy learning technology to deliver outcomes precisely aligned to their business goals. We design engaging learning architectures that fit seamlessly into businesses and improve performance throughout the entire organization.

www.leolearning.com



761: Connected Learning: How to Harness the Power of Social, Data, and Networks

Rose Benedicks, LEO Learning
1:45PM | Tuesday | Coronado G

Mobile Coach

Mobile Coach is a chatbot authoring platform to design, launch and manage chatbots that help people learn, work and develop. Mobile Coach chatbots are personalized for each user and know when to engage users in relevant learning activities. Our chatbots become invaluable virtual members of your global L&D team.

www.mobilecoach.com



262: Designing a Chatbot to be a Learning Partner

Vincent Han, Mobile Coach

11:05AM | Monday | Coronado F

NovoEd

NovoEd is the provider of the award-winning SaaS platform that powers Real Learning for the skills that matter most for modern learners. The platform enables the creation, curation, and delivery of engaging learning experiences that build high-value skills, enable business transformation, and improve organizational performance.

www.novoed.com



831: Mindsets that Matter – Hint: It’s Not Just the Learners’

Andrew Linford, NovoEd

3:00PM | Tuesday | Coronado F

OpenSesame

We help develop the world’s most productive and admired workforces. With the most comprehensive catalog of elearning courses from the world’s top publishers, we help you find courses, map them to your core competencies, sync them with your LMS, increase utilization and improve your L&D programs.

www.opensesame.com



552: The Role of Incentives in Creating a Motivating Learning Environment

Diane Haines, OpenSesame; Tracy McFadden Wright, InComm

8:00AM | Tuesday | Coronado D

Panopto

Panopto is the leader in enterprise video platforms. Since 2007, we’ve helped businesses improve the efficiency of their training efforts and onboarding, reduce costs, live stream events, and improve employee productivity through the use of secure live and on-demand video.

www.panopto.com



553: Use Video to Improve Employee Training! 5 Novel Approaches

Katie Herrick, Panopto

8:00AM | Tuesday | Coronado E

Skill Pill

Skill Pill is a digital micro-learning content provider, specializing in supporting business performance for global corporations, SMEs and not-for-profit organizations. Through supplying high-quality content, Skill Pill promotes learner engagement uptake and retention. Skill Pill has deployed learning in over 125 countries, in 20 languages, reaching over 1 million learners.

www.skillpill.com



451: 5 Smarts to Engage and Excite Your Learners

Gerry Griffin, Skill Pill

3:05PM | Monday | Coronado F

The Second City Works

City Works is the professional services arm of the world-renowned Second City improvisational comedy theater. They use the same improv methods pioneered on their stages to create experiential professional learning programs, engaging content and immersive events that drive personal growth and organizational improvement.

www.secondcityworks.com

260: Using Improv Techniques to Develop Inclusive Leaders

Andrew Eninger & Rachel Miller, The Second City Works
11:05AM | Monday | Yucatan

951: Using Storytelling to Make Learning Stick

Jesse Case & Rachel Miller, The Second City Works
9:00AM | Wednesday | Monterrey 1



Vyond

Vyond allows people of all skill levels to create dynamic and powerful media. With features that go beyond moving text and images, you can build character-driven stories or compelling data visualizations that engage audiences and deliver results.

www.vyond.com

341: Build Engaging Onboarding Videos in Just 30 Minutes!

Julie Gillespie, Vyond
1:50PM | Monday | Coronado E



11 INDUSTRY-LEADING EVENTS,



ABOUT CLOSERSTILL

CloserStill Media produces the most successful learning events in the world. With more than 30 years experience in the learning and higher education field, we have a proven track record of delivering outstanding events that support the learning community in every possible way.

The CloserStill team is absolutely dedicated to the Learning profession, and are excited about how we can support the community going forward as your favourite Learning events come together as part of a global learning family.

To exhibit or sponsor internationally at any or all of our events, call or email Jonquil Coy, who works across the portfolio to ensure that exhibitors maximise their impact and ROI at any event globally. Jonquil specialises in making the sometimes daunting prospect of exhibiting in another country painless and successful.

Jonquil Coy
Event Director,
International Sales

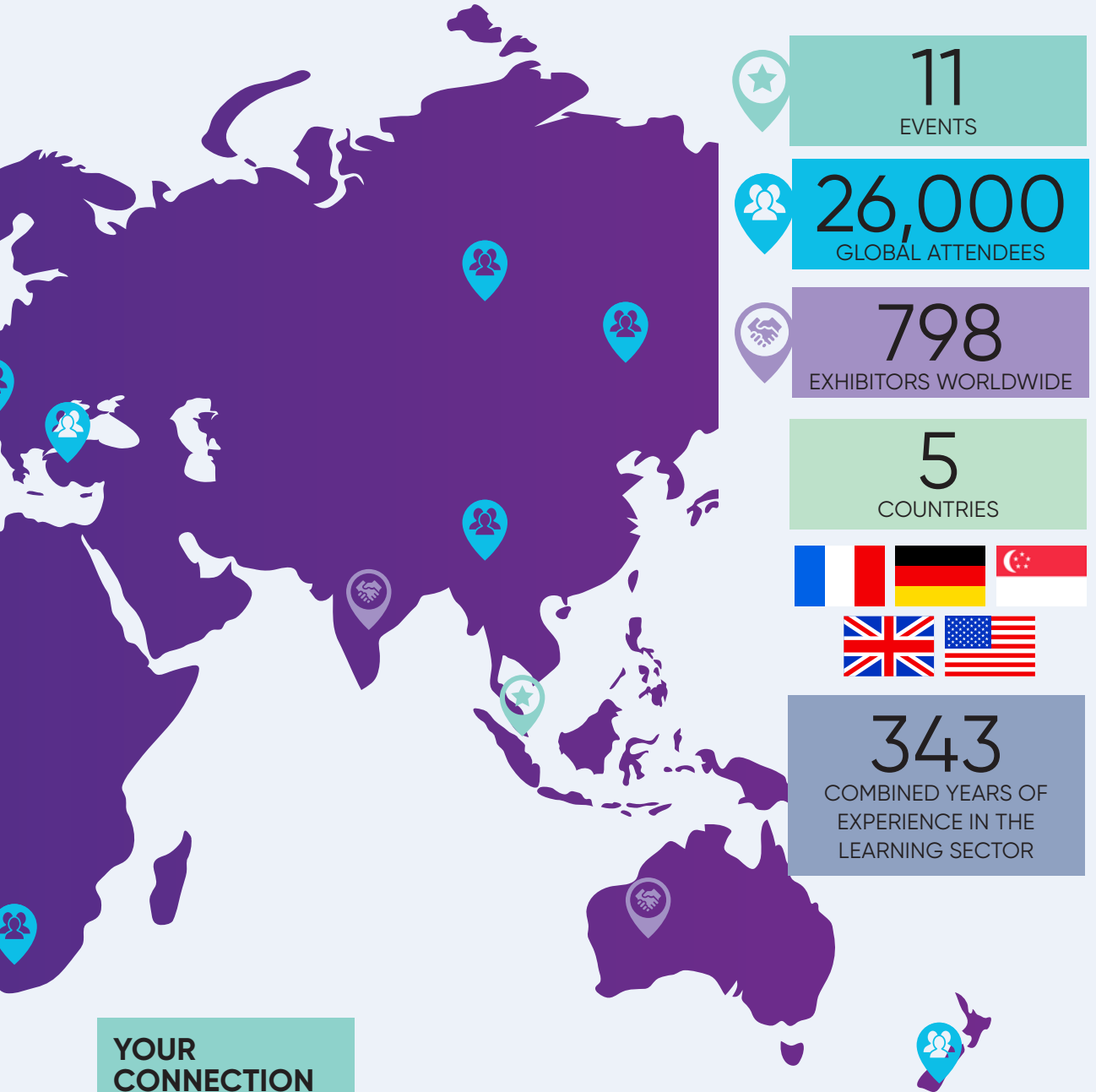
tel. +44 (0)20 8274 0171

mob. +44 (0)780307 8239

jonquil.coy@closerstillmedia.com



5 LOCATIONS, 26,000 VISITORS



**YOUR
CONNECTION
TO THE
LEARNING
WORLD**

Next up:

oeb
Shaping the future
of learning
incorporating
learning
technologies
germany

27 – 29 November, 2019
Germany

**learning
technologies**
france

5 – 6 February, 2020
France

**learning
technologies**

12 – 13 February, 2020
London

**learning
technologies**

**learning
technologies**
summer forum

**learning
technologies**
france

**learning
technologies**
asia

oeb
Shaping the future
of learning
incorporating
learning
technologies
germany

**learning
technologies**
awards

LEARNING 2020

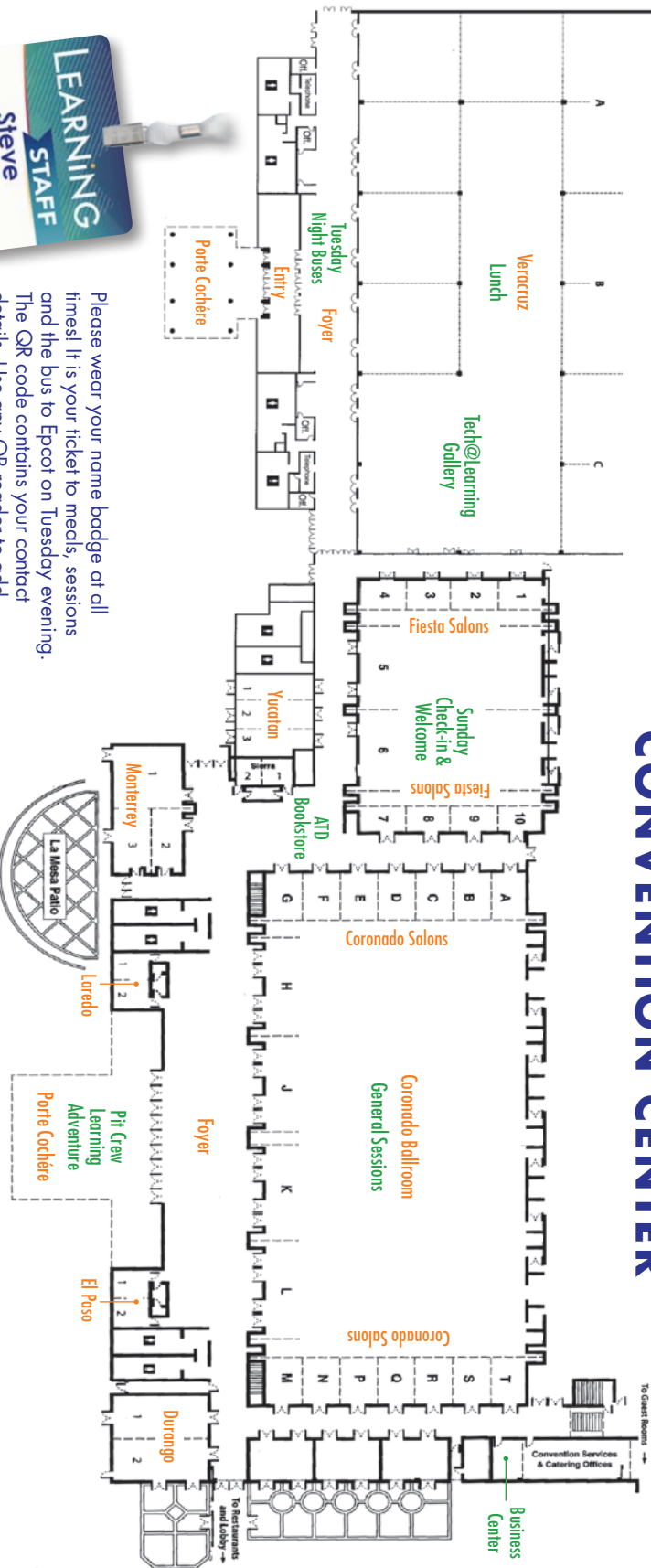
SAVE THE DATES!

November 15 – 18, 2020

Orlando, FL

LEARNING 2019

THE CORONADO SPRINGS CONVENTION CENTER



Please wear your name badge at all times! It is your ticket to meals, sessions and the bus to Epcot on Tuesday evening. The QR code contains your contact details. Use any QR reader to add colleagues to your phone's address book. We recommend i-nigma QR reader.



BE SURE TO CHECK OUT...
LEARNING 2019 ON THE FLY VIDEOS
LEARNING 2019 PODCASTS