Welcome

Thank you for attending Perspectives 2011!

I am excited that you could join us here in Orlando to network with other learning professionals and discover how they too, are overcoming similar learning challenges.

Over the next few days, I hope that you will be able to experience any number of the following takeaways:

• Gain valuable industry insight from hundreds of peers
• Learn how other organizations maximize their value with learning and talent management investments
• See how others link learning to business value

I encourage you to use this time to share your experiences with other attendees to get actionable ideas on how to increase the knowledge and skills within your organization and get the results you want.

I look forward to meeting you in the days ahead and hearing what is currently working and what the future of learning means to you.

Sincerely,

Chuck Moran
President and CEO
SkillSoft
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Event Team
Dennis Brown, Sr. Director, Market Development
Maria LoBrutto, Marketing Events Manager
Candy Osborne, Marketing Programs Manager
Elisa LeMaster, Executive Assistant
Laura Repaci, Director, Process Improvement
Dianne Giordano, PC Support Technician
Don Currier, Sr. PC Support Technician
Christopher Stirling, Web Developer
Chloe Levreault, IT Coordinator
Stefani Nolet, Order Fulfillment Process Manager
Sara Kaplan, Business Analyst, Process Improvement
Wayne Repke, Customer Account Manager
Eric Sutphen, Systems Administrator
James Petroules, Systems Administrator

Tweet About Your Experience: #SkillSoftP11
## Agenda At A Glance

### Monday, May 9

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 am - 5:00 pm</td>
<td>Registration/Info Desk</td>
<td>Foyer</td>
</tr>
<tr>
<td>2:00 pm - 3:20 pm</td>
<td>Workshops/Government Track</td>
<td>I &amp; L</td>
</tr>
<tr>
<td>3:20 pm - 3:40 pm</td>
<td>Break</td>
<td>J &amp; K Foyer</td>
</tr>
<tr>
<td>3:40 pm - 5:00 pm</td>
<td>Workshops/Government Track</td>
<td>I &amp; L</td>
</tr>
<tr>
<td>6:00 pm - 9:00 pm</td>
<td>Welcome Reception</td>
<td>Poolside</td>
</tr>
</tbody>
</table>

### Tuesday, May 10

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>7:00 am - 4:30 pm</td>
<td>Registration/Info Desk</td>
<td>Foyer</td>
</tr>
<tr>
<td>7:15 am - 8:15 am</td>
<td>Breakfast</td>
<td>Sebastian K</td>
</tr>
<tr>
<td>8:30 am - 9:45 am</td>
<td>Introduction &amp; Strategy</td>
<td>Sebastian J</td>
</tr>
<tr>
<td>9:45 am - 10:15 am</td>
<td>Customer Panel</td>
<td>Sebastian J</td>
</tr>
<tr>
<td>10:15 am - 10:30 am</td>
<td>Break</td>
<td>J &amp; K Foyer</td>
</tr>
<tr>
<td>10:30 am - 12:25 pm</td>
<td>LDC Live Event with Tim Sanders</td>
<td>Sebastian J</td>
</tr>
<tr>
<td>12:30 pm - 1:30 pm</td>
<td>Lunch</td>
<td>Sebastian K</td>
</tr>
<tr>
<td>1:35 pm - 2:25 pm</td>
<td>Learning Sessions Round 1</td>
<td>I &amp; L</td>
</tr>
<tr>
<td>2:35 pm - 3:25 pm</td>
<td>Learning Sessions Round 2</td>
<td>I &amp; L</td>
</tr>
<tr>
<td>3:25 pm - 3:40 pm</td>
<td>Break</td>
<td>J &amp; K Foyer</td>
</tr>
<tr>
<td>3:40 pm - 4:35 pm</td>
<td>Learning Sessions Round 3</td>
<td>I &amp; L</td>
</tr>
<tr>
<td>6:00 pm - 7:00 pm</td>
<td>Reception</td>
<td>J &amp; K Foyer</td>
</tr>
<tr>
<td>7:00 pm - 10:30 pm</td>
<td>Awards Gala</td>
<td>Sebastian J</td>
</tr>
</tbody>
</table>

*Information is subject to change without notice.*
### Agenda At A Glance

#### Wednesday, May 11

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:00 am - 4:00 pm</td>
<td>Registration/Info Desk</td>
<td>Foyer</td>
</tr>
<tr>
<td>7:00 am - 8:00 am</td>
<td>Breakfast</td>
<td>Panzacola G &amp; H</td>
</tr>
<tr>
<td>8:15 am - 9:00 am</td>
<td>Innovation &amp; Future Direction</td>
<td>Sebastian J</td>
</tr>
<tr>
<td>9:00 am - 10:00 am</td>
<td>Keynote Speaker Jeanne Meister</td>
<td>Sebastian J</td>
</tr>
<tr>
<td>10:00 am - 10:15 am</td>
<td>Break</td>
<td>J &amp; K Foyer</td>
</tr>
<tr>
<td>10:25 am - 11:15 am</td>
<td>Learning Sessions Round 1</td>
<td>I &amp; L</td>
</tr>
<tr>
<td>11:25 am - 12:15 pm</td>
<td>Learning Sessions Round 2</td>
<td>I &amp; L</td>
</tr>
<tr>
<td>12:15 pm - 1:35 pm</td>
<td>Networking Lunch</td>
<td>Panzacola G &amp; H</td>
</tr>
<tr>
<td>12:15 pm - 1:35 pm</td>
<td>Private Lunch</td>
<td>L-4</td>
</tr>
<tr>
<td>1:40 pm - 2:30 pm</td>
<td>Learning Sessions Round 3</td>
<td>I &amp; L</td>
</tr>
<tr>
<td>2:30 pm - 2:45 pm</td>
<td>Break</td>
<td>Sebastian K</td>
</tr>
<tr>
<td>2:30 pm - 5:00 pm</td>
<td>Solutions Fair</td>
<td>Sebastian K</td>
</tr>
<tr>
<td>2:45 pm - 4:00 pm</td>
<td>Networking Sessions</td>
<td>I</td>
</tr>
<tr>
<td>6:45 pm - 10:30 pm</td>
<td>Special Event at Universal Studios</td>
<td>Panzacola Lobby</td>
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#### Thursday, May 12

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>7:45 am - 12:00 pm</td>
<td>Registration/Info Desk</td>
<td>Foyer</td>
</tr>
<tr>
<td>7:45 am - 1:00 pm</td>
<td>Luggage Drop</td>
<td>Sebastian J</td>
</tr>
<tr>
<td>7:45 am - 8:45 am</td>
<td>Breakfast</td>
<td>Sebastian K</td>
</tr>
<tr>
<td>9:00 am - 10:20 am</td>
<td>Workshops</td>
<td>I &amp; L</td>
</tr>
<tr>
<td>10:20 am - 10:40 am</td>
<td>Break</td>
<td>J &amp; K Foyer</td>
</tr>
<tr>
<td>10:40 am - 12:00 pm</td>
<td>Workshops</td>
<td>I &amp; L</td>
</tr>
<tr>
<td>12:00 pm - 1:00 pm</td>
<td>Lunch <em>(To Go Options Available)</em></td>
<td>Sebastian K</td>
</tr>
</tbody>
</table>

Information is subject to change without notice.

Tweet About Your Experience: #SkillSoftP11
Enter To Win An Apple iPad!

There Are Two Ways To Win

• Visit designated booths at the Solutions Fair and enter to win one of three iPads. Limit one entry per person. (See page 26 for more information and your entry form.)

• Complete the online evaluation after the conference for your chance to win if you didn’t win an iPad at the Solutions Fair. (The link to the online evaluation will be emailed to you after the conference.)
Conference Tips

Hotel Accommodations
If you have questions, please see a staff member at the Registration/Info Desk.

Fitness Center
We have arranged for you to receive a special reduced rate of $10 per person for the Fitness Center during your entire stay.

Parking
Valet parking is available for $16.00 per day and self-parking is complimentary during your stay.

Internet
SkillSoft will provide Web mail stations for you to check your email. These stations will be placed in the conference registration area. SkillSoft has arranged complimentary guestroom Internet for all guests before, during and after the conference, as applicable. For guests arriving early or staying beyond the conference dates, take advantage of complimentary guestroom Internet three days before and three days after the conference.

Special Dietary Requests
If you indicated a special dietary need upon registration, please identify yourself to a member of the hotel wait staff or conference staff at each meal.

Workshops
If you pre-registered for a workshop, find your selection on the back of your name badge. If you have any questions, please see a staff member at the Registration/Info Desk.

Evaluations
Each session will have an evaluation form. Your feedback helps us design future program content to better serve you. Please complete one evaluation per session and a conference staff member will collect it at the end of the session. A link to an online evaluation (for the overall conference) will be emailed after Perspectives. See page 6 for details.

Luggage Drop
On Thursday, from 7:45 am to 1:00 pm, a luggage drop will be available in Sebastian J for your convenience. We will store it for you until you are ready to depart for the airport. Luggage must be picked up by 1:00 pm.
Guest Speakers

Leadership Development Channel™ Live Event: Tim Sanders
Author of Today We Are Rich: Harnessing The Power Of Total Confidence

Total confidence is rocket fuel for your business life. Studies show that self-confidence, trust in team and belief in mission are drivers of success. In this action-oriented keynote, Sanders will share secrets to maintaining confidence based on lifestyle, not economic environment. He should know, these practices catapulted him from sales executive at Mark Cuban’s www.broadcast.com to Chief Solutions Officer at Yahoo in less than four years. Audience members will learn how to manage their minds for leadership thinking, generate momentum in their groups, build a promise-keeping culture and find strength for any challenge. It's a perfect fit for sales conferences, annual meetings and leadership events. The talk is based on his fourth book, Today We Are Rich: Harnessing The Power Of Total Confidence (April 2011).

Keynote Speaker: Jeanne Meister
Co-author of The 2020 Workplace: How Innovative Companies Attract, Develop, and Keep Tomorrow’s Employees Today


Jeanne Meister is a co-founder of Future Workplace, an organization with a shared vision for re-imagining the current state of corporate learning and human resources development and helping to prepare companies for the 2020 workplace.

Visit Jeanne at her blog, New Learning Playbook, tracking innovations in recruiting, developing and motivating new employees. For more information on Jeanne Meister, visit www.jeannemeister.com.
# May 9 Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 am - 5:00 pm</td>
<td>Registration/Info Desk</td>
<td>Foyer</td>
</tr>
<tr>
<td><strong>Government Track</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:00 pm - 1:30 pm</td>
<td><strong>Private Lunch (By Invitation Only)</strong>&lt;br&gt;DoD 8570 Information Assurance Certification Session&lt;br&gt;Mark Behrle, Director, Consulting Services, SkillSoft&lt;br&gt;Guy Cooley, Senior Air Force Program Manager, SkillSoft&lt;br&gt;Kevin L. Duffer, VP, Mid-Atlantic &amp; Public Sector, SkillSoft</td>
<td>L-3</td>
</tr>
<tr>
<td><strong>Full-Length Workshops (Pre-Registration Required)</strong></td>
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<td></td>
</tr>
<tr>
<td>2:00 pm - 3:20 pm</td>
<td><strong>Full-Length Workshop</strong>&lt;br&gt;Proven Methods: Marketing Strategies to Increase Utilization&lt;br&gt;Chrissie Gale, E-Content &amp; Enablement Lead, DTT&lt;br&gt;Travis Marker, Corporate &amp; Application Training Supervisor, Chesapeake Energy&lt;br&gt;Pascale Winnick, Sr. Principal Instructional Designer, Symantec Corp.&lt;br&gt;Brecken Pitts, Learning Consultant, SkillSoft&lt;br&gt;Victoria Shelves, Learning Strategist, SkillSoft</td>
<td>I-1</td>
</tr>
<tr>
<td></td>
<td><strong>Full-Length Workshop</strong>&lt;br&gt;Value Impact: Strategies for Success&lt;br&gt;Sara Chizzo, VP, Global Accounts, KnowledgeAdvisors&lt;br&gt;Kevin Judge, Learning &amp; Development Leader, MD Physician Services&lt;br&gt;Chris Kessler, Director, IT University, Progressive&lt;br&gt;Gretchen Seyfried, Training Process Analyst, IT University, Progressive&lt;br&gt;Ann Collins, Learning Consultant, SkillSoft&lt;br&gt;Nancy Everhart, Solutions Architect, SkillSoft&lt;br&gt;Sarah Nicholl, Manager, Consulting Services, SkillSoft</td>
<td>I-2</td>
</tr>
<tr>
<td><strong>Mix-n-Match Workshops (Pre-Registration Required)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2:00 pm - 3:20 pm</td>
<td><strong>Mix-n-Match Workshop</strong>&lt;br&gt;Map Your Business: Align Relevant &amp; Impactful Content to Drive Program Success&lt;br&gt;Joan Leighty, Manager, eLearning Programs, Robert Half International Inc.&lt;br&gt;Wendy Duffy, Manager, Consulting Services, SkillSoft&lt;br&gt;Joanne Montz, Learning Consultant, SkillSoft&lt;br&gt;Amy Ochsner, Learning Strategist, SkillSoft</td>
<td>I-3</td>
</tr>
<tr>
<td></td>
<td><strong>Mix-n-Match Workshop</strong>&lt;br&gt;In the Sandbox: SkillPort Reporting&lt;br&gt;Gary Hartman, Partner Alliance Manager, SkillSoft&lt;br&gt;Donna Scontsas, Senior Product Manager, SkillSoft</td>
<td>L-1</td>
</tr>
</tbody>
</table>
### Government Track (No Pre-Registration Required)

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>2:00 pm - 3:20 pm</td>
<td>Government Track</td>
<td>L-3</td>
</tr>
<tr>
<td>Emerging Trends in Government Learning Management</td>
<td>Mark Behrle, Director Consulting Services, SkillSoft</td>
<td></td>
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<tr>
<td></td>
<td>Kevin L. Duffer, VP, Mid-Atlantic &amp; Public Sector, SkillSoft</td>
<td></td>
</tr>
<tr>
<td>3:20 pm - 3:40 pm</td>
<td>Break</td>
<td>J &amp; K Foyer</td>
</tr>
</tbody>
</table>
May 9 2:00 pm - 3:20 pm

Full-Length Workshops

I-1  
Proven Methods: Marketing Strategies to Increase Utilization  
In this session, we will review the proven methods of marketing an e-learning program. Special guests include client presenters who will share how they have used some of these proven methods to increase utilization. You will leave with strategies to help you think about what you’re going to do differently to turn your challenges into opportunities.

I-2  
SkillSoft Featuring MD Physician Services & Progressive Insurance  
Value Impact: Strategies for Success  
A two-part workshop to help you with simple steps to measure your program! In this hands-on, interactive session, we will review the Value Impact Analysis (VIA) Tool, hear from other clients about how they used the tool and establish a time frame by which you can perform the analysis in your organization.

Mix-n-Match Workshops

I-3  
SkillSoft Featuring Robert Half International  
Map Your Business: Align Relevant & Impactful Content to Drive Program Success  
This workshop will provide an overview of the competency mapping service SkillSoft provides to clients at no charge and the competency maps available on Client Community. In addition, you’ll hear tips and recommendations to make competency-aligned content easily accessible using SkillPort learning programs and curricula folders. Ideas for learning management presentation will also be presented.

L-1  
SkillSoft  
In the Sandbox: SkillPort® Reporting  
Significant improvements and enhancements have been made to SkillPort reporting. This next-generation reporting solution provides comprehensive reporting to assist administrators in analyzing training effectiveness. Get hands-on experience with some of the reports to understand the new features and benefits. Product experts will also be available to answer questions and talk about the SkillPort roadmap going forward.
May 9 3:40 pm - 5:00 pm

Full-Length Workshops

I-1
Proven Methods: Marketing Strategies to Increase Utilization (Continued)
The second half of this workshop is reserved for participants who attended the first half.

I-2
SkillSoft Featuring MD Physician Services & Progressive Insurance
Value Impact: Strategies for Success (Continued)
In the follow-up session, we will share benchmarking data and discuss client results. Customers who have conducted VIA surveys over the past year will share real-world outcomes after using the Value Impact Analysis tool for enterprise-wide and targeted programs. KnowledgeAdvisors, a strategic partner, will join us to share insight on considering the value of informal learning impact in your organization. The second half of this workshop is reserved for participants who attended the first half.

Mix-n-Match Workshops

I-3
SkillSoft Featuring Arrow Electronics & MWH Global
Herding Cats: Effectively Launching & Managing Learning Programs
You’ve designed a learning program and are ready to implement; however, the program is only effective if learners complete the requirements. A well-planned implementation strategy is key to ensure your program has visibility, buy-in and utilization. We’ll share best practices and provide tools and resources to help you successfully launch your program and keep your learners engaged.

L-2
SkillSoft
In the Sandbox: SkillPort® ILT 4.0
The SkillPort ILT Module is designed to help you integrate e-learning and ILT within a single system, enabling delivery of blended learning programs. The newest release of the ILT Module brings significant updates as a result of direct feedback from customers like you. Get hands-on experience with the module and understand new features that are now available.
May 9

Government Track

12:00 pm – 1:30 pm
L-3

Private Lunch (By Invitation Only)
DoD 8570 Information Assurance Certification Session
DoD 8570 provides the basis for an enterprise-wide solution to train, certify and manage the DoD Information Assurance workforce. Join us as we discuss the challenges, successes and best practices useful for meeting IA certification mandate. We will review the updated DoD 8570 certification requirements that include CEH, CISM, CISA, and Security+ 2011, continuing education and push on the computing environment.

2:00 pm - 3:20 pm
L-3

Government Track
Emerging Trends in Government Learning Management
Discuss evolving trends in government learning management and compliance reporting and share best practices around important areas such as EHRI reporting, learning content and catalog management, competency management and SF182 approval processing. This session will also allow government learning leaders and practitioners to discuss emerging trends and technologies such as complying with the Federal CIO’s initiative to move to a cloud-based computing environment.

3:40 pm - 5:00 pm
L-3

Government Track
The Value Case for e-Learning in Government
Proving the value of learning investments has never been more important and this is particularly true given the current state of government budgets. During this session, SkillSoft will facilitate an open and interactive discussion around building the value case for e-learning in government organizations.

Don’t Miss It!
The Government Networking Session
Wednesday, May 11 from 2:45 pm - 4:00 pm
See page 38 for more details.
## May 10 Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Sebastian J</td>
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<tr>
<td>10:15 am - 10:30 am</td>
<td>Break</td>
<td>J &amp; K Foyer</td>
</tr>
<tr>
<td>10:30 am - 10:45 am</td>
<td>LDC Prep - <em>Please Be Seated</em></td>
<td>Sebastian J</td>
</tr>
<tr>
<td>10:45 am - 11:00 am</td>
<td>LDC Live Event: Perspectives Exclusive</td>
<td>Sebastian J</td>
</tr>
<tr>
<td>11:00 am - 12:00 pm</td>
<td>LDC Live Event</td>
<td>Sebastian J</td>
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<tr>
<td>12:00 pm - 12:25 pm</td>
<td>LDC Live Event Q&amp;A</td>
<td>Sebastian J</td>
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<tr>
<td>12:30 pm - 1:30 pm</td>
<td>Lunch</td>
<td>Sebastian K</td>
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</table>

### Learning Sessions Round 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Speaker(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:35 pm - 2:25 pm</td>
<td>Brocade Communications Systems, Inc.</td>
<td>Todd Laput, Program Manager, Global Services Academy</td>
</tr>
<tr>
<td></td>
<td>Targeted Learning: One Vendor, Many Solutions</td>
<td>Eve Majure, Senior Manager Learning &amp; OD</td>
</tr>
<tr>
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<td></td>
<td></td>
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<tr>
<td></td>
<td>Cox Communications</td>
<td>Russ Flett, Manager of Technology Curriculum Development Corly Colton, Manager of Learning Technology</td>
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<td></td>
<td>Leveraging Live Learning</td>
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<td></td>
<td>GC Services</td>
<td>Patti Blasingame, Instructional Systems Designer</td>
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<td></td>
<td>Leadership Development: Engineered Engagement</td>
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<tr>
<td></td>
<td>Taco Bell® Corp.</td>
<td>Cindy Bagwell, Director of Training</td>
</tr>
<tr>
<td></td>
<td>Building a Learning Culture Through Blended Learning</td>
<td>Steven Williams, Senior Manager of Training</td>
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<tr>
<td></td>
<td>SkillSoft</td>
<td>Tom Cunningham, VP, Talent Management</td>
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<tr>
<td></td>
<td>SkillSoft’s Sales Onboarding Program: Practicing What We Preach</td>
<td></td>
</tr>
</tbody>
</table>

*What Works Now. What Comes Next.*
<table>
<thead>
<tr>
<th>Time</th>
<th>Speaker/Company</th>
<th>Title</th>
<th>Presenter(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:35 pm - 2:25 pm</td>
<td>SkillSoft</td>
<td>Hands-On Lab: Social: inGenius, Wikis &amp; Blogs</td>
<td>Scott Oliver, Product Manager</td>
</tr>
<tr>
<td></td>
<td>SkillSoft</td>
<td>Hands-On Lab: Extending Off-The-Shelf Courses Through Customization</td>
<td>Peter Spiak, Associate Product Marketing Manager</td>
</tr>
<tr>
<td></td>
<td><strong>Learning Sessions Round 2</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2:35 pm - 3:25 pm</td>
<td>American Heart University</td>
<td>Marketing Learning with Flair: 100% Participation Rocks!</td>
<td>Derek Cunard, Dean</td>
</tr>
</tbody>
</table>
|              | LIME                             | Targeting an Onboarding Training Experience Across Geo-Dispersed Employees | Sharon Grant, Head of eSolutions & Academy Support  \  
|              |                                  |                                                                      | Christiana Marcion, Regional Learning Solutions Manager                    |
|              | Suncorp                          | Going Tribal to Reduce Costs & Delivery Times                         | Mark Cook, Executive General Manager                                      |
|              | Unisys                           | The Unisys Leadership Framework: Know, Grow & Involve Your Leadership Talent | Alan Kather, VP, Unisys University, Unisys  \  
|              |                                  |                                                                      | Taavo Godtfredsen, Executive Producer, LDC, SkillSoft                     |
|              | SkillSoft                        | The 8 Truths of Social Learning                                       | Pam Boiros, VP, Product Management for Books24x7                          |
|              | SkillSoft                        | Hands-On Lab: Social: inGenius, Wikis & Blogs                         | Scott Oliver, Product Manager                                              |
|              | SkillSoft                        | Hands-On Lab: Extending Off-The-Shelf Courses Through Customization   | Peter Spiak, Associate Product Marketing Manager                          |
May 10 Agenda

3:25 pm - 3:40 pm
Break
J & K Foyer

Learning Sessions Round 3

3:45 pm - 4:35 pm
Aon Hewitt I-1
Aon Hewitt Merger: The Challenges & Issues of Integrating 2 Unique Global Learning Organizations
Laura A. Jones, Global Talent Development Leader

Lockheed Martin I-2
Unlocking a World of Possibilities in 29 Minutes
Michelle Jansen, Training & Development Manager

Rockwell Automation I-3
Leveraging Custom Content for the Successful Implementation of SAP
Dave Mancl, Program Manager, Global Learning & Development Delivery

TELUS I-4
TELUS 2.0: The Rise of Open Leadership & Collaborative Learning
Dan Pontefract, Senior Director, Head of Learning & Collaboration

SkillSoft L-3
The SkillPort Roadmap
Stephanie Pyle, Director Product Marketing

SkillSoft Featuring Maritz LLC L-1
Hands-On Lab: Creating Targeted KnowledgeCenters with KnowledgeCenter Editor
Karen Eigenseher, VP of Productivity Management, Maritz LLC
Cindy Simms, Sr. Product Manager, SkillSoft

SkillSoft L-2
Hands-On Lab: Rapidly Creating Custom Content Using Dialogue Design
Laurie DeRosa, Product Manager

6:00 pm - 7:00 pm
Reception
J & K Foyer

7:00 pm - 10:30 pm
Awards Gala
Sebastian J
Evening Events

Poolside 6:00 pm - 9:00 pm

**Monday, May 9**

**Welcome Reception**
Welcome to Perspectives! Settle in and join us for food, drinks and entertainment poolside. Start meeting new people and get ready to kick off the main conference on Tuesday. Attire for the Welcome Reception is business casual.

---

6:00 pm - 10:30 pm

**Tuesday, May 10**

**Industry Awards Gala**
Each year SkillSoft honors several clients for their work in e-learning. The purpose is to recognize innovative ideas, powerful programs and inspiring leaders who help to transform the e-learning landscape. Join us for a fun evening of food, drinks and entertainment. Attire for the Awards Gala is business or cocktail attire.

<table>
<thead>
<tr>
<th>Event</th>
<th>Location</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awards Reception</td>
<td>J &amp; K Foyer</td>
<td>6:00 pm - 7:00 pm</td>
</tr>
<tr>
<td>Awards Gala</td>
<td>Sebastian J</td>
<td>7:00 pm - 10:30 pm</td>
</tr>
</tbody>
</table>

Panzacola Lobby 6:45 pm - 10:30 pm

**Wednesday, May 11**

**Special Event at Universal Studios Wizarding World of Harry Potter™**
Start your journey with a reception in the Sinbad Courtyard, then onto The Wizarding World of Harry Potter™. Here, you will dine and experience the magic, character and stories of Harry Potter in ways never before imagined on the following rides: Harry Potter and the Forbidden Journey™, Dragon Challenge™ and Flight of the Hippogriff™. Throughout the evening, entertainment will be provided by The Frog Choir™, The Triwizard Spirit Rally and a DJ.

Bus transportation is provided. **Please meet at the Panzacola Lobby by 6:45 pm.** Attire for the Special Event is casual.

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Tweet About Your Experience: #SkillSoftP11
Learning Sessions Round 1

I-1

Brocade Communications Systems, Inc.
Targeted Learning: One Vendor, Many Solutions
The Brocade One™ strategy is designed to help organizations transition smoothly to a world where information and applications reside anywhere. The Brocade/SkillSoft partnership exemplifies this strategy. Learn how SkillSoft assets and blended learning solutions are leveraged globally to build knowledge, skills and abilities that drive Brocade's strategic development initiatives.

I-2

Cox Communications
Leveraging Live Learning™
Russ and Cory will share their experiences and learned best practices employing Cisco Live Learning as one of multiple learning solutions to support business goals at Cox Communications. They will include elements such as how Live Learning blends with other learning solutions, how learners engage Live Learning and key elements for a successful program.

I-3

GC Services
Leadership Development: Engineered Engagement
GC Services transformed its leadership development program from sluggish to flagship. See how it enhanced learner engagement, improved employee retention, increased utilization and provided learners with critical leadership job tools.

I-4

Taco Bell® Corp.
Building a Learning Culture Through Blended Learning
Taco Bell is establishing a new learning culture and enabling execution of training by creating and engaging an interactive blended learning strategy that links the training process to job role routines. Learn the pilot methodology process that supports 6,000+ restaurants and how SkillSoft’s partnership in content development helped create “pull” from Taco Bell’s franchisees seeking to adopt the new, improved training.
**SkillSoft**

**SkillSoft’s Sales Onboarding Program: Practicing What We Preach**

In this session, we will share our approach for training new sales and consulting professionals within SkillSoft globally. Our program has resulted in a higher level of customer satisfaction through a consultative selling approach. Additional benefits include the following: expansion into new markets, reduced operating expense, increased levels of performance and reduced turnover.

---

**SkillSoft**

**Hands-On Lab: Social: inGenius®, Wikis & Blogs**

This session is ideal for anyone looking to bring Web 2.0 into their learning environment. With SkillPort® 7.2, SkillSoft is adding inGenius (our social learning layer) along with Wikis and Blogs. Get hands-on experience with inGenius in SkillPort as well as a high-level perspective of how SkillPort’s new Wiki and Blog capabilities can be leveraged within organizations.

---

**SkillSoft**

**Hands-On Lab: Extending Off-The-Shelf Courses Through Customization**

SkillStudio™ enables organizations to leverage and extend their investment in SkillSoft course-ware by customizing off-the-shelf courses and creating custom courses that have the same high level of instructional design, as well as the same navigation, behaviors and overall look and feel of the SkillSoft library courses. Learn more about SkillStudio and try out the tool by editing an existing SkillSoft course.

---

**Did You Notice?**

There Are 2 Hands-On Labs

On Tuesday and Wednesday there are two hands-on labs to choose from during every round.
I-1

**American Heart University (AHU)**

**Marketing Learning with Flair: 100% Participation Rocks!**

The relatively new AHU is celebrating unheard of success in providing online learning to its employees. With most of AHU’s learning taking place through SkillPort®, it now provides both custom and SkillSoft courseware in several online schools of learning. Derek will present his popular multi-media overview on how his team achieved 100% staff participation through marketing learning with flair.

I-2

**LIME**

**Targeting an Onboarding Training Experience Across Geo-Dispersed Employees**

Join us for this fun adventure into LIME Town where you will see how an interactive and creative custom course has changed the onboarding strategy of the Caribbean's leading communications company. We will also venture inside the LIME Sales Academy to see how a key custom KnowledgeCenter is changing the sales force and making bottom line impact.

I-3

**Suncorp**

**Going Tribal to Reduce Costs & Delivery Times**

Learn how Suncorp used Agile project management techniques with SkillSoft to rollout e-learning and SkillPort 7.0. Suncorp encourages a culture of Tribes; like-minded employees who self form, step forward and become involved in topics they are passionate about. Understand the power of senior leader endorsement and the benefits that flow from this on your learning journey.
Unisys
The Unisys Leadership Framework: Know, Grow & Involve Your Leadership Talent
Given today's fast pace and highly competitive marketplace, developing your corporate leadership and succession plan is a board-level concern. Learn how Unisys went from halting its executive education program to developing a blended program for its top 200 and see measurement strategy. The program includes a variety of competency-aligned assets from SkillSoft and Unisys, practical application exercises, mentoring and reinforcement.

SkillSoft
The 8 Truths of Social Learning
Participants in this session will learn about the “eight truths of social learning” that are most important to organizations implementing social-learning programs. You will gain insights into using social learning to enhance learning programs, discover knowledgeable colleagues, share best practices and capture tacit knowledge, as well as ensuring an intuitive experience and easy roll-out.

SkillSoft
Hands-On Lab: Social: inGenius®, Wikis & Blogs
This session is ideal for anyone looking to bring Web 2.0 into their learning environment. With SkillPort® 7.2, SkillSoft is adding inGenius (our social learning layer) along with Wikis and Blogs. Get hands-on experience with inGenius in SkillPort as well as a high-level perspective of how SkillPort's new Wiki and Blog capabilities can be leveraged within organizations.

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May 10 3:45 pm - 4:35 pm

Learning Sessions Round 3

I-1
Aon Hewitt
Aon Hewitt Merger: The Challenges & Issues of Integrating 2 Unique Global Learning Organizations
Merging two unique global learning organizations into one cohesive unit is challenging at best, especially when both are at different organizational maturity levels. Join us as we share real-world insight into what is working and what isn’t on our journey to address current challenges of integration across multiple LMS platforms and different organizational maturity levels.

I-2
Lockheed Martin
Unlocking a World of Possibilities in 29 Minutes
This informative session includes the presentation of actual examples of low-cost, effective learning in 29 minutes. You’ll learn how to leverage SkillSoft content to deliver an informal learning process that’s affordable, collaborative, reusable and scalable. You’ll also learn to engage learners before, during and after the events to support your organization’s learning and business strategies.

I-3
Rockwell Automation
Leveraging Custom Content for the Successful Implementation of SAP
Leveraging SkillPort® and custom content to deliver necessary operational and compliance training in a global, highly matrixed fortune 500 organization was an optimal solution enabling LMS standardization and functionality. Doing so contributed to the streamlining of end-to-end business process and the use of common HR practices and data when implementing SAP as a global business software.

I-4
TELUS
TELUS 2.0: The Rise of Open Leadership & Collaborative Learning
The inextricable link between open leadership and collaborative-based learning models is undeniable. As society moves to collective intelligence learning paths, leadership frameworks for organizations are becoming more transparent, connected and engaging. Through the introduction of the TELUS Leadership Philosophy (TLP) and its Learning 2.0 framework, Canadian-based TELUS is on the fast-track to redefining how organizations should operate with its employees.
L-3

**SkillSoft**

**The SkillPort® Roadmap**

SkillSoft is aggressively adding new capabilities to SkillPort. Take a sneak peek into the future of SkillPort during this information-packed session. Attendees will gain insight into specific capabilities scheduled for upcoming releases of SkillPort as well as projects currently in planning and targeted for future releases.

L-1

**SkillSoft Featuring Maritz LLC**

**Hands-On Lab: Creating Targeted KnowledgeCenters™ with KnowledgeCenter Editor**

Learn how the KnowledgeCenter Editor can be used to modify the look and feel, as well as the contents of a KnowledgeCenter by easily integrating a wide variety of your own company-specific content and resources. Karen will present the approach and results of the Maritz customized KnowledgeCenter and participants will test drive the Editor and publish their own customized KnowledgeCenter.

L-2

**SkillSoft**

**Hands-On Lab: Rapidly Creating Custom Content Using Dialogue™ Design**

Dialogue Design is a robust content creation tool that rapidly creates custom training materials from PPTs, Word documents, audio, assessments, Flash (SWF), PDFs, etc. Get hands-on experience to see how easily you can create content and learn about new and future features that include the ability to publish content from Design direct to SkillPort® and the ability to deliver content to mobile devices.

Tweet About Your Experience: #SkillSoftP11
Enter To Win An Apple iPad!

There Are 3 Chances To Win

Visit one of the following booths during the Solutions Fair and drop off your completed entry form* for a chance to win an Apple iPad.

SkillPort | SLA | LDC & 50 Lessons

*Restrictions apply. One entry per person. Neither family members nor SkillSoft employees are eligible to win. If you win, you agree to allow SkillSoft to use your name and likeness across print and Web mediums.

Entry Form

Name______________________________________________________

Company___________________________________________________

Phone__________________________________________________________
## May 11 Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>7:00 am - 4:00 pm</td>
<td>Registration/Info Desk</td>
<td>Foyer</td>
</tr>
<tr>
<td>7:00 am - 8:00 am</td>
<td>Breakfast</td>
<td>Panzacola G &amp; H</td>
</tr>
<tr>
<td>8:15 am - 9:00 am</td>
<td>Innovation &amp; Future Direction</td>
<td>Sebastian J</td>
</tr>
<tr>
<td>9:00 am - 10:00 am</td>
<td>Keynote Speaker Jeanne Meister</td>
<td>Sebastian J</td>
</tr>
<tr>
<td>10:00 am - 10:15 am</td>
<td>Break</td>
<td>J &amp; K Foyer</td>
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### Learning Sessions Round 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Organization</th>
<th>Details</th>
</tr>
</thead>
</table>
| 10:25 am - 11:15 am| MITRE Corp.                         | Marketing & Integration of SkillSoft Products Across the MITRE Enterprise  
  *Jim Faulk, Principal Technical Lead, MITRE Corp.*  
  *Diane Sipala-Cohen, Learning Strategist, SkillSoft* |
|                   | Rite Aid Corp.                      | A Personal Spin on Learning                                             
  *Erica Paul, Manager of Performance Management & Development* |
|                   | Stewart & Stevenson LLC             | Transforming Subject Matter Experts into Effective Trainers           
  *Sarah E. Hurst, Training Manager* |
|                   | Waste Management                    | Closing Skill Gaps Through a Proven, Comprehensive & Innovative Approach  
  *Brent Colescott, Manager, LMS* |
|                   | SkillSoft Featuring Vistaprint      | Taking Leadership Training to a New Level with SkillSoft Leadership Advantage (SLA)  
  *Kristina Brunelle, Director Learning & Development, Vistaprint N.A.*  
  *Cindy Simms, Sr. Product Marketing Manager, SkillSoft* |
|                   | SkillSoft                           | Hands-On Lab: Advanced Social Learning with inGenius                  
  *Pam Boiros, VP, Product Management for Books24x7* |
|                   | SkillSoft                           | Hands-On Lab: Rapidly Creating Custom Content Using Dialogue Design    
  *Laurie DeRosa, Product Manager* |

*What Works Now. What Comes Next.*
## Learning Sessions Round 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Speaker(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>11:25 am - 12:15 pm</td>
<td><strong>Associated Hygienic Products LLC</strong>&lt;br&gt;e-Learning for the Nintendo Generation&lt;br&gt;<em>Gary Arbusto, Corporate Manager of Safety &amp; Training</em></td>
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<td></td>
<td><strong>KPMG Canada</strong>&lt;br&gt;Embedding a Learning Culture in Client Administration at KPMG Canada&lt;br&gt;*Rachelle Hansen, Performance &amp; Learning Consultant, KPMG Business School&lt;br&gt;*Elaine Muzyck, Executive Director, National Administration</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Shell Oil Company</strong>&lt;br&gt;Championing e-Learning in a Global Organization&lt;br&gt;<em>Jana Hamilton, Business Analyst</em></td>
<td></td>
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<td></td>
<td><strong>Western Union</strong>&lt;br&gt;Lessons Learned: Pilot to IT Program Launch in 5 Months&lt;br&gt;<em>Kathy Jenkins, Training Manager, IT Learning Center</em></td>
<td></td>
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<td></td>
<td><strong>Future Workplace</strong>&lt;br&gt;Q&amp;A Session with Keynote Speaker Jeanne Meister&lt;br&gt;<em>Jeanne Meister, author &amp; speaker</em></td>
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<tr>
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<td><strong>SkillSoft</strong>&lt;br&gt;Hands-On Lab: Advanced Social Learning with inGenius&lt;br&gt;<em>Pam Boiros, VP, Product Management for Books24x7</em></td>
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<td><strong>SkillSoft</strong>&lt;br&gt;Hands-On Lab: Creating Targeted Learning Programs Using SkillPort&lt;br&gt;<em>Kellie Fuller, Sr. Product Marketing Manager</em></td>
<td></td>
</tr>
<tr>
<td>12:15 pm - 1:35 pm</td>
<td><strong>Networking Lunch</strong>&lt;br&gt;Panzacola G &amp; H</td>
<td></td>
</tr>
<tr>
<td>12:15 pm - 1:35 pm</td>
<td><strong>Private Lunch (By Invitation Only)</strong>&lt;br&gt;L-4</td>
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## Learning Sessions Round 3

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Presenter(s)</th>
</tr>
</thead>
</table>
| 1:40 pm - 2:30 pm  | Hitachi Consulting  
Learning Without Real Time  
*Julie Kwan, Learning & Development Specialist* | I-1                                                                          |
| 1:40 pm - 2:30 pm  | Humana, Inc.  
Enabling a Social Learning Environment  
*Fred Soward, Learning Technology Consultant* | I-2                                                                          |
| 1:40 pm - 2:30 pm  | Public Storage  
Blended Virtual Learning: The Public Storage Learning Model  
*Oscar Herrin, VP of Learning & Development* | I-3                                                                          |
| 1:40 pm - 2:30 pm  | Sun Life Financial  
When Economics & Demographics Collide: Harnessing Technology for Talent Development  
*Maryann Baird, Director, Employee Development*  
*Elizabeth Paling, Assistant VP, Global Talent Management* | I-4                                                                          |
| 2:30 pm - 2:45 pm  | Break                                                                 | I-4                                                                          |
| 2:30 pm - 5:00 pm  | Solutions Fair                                                        | I-4                                                                          |

**SkillSoft**  
L-1  
**Hands-On Lab: Creating Targeted Learning Programs using SkillPort**  
*Kellie Fuller, Sr. Product Marketing Manager*  

**SkillSoft Featuring Maritz LLC**  
L-2  
**Hands-On Lab: Creating Targeted KnowledgeCenters with KnowledgeCenter Editor**  
*Karen Eigenseher, VP of Productivity Management, Maritz LLC*  
*Cindy Simms, Sr. Product Manager, SkillSoft*  

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<tr>
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<th>Session</th>
<th>Speakers/Groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>2:45 pm - 4:00 pm</td>
<td>Custom Solutions Focus Group</td>
<td>Jon Green, Director of Operations, Custom Solutions Cindy Mavety, Program Manager, Custom Solutions Jack Nelson, VP, Global Accounts Craig Sears, Program Manager, Custom Solutions</td>
</tr>
<tr>
<td>2:45 pm - 4:00 pm</td>
<td>Higher Education Focus Group</td>
<td>Jill Barksdale, Senior Training &amp; Development Specialist, UMKC Janet Lowe, Director, Employee Learning &amp; Development, UC Dena Wakefield, Advanced Program Coordinator, PCC Lenore Roush, LC, Southwest Region &amp; Higher Education, SkillSoft</td>
</tr>
<tr>
<td>6:45 pm - 10:30 pm</td>
<td>Special Event at Universal Studios</td>
<td>Bus transportation provided Please meet at the Panzacola Lobby by 6:45 pm</td>
</tr>
</tbody>
</table>

Can’t Decide Which Session to Attend?

Don’t worry … all available presentations will be posted on Client Community after the conference, so you can see what you missed.

Tweet About Your Experience: #SkillSoftP11
I-1
MITRE Corp.
Marketing & Integration of SkillSoft Products Across the MITRE Enterprise
The integration of Single-Sign-On at MITRE has provided opportunities to market and increase usage through rolling advertisements, integration of book chapter assignments into Systems Engineering training programs and the utilization of courseware/online reference books into custom competency models. Additionally, we have integrated courseware and Books24x7® into a custom PMP certification program blended with instructor-led events.

Technology: Systems Engineering 5,001-10,000

I-2
Rite Aid Corp.
A Personal Spin on Learning
Having a tailored marketing approach for your SkillSoft program is an important way to make it more personalized to learners. Oftentimes, it’s not what you say, but how and when you say it! Learn how Rite Aid Corp. increased awareness and improved participation in its e-learning programs by focusing its messaging on targeted audiences, specific business initiatives and themes.

Retail 50,001-100,000

I-3
Stewart & Stevenson LLC
Transforming Subject Matter Experts into Effective Trainers
Costs are up and resources are down. It’s time to utilize subject matter experts (SME) for instructor-led training. What behaviors do you look for when transforming SMEs into presenters? How do you resolve the content dilemma so the message isn’t overshadowed in detail? How assured are you that SMEs are ready to present in an effective manner? Join us for the SMEs metamorphosis.

Manufacturing: Oil and Gas 5,000 or less
Waste Management

Closing Skill Gaps Through A Proven, Comprehensive & Innovative Approach

When Waste Management identified that leaders weren't stepping into emerging roles, it looked to performance management tools and SkillSoft Leadership Advantage to fill gaps. This program for high potentials is measured, proven and keeping critical jobs filled. Join us as we share how we have implemented and tracked behavior change across nine different areas to keep Waste Management a leading provider.

SkillSoft Featuring Vistaprint

Taking Leadership Training to a New Level with SkillSoft Leadership Advantage™ (SLA)

Learn more about the newly released targeted leadership development program comprised of a collection of assets thoughtfully selected and organized by leadership experts. Individual learning tracks can be completed within an engaging two hours and offer a combination of learning assets using multiple modes of instruction. Kristina will discuss how the Vistaprint Manager Development Program utilizes SLA to serve its mid-level managers across the organization.

SkillSoft

Hands-On Lab: Advanced Social Learning with inGenius®

Since its launch in 2010, inGenius on Books24x7® has introduced more and more functionality that you can infuse into your learning programs. Experience some of the advanced user features, get a sneak peek into some forthcoming features and share in a discussion about metrics and reporting and integration. Ideal for clients who have deployed inGenius, and/or have already established social learning initiatives in their organization.

SkillSoft

Hands-On Lab: Rapidly Creating Custom Content Using Dialogue™ Design

Dialogue Design is a robust content creation tool that rapidly creates custom training materials from PPTs, Word documents, audio, assessments, Flash (SWF), PDFs, etc. Get hands-on experience to see how easily you can create content and learn about new and future features that include the ability to publish content from Design direct to SkillPort® and the ability to deliver content to mobile devices.

Tweet About Your Experience: #SkillSoftP11
Learning Sessions Round 2

I-1
Associated Hygienic Products LLC (AHP)

**e-Learning for the Nintendo Generation**

AHP has nearly doubled the size of the workforce. It dramatically changed its demographics from an average employee tenure of 10+ years of experience to less than two years. Hear how AHP shifted paradigms from traditional training to a facilitated rapid learning method with Generations X and Y accelerating training of its employees to competency in half the time.

I-2

KPMG Canada

**Embedding a Learning Culture in Client Administration at KPMG Canada**

In 2008, KPMG in Canada created a National function encompassing 600 Client Administration professionals in 33 offices across the country. In 2010, a major initiative for this function under the firm’s KPMG for Life strategy was the development of a comprehensive learning and development strategy. KPMG Canada partnered with SkillSoft to execute this strategy. Hear best practices, successes and lessons learned.

I-3

Shell Oil Company

**Championing e-Learning in a Global Organization**

Jana will share her company’s highs and lows with improving e-learning usage in a global organization. Some challenges included SkillSoft access to joint venture and contractor employees. She collaborated with SkillSoft and her company’s technical support to not only increase awareness of SkillSoft courses and online books, but to also increase e-learning demand. Hear how A SkillSoft Virtual Manager helped.

I-4

Western Union

**Lessons Learned: Pilot to IT Program Launch In 5 Months**

Ever worry that if you spend the time and money creating a comprehensive training program, your users won’t take advantage of it? Learn how the Western Union IT Learning Center implemented a training program and exceeded its license limit in less than one year. You’ll be surprised that your role is focused more on effective marketing than it is on training!
Jeanne Meister
Q&A Session with Keynote Speaker Jeanne Meister
Explore issues and challenges Jeanne mentioned in her keynote presentation earlier this morning such as how global, social media and demographics will affect the future. Join us for an interactive discussion and share your predictions for the future workplace and what it means to you.

SkillSoft
Hands-On Lab: Advanced Social Learning with inGenius®
Since its launch in 2010, inGenius on Books24x7® has introduced more and more functionality that you can infuse into your learning programs. Experience some of the advanced user features, get a sneak peek into some forthcoming features and share in a discussion about metrics and reporting and integration. Ideal for clients who have deployed inGenius, and/or have already established social learning initiatives in their organization.

SkillSoft
Hands-On Lab: Creating Targeted Learning Programs Using SkillPort®
Learning Programs enable customers to blend multiple learning resources into an overall defined and trackable program. With the SkillPort 7.2 release, Learning Programs take a key step forward by allowing administrators to use smaller pieces of learning to create even more focused programs. Get hands-on experience in building and managing Learning Programs and understand how they can be used to deliver targeted training.

Stay Connected
Before, During & After Perspectives
Subscribe to our blog at http://blogs.skillsoft.com/
Follow us on Twitter at twitter.com/skillsoft
Like us on Facebook
Connect with us on LinkedIn

Tweet About Your Experience: #SkillSoftP11
Learning Sessions Round 3

I-1

**Hitachi Consulting**  
**Learning Without Real Time**

Squeezing learning into a busy consultant's schedule is a challenge so we tried an asynchronous approach for business writing. We created a program that blends e-learning courses, discussion threads, short assignments, peer and instructor feedback and action planning. That works now; so what comes next? We're planning an asynchronous program on Effective Presentations. Learn more about that here!

Consulting  |  5,000 or less

I-2

**Humana, Inc.**  
**Enabling a Social Learning Environment**

Call it what you may (informal, social or self-directed); it's all about enabling learners to take advantage of multiple avenues of available learning. The biggest challenge for your organization may not be advertising or availability of learning, but how to tie it all together for the learner and manager so that they can develop a solid learning plan.

Healthcare, Insurance  |  20,001-50,000

I-3

**Public Storage**  
**Blended Virtual Learning: The Public Storage Learning Model**

Virtual learning solutions come in many forms. The Public Storage Model blends these different approaches to successfully deliver and assess skills. This session will provide you with a model for training a multi-unit and highly dispersed employee base. The Public Storage blended virtual learning model uses online instruction, simulations, case studies, online proficiency building exercises and skills assessments to build competencies.

Real Estate/Self-Storage  |  5,001-10,000
I-4

Sun Life Financial
When Economics & Demographics Collide: Harnessing Technology for Talent Development
Organizations have experienced constraints of the economic crisis while the demand for talent intensifies! Sun Life is harnessing technology to transform its de-centralized, fragmented learning environment to supply skilled talent to the business, while enhancing employee engagement. Learn how Sun Life is tackling these challenges by leveraging technology and existing training investment while integrating learning approaches with key human resources frameworks.

L-3

SkillSoft
What Comes Next: Mobile
More and more learners use mobile devices in their personal and professional lives for everything from e-mail to gaming. With all these uses and devices, how can a training organization provide on-the-go access to appropriate learning content? Learn how many of the assets your learners are already accessing from SkillSoft can be deployed on-the-go and hear SkillSoft's forthcoming support for mobile learning.

L-1

SkillSoft
Hands-On Lab: Creating Targeted Learning Programs using SkillPort*
Learning Programs enable customers to blend multiple learning resources into an overall defined and trackable program. With the SkillPort 7.2 release, Learning Programs take a key step forward by allowing administrators to use smaller pieces of learning to create even more focused programs. Get hands-on experience in building and managing Learning Programs and understand how they can be used to deliver targeted training.

L-2

SkillSoft
Hands-On Lab: Creating Targeted KnowledgeCenters™ with KnowledgeCenter Editor
Learn how the KnowledgeCenter Editor can be used to modify the look and feel, as well as the contents of a KnowledgeCenter by easily integrating a wide variety of your own company-specific content and resources. Karen will present the approach and results of the Maritz customized KnowledgeCenter and participants will test drive the Editor and publish their own customized KnowledgeCenter.
Networking Sessions

I-1
Custom Solutions
Hogsmeade Gaming Competition
SkillSoft clients will break into groups and partner with Custom Solutions Architects in a competition to architect the best game-based learning solution. Your group will translate a shared learning objective into a compelling game-based learning event. One group will focus on the customer-facing Sales Associate, another will focus on the Manager/Supervisor and the third group will develop a solution for the Regional Manager.

I-2
Higher Education
Networking & Best Practices
During this session, you will hear from several of our higher education clients who have implemented successful programs. They will share their strategies and best practices, as well as specific information as to what they have done to make their programs so successful.

I-3
Government
Supervisory Training Mandates, Leadership & Executive Development
SkillSoft will facilitate an open discussion centered on leveraging technology-based learning to meet OPM and agency-specific mandates, directives and initiatives related to supervisory training as well as developing leaders and executives.

I-4
Millennials
ProjectM Research Group
Jeanne Meister defines the Millennial Generation as born between 1977 and 1997. However, since we're focused on e-learning, we tend to think of millennials as those born in the Personal Computer era (i.e. 1981 or later). This interactive session will be the basis for a better understanding of whether or not millennials have significant attitudes or differences compared to other populations within the e-learning space.
## May 12 Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:45 am - 12:00 pm</td>
<td>Registration/Info Desk</td>
<td>Foyer</td>
</tr>
<tr>
<td>7:45 am - 1:00 pm</td>
<td>Luggage Drop</td>
<td>Sebastian J</td>
</tr>
<tr>
<td>7:45 am - 8:45 am</td>
<td>Breakfast</td>
<td>Sebastian K</td>
</tr>
</tbody>
</table>

### Full-Length Workshops (Pre-Registration Required)

<table>
<thead>
<tr>
<th>Time</th>
<th>Workshop Title</th>
<th>Details</th>
</tr>
</thead>
</table>
| 9:00 am - 10:20 am | Full-Length Workshop I-1 | Proven Methods: Marketing Strategies to Increase Utilization  
Doug Dillon, Director of Global Sales Learning & Development, Kohler Co.  
Leslie Positeri, Senior Training & OD Specialist, LLNL  
Norene H. Trondsen, Senior Manager, Learning & Professional Development, Navigant  
Brecken Pitts, Learning Consultant, SkillSoft  
Victoria Shelves, Learning Strategist, SkillSoft |

### Mix-n-Match Workshops (Pre-Registration Required)

<table>
<thead>
<tr>
<th>Time</th>
<th>Workshop Title</th>
<th>Details</th>
</tr>
</thead>
</table>
| 9:00 am - 10:20 am | Mix-n-Match Workshop I-3 | Map Your Business: Align Relevant & Impactful Content to Drive Program Success  
Joan Leighty, Manager, eLearning Programs, Robert Half International Inc.  
Wendy Duffy, Manager, Consulting Services, SkillSoft  
Joanne Montz, Learning Consultant, SkillSoft  
Amy Ochsner, Learning Strategist, SkillSoft |

<table>
<thead>
<tr>
<th>Time</th>
<th>Workshop Title</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:20 pm - 10:40 pm</td>
<td>Break</td>
<td>J &amp; K Foyer</td>
</tr>
</tbody>
</table>

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*What Works Now. What Comes Next.*
May 12 Agenda

Full-Length Workshops (Pre-Registration Required)

<table>
<thead>
<tr>
<th>Time</th>
<th>Description</th>
</tr>
</thead>
</table>
| 10:40 am - 12:00 pm | **Full-Length Workshop I-1**  
Proven Methods: Marketing Strategies to Increase Utilization (Continued) |
|                  | **Full-Length Workshop I-2**  
Value Impact: Strategies for Success (Continued) |

Mix-n-Match Workshops (Pre-Registration Required)

<table>
<thead>
<tr>
<th>Time</th>
<th>Description</th>
</tr>
</thead>
</table>
| 10:40 am - 12:00 pm | **Mix-n-Match Workshop I-3**  
Herding Cats: Effectively Launching & Managing Learning Programs  
Kristin Dortz, Learning & Development, Arrow Electronics  
Robert Protho, Online Learning Manager, MWH Global  
Margot Cook, Learning Strategist, SkillSoft  
Jennifer Stephens, Manager, Blended Learning Services & Solution Architect, SkillSoft |
|                  | **Mix-n-Match Workshop L-2**  
In the Sandbox: SkillPort ILT 4.0  
Meg Temple, Sr. Product Marketing Manager, SkillSoft |
| 12:00 pm - 1:00 pm | **Lunch (To-Go Options Available)**  
Sebastian K |

We’re Looking for Learning Stars

SkillSoft customers have some of the best learning programs in the industry. We want to feature your program in a case study. SkillSoft clients have been featured in major publications and Websites such as CLO, Training Magazine and Corporate Training & Development.

Stop by the SkillSoft Stars booth at the Solutions Fair to learn how your company can participate in the SkillSoft Stars program.

Tweet About Your Experience: #SkillSoftP11
May 12 9:00 am - 10:20 am

Full-Length Workshops

I-1
SkillSoft Featuring Kohler Company, Lawrence Livermore National Laboratory & Navigant Consulting
Proven Methods: Marketing Strategies to Increase Utilization
In this session, we will review the proven methods of marketing an e-learning program. Special guests include client presenters who will share how they have used some of these proven methods to increase utilization. You will leave with strategies to help you think about what you’re going to do differently to turn your challenges into opportunities.

I-2
SkillSoft Featuring H.J. Heinz & Nacco Materials Handling Group
Value Impact: Strategies for Success
A two-part workshop to help you with simple steps to measure your program! In this hands-on, interactive session, we will review the Value Impact Analysis (VIA) Tool, hear from other clients about how they used the tool and establish a time frame by which you can perform the analysis in your organization.

Mix-n-Match Workshops

I-3
SkillSoft Featuring Robert Half International
Map Your Business: Align Relevant & Impactful Content to Drive Program Success
This workshop will provide an overview of the competency mapping service SkillSoft provides to clients at no charge and the competency maps available on Client Community. In addition, you’ll hear tips and recommendations to make competency-aligned content easily accessible using SkillPort learning programs and curricula folders. Ideas for learning management presentation will also be presented.

L-1
SkillSoft
In the Sandbox: SkillPort® Reporting
Significant improvements and enhancements have been made to SkillPort reporting. This next-generation reporting solution provides comprehensive reporting to assist administrators in analyzing training effectiveness. Get hands-on experience with some of the reports to understand the new features and benefits. Product experts will also be available to answer questions and talk about the SkillPort roadmap going forward.
May 12 10:40 am - 12:00 pm

Full-Length Workshops

I-1
SkillSoft Featuring Kohler Company, Lawrence Livermore National Laboratory & Navigant Consulting
Proven Methods: Marketing Strategies to Increase Utilization (Continued)
The second half of this workshop is reserved for participants who attended the first half.

I-2
SkillSoft Featuring H.J. Heinz & Nacco Materials Handling Group
Value Impact: Strategies for Success (Continued)
In the follow-up session, we will share benchmarking data and discuss client results. Customers who have conducted VIA surveys over the past year will share real-world outcomes after using the Value Impact Analysis tool for enterprise-wide and targeted programs. Knowledge Advisors, a strategic partner, will join us to share insight on considering the value of informal learning impact in your organization. The second half of this workshop is reserved for participants who attended the first half.

Mix-n-Match Workshops

I-3
SkillSoft Featuring Arrow Electronics & MWH Global
Herding Cats: Effectively Launching & Managing Learning Programs
You've designed a learning program and are ready to implement; however, the program is only effective if learners complete the requirements. A well-planned implementation strategy is key to ensure your program has visibility, buy-in and utilization. We'll share best practices and provide tools and resources to help you successfully launch your program and keep your learners engaged.

L-2
SkillSoft
In the Sandbox: SkillPort® ILT 4.0
The SkillPort ILT Module is designed to help you integrate e-learning and ILT within a single system, enabling delivery of blended learning programs. The newest release of the ILT Module brings significant updates as a result of direct feedback from customers like you. Get hands-on experience with the module and understand new features that are available now.

Tweet About Your Experience: #SkillSoftP11
2011 Innovations in Learning Awards Overview
Each year, SkillSoft honors clients for their work in corporate learning and development by recognizing innovative ideas, powerful programs and inspiring leaders who are helping to transform the corporate learning landscape by leveraging SkillSoft’s products and services. This year’s awards will be judged by a panel of industry experts, including representatives from Aberdeen Group, Bersin & Associates, IDC, Training Magazine, CLO and SkillSoft’s own Learning Design experts.

Description of Awards Categories

Learning in Emerging Business Achievement Award
This award is given to an organization with less than 5,000 employees that has effectively leveraged SkillSoft’s learning assets to achieve overall business goals. Considerations for this category are how the nominee adapts learning to the fast paced and evolving landscape of a small and medium size business environment.

Learning Professional of the Year Award
This award is given to an organization’s training champion who has achieved exceptional and consistent success throughout the year. It is an award given to an individual who has showed remarkable skills and innovation in delivering a successful learning program. This award will be given to the individual who has been an ambassador for learning and has used innovation and ingenuity in their learning programs to better his/her organization through learning.

Program of the Year Award
This award recognizes an organization that has developed and implemented an integrated learning program that delivered measured successful results. The learning program should be remarkable and have clearly defined challenges that required unique solutions to make the program a success. To receive this award the program needs to be multifaceted and take into consideration different learn styles and feature a variety of learning modalities that infused a renewed energy across the organization about learning and development.

Best Technical Training Award
This award will be given to the organization with the best IT training solution. This organization will have a complete IT training program that addresses a broad range of technical topics from desktop skills to certification prep. The program will effectively address the complexities of technology while keeping pace with the ever changing standards and systems.
**Integrating Learning into the Life of the Enterprise Award**
This award will be given to the organization that has best demonstrated making learning part of the fabric of their enterprise. This organization will have made bringing learning to learners a priority by embedding it into work flow for maximum impact.

**Custom Award**
This is an award to acknowledge a customer that has partnered with SkillSoft’s custom solutions group to develop targeted custom learning assets that have substantial business impact for their organization.

**Public Sector Excellence in Learning Award**
This award recognizes the public sector organization that has developed and implemented a best in class integrated learning program that delivered demonstrated results. The learning program should be broad in scope, reaching across the organization and covering a wide range of key subject areas. The program should be exceptional in concept and execution. It should feature innovation to overcome challenges and make the program a success. To receive this award the program needs to be multifaceted and take into consideration different learning styles and feature a variety of learning modalities that infused a renewed energy across the organization about learning and development.

**A Special Thank You To Our Judges**

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Tweet About Your Experience: #SkillSoftP11
## Presenting Companies

<table>
<thead>
<tr>
<th>Associated Hygienic Products</th>
<th>Nacco Materials Handling Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Heart University</td>
<td>Navigant Consulting</td>
</tr>
<tr>
<td>Aon Hewitt</td>
<td>PIMA Community College</td>
</tr>
<tr>
<td>Arrow Electronics</td>
<td>Progressive Insurance</td>
</tr>
<tr>
<td>Brocade Communications Systems, Inc.</td>
<td>Public Storage</td>
</tr>
<tr>
<td>Chesapeake Energy</td>
<td>Rite Aid Corp.</td>
</tr>
<tr>
<td>Cox Communications</td>
<td>Robert Half International</td>
</tr>
<tr>
<td>Deloitte Touche Tohmatsu</td>
<td>Rockwell Automation</td>
</tr>
<tr>
<td>GC Services</td>
<td>Shell Oil Company</td>
</tr>
<tr>
<td>Hitachi Consulting</td>
<td>Stewart &amp; Stevenson LLC</td>
</tr>
<tr>
<td>H.J. Heinz</td>
<td>Sun Life Financial</td>
</tr>
<tr>
<td>Humana, Inc.</td>
<td>Suncorp</td>
</tr>
<tr>
<td>Kohler Company</td>
<td>Symantec</td>
</tr>
<tr>
<td>KnowledgeAdvisors</td>
<td>Taco Bell® Corp.</td>
</tr>
<tr>
<td>KPMG Canada</td>
<td>TELUS</td>
</tr>
<tr>
<td>Lawrence Livermore National Laboratory</td>
<td>Unisys</td>
</tr>
<tr>
<td>LIME</td>
<td>University of Colorado</td>
</tr>
<tr>
<td>Lockheed Martin</td>
<td>University of Missouri - Kansas City</td>
</tr>
<tr>
<td>Maritz LLC</td>
<td>Vistaprint</td>
</tr>
<tr>
<td>MD Physician Services</td>
<td>Waste Management</td>
</tr>
<tr>
<td>MITRE Corp.</td>
<td>Western Union</td>
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<tr>
<td>MWH Global</td>
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</tbody>
</table>
**Convention Center Floor Plan**
**First Floor**

<table>
<thead>
<tr>
<th>ROOM</th>
<th>EVENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foyer</td>
<td>Registration</td>
</tr>
<tr>
<td>Sebastian K</td>
<td>Meals</td>
</tr>
<tr>
<td>Panzacola G &amp; H</td>
<td></td>
</tr>
<tr>
<td>Sebastian J</td>
<td>General Sessions</td>
</tr>
<tr>
<td>I 1-4 / L 1-4</td>
<td>Sessions &amp; Workshops</td>
</tr>
<tr>
<td>L-4</td>
<td>Speaker Ready Room</td>
</tr>
<tr>
<td>J &amp; K Foyer</td>
<td>Breaks</td>
</tr>
<tr>
<td>Poolside</td>
<td>Welcome Reception</td>
</tr>
<tr>
<td>Panzacola Lobby</td>
<td>Special Event Transportation</td>
</tr>
<tr>
<td>Sebastian J</td>
<td>Awards Gala</td>
</tr>
<tr>
<td>Sebastian K</td>
<td>Solutions Fair</td>
</tr>
<tr>
<td>Sebastian J</td>
<td>Luggage Drop</td>
</tr>
</tbody>
</table>

- To Lobby
- Escalators
- To Lobby
- Special Event Transportation
- Panzacola Lobby
- Reg Desk
- J & K Foyer
## Multimedia Theater Schedule

Join subject matter experts for brief presentations on the topics below. Find the Multimedia Theater at the back of the Solutions Fair.

<table>
<thead>
<tr>
<th>TIME</th>
<th>PRESENTATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>2:30 pm</td>
<td>Accessing Books From Your Mobile Device on Books24x7*</td>
</tr>
<tr>
<td>2:45 pm</td>
<td>Driving Awareness with SkillPort® Deep Linking</td>
</tr>
<tr>
<td>3:00 pm</td>
<td>Learning Sparks!</td>
</tr>
<tr>
<td>3:15 pm</td>
<td>Get the Most out of SkillSoft’s Client Community</td>
</tr>
<tr>
<td>3:30 pm</td>
<td>Creating Targeted Learning Programs with SkillPort Granular Objects</td>
</tr>
<tr>
<td>3:45 pm</td>
<td>SkillPort Live Learning”</td>
</tr>
<tr>
<td>4:00 pm</td>
<td>Creating Your Own Targeted Learning Program in SkillPort</td>
</tr>
<tr>
<td>4:15 pm</td>
<td>inGenius® Quick Start – Setting up Your Own Profile</td>
</tr>
<tr>
<td>4:30 pm</td>
<td>Solution Services: Learning Strategy Blueprint Process</td>
</tr>
<tr>
<td>4:45 pm</td>
<td>Mobile Learning for Sales Training</td>
</tr>
<tr>
<td>5:00 pm</td>
<td>Marketing Tools</td>
</tr>
</tbody>
</table>

Information is subject to change without notice.

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**Enter To Win An Apple iPad!**

Visit one of the booths below and drop off your completed entry form* for a chance to win an iPad! *(See page 26 for more information and your entry form.)*

SkillPort | SLA | LDC & 50 Lessons
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*One entry per person.*
Network At Perspectives 2011
Connect With Fellow Attendees

SkillSoft Perspectives is an industry event that brings together hundreds of SkillSoft customers for the better part of four days to network, interact and learn from each other. Perspectives enables learning professionals from across business, government and education to gather and discuss how to link learning to business value and other relevant topics. The sharing of experiences, strategies and challenges is at the heart of every Perspectives. Take advantage of the following opportunities to network:

- **SkillSoft On Twitter** - #SkillSoftP11
  www.twitter.com/skillsoft
  Need help? Go to http://support.twitter.com/groups/31-twitter-basics

- **Networking Lunch on Wednesday**

- **Early Bird Walkers/Runners**
  Meet at the Rose Garden before breakfast and enjoy the nature trails. For more information, please see a staff member at the Registration Desk.

- **Networking Sessions on Wednesday**
John Ambrose  
Sr. VP, Strategy, Corporate Development & Emerging Business, SkillSoft  
John constantly scans the technology and content horizon for SkillSoft and helps drive an agenda of constant learning innovation. In addition, he interacts with hundreds of learning professionals globally each year helping frame solutions for today and tomorrow.

Gary Arbusto  
Corporate Manager of Safety & Training, Associated Hygienic Products (AHP)  
AHP is the number one manufacturer of private label baby diapers in the U.S. Gary has been instrumental in developing the University of AHP. The University utilizes a blended approach to training that incorporates traditional classroom training, On the Job Training (OJT) and electronic-based training.

Cindy Bagwell  
Director of Training, Taco Bell® Corp.  
Cindy directs all curriculum development, performance support and new initiative launches for Taco Bell Corp., a subsidiary of YUM! Brands, Inc. (NYSE: YUM) and partners cross-functionally with Taco Bell, KFC, Pizza Hut and Yum! Brand Leaders. Taco Bell is the nation’s leading Mexican-style quick service restaurant chain with over 6.7 billion in annual sales.

Maryann Baird  
Director, Employee Development, Sun Life Financial  
Based in Toronto, Canada, Maryann has accountability for learning and development solutions to approximately 15,000 employees worldwide. A graduate from Wilfrid Laurier University, she majored in Psychology and then earned a Certificate in Human Resources from the University of Toronto. Maryann has 25 years of business experience in the HR field including compensation, performance management and succession planning.

Jill Barksdale  
Senior Training & Development Specialist, University of Missouri, Kansas City  
Jill is a Senior Training and Development Specialist at the University of Missouri, Kansas City. She serves as a core member of the University of Missouri System SkillSoft implementation team. In November 2010, University of Missouri System launched SkillPort and Books24x7® to more than 20,000 users across five campuses.

Tweet About Your Experience: #SkillSoftP11
## Speaker and Facilitator Bios

**Mark Behrle**  
**Director Consulting Services, SkillSoft**  
Mark is responsible for the SkillSoft Consulting Services East Team. He directly supports the Federal team and actively consults with clients on various DoD and Government initiatives to include DoD 8570 Information Assurance Certification. Prior to SkillSoft, Mark was responsible for incorporating e-learning into the Air Force IT training program.

---

**Patti Blasingame**  
**Instructional Systems Designer, GC Services**  
Patti has more than 20 years of experience in the training and development field in several roles supporting defense, financial, high-tech and oil-gas industries. She is instrumental in developing and managing learning programs from entry-level skills training to manager and leadership development. Patti has received numerous awards, industry certifications and education in Occupational Education.

---

**Pam Boiros**  
**VP, Product Management for Books24x7, SkillSoft**  
Pam is responsible for the product and content strategy for the Books24x7 product line. She is passionate about emerging technologies such as mobile devices and social networking and the impact such innovations will have on the learning industry. Pam has been involved with inGenius, SkillSoft’s social learning solution, since its inception and continues to drive inGenius development and customer adoption.

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**Jeff Bond**  
**VP, Product Marketing, SkillSoft**  
Jeff is responsible for execution of the company’s product strategy and has been with SkillSoft for 11 years. Before serving as Vice President, he focused on the software infrastructure of SkillSoft’s offering. He brings more than 20 years of product marketing experience from several companies including General Electric and Johnson Controls. Jeff holds a bachelor’s degree in mathematics and an MBA.

---

**Jacqueline Boucher**  
**SPHR, Leadership Development Global Programs Project Manager, Heinz**  
Jackie is an accomplished Human Resources professional with more than 20 years of experience in Fortune 500 companies. For the last year, Jackie has developed and implemented a global e-learning leadership program at Heinz in 47 sites worldwide. Prior to Heinz, Jackie was involved in directing leadership development processes and programs at Bank of America and Hasbro, Inc.
Kristina Brunelle  
**Director of Learning & Development for Vistaprint, North America**  
Kristina is responsible for enterprise-wide learning initiatives and is currently focused on manager development as well as creating a “Customer University” that aids Vistaprint employees in considering customers in their daily activities. Formerly, she held positions at the Forum Corp. and Novell. She has a bachelor’s degree from Tufts University and a master’s degree in Education from Harvard.

Sara Chizzo  
**VP, Global Accounts, KnowledgeAdvisors**  
Prior to joining KnowledgeAdvisors in 2001, Sara spent 10 years selling enterprise-wide learning solutions to Fortune 500 companies and more recently managed a $10 million sales organization for a professional learning company. At KnowledgeAdvisors, Sara is responsible for enterprise sales activities, specifically focusing on some of KnowledgeAdvisors’ most strategic clients on global analytics solutions leveraging the Metrics that Matter® platform.

Brent Colescott  
**Manager, LMS, Waste Management**  
Brent supervises the team that manages Waste Management University (WMU) and has more than 16 years of experience in education and technology. In 2007, he was recognized as SkillSoft’s “Learning Leader of the Year.” Brent resides in Humble, Texas with his wife Tara and their three children Austin, Addison and Ainsley.

Ann L. Collins  
**Learning Consultant, SkillSoft**  
Ann has over 14 years of experience working with government defense contractors in the areas of Human Resources, Learning and Development and Talent Management. Having spent almost eight years as a former client of NETg and SkillSoft, Ann joined the SkillSoft team as a Learning Consultant in 2009 and is passionate about helping her clients achieve success in their learning programs.

Cory Colton  
**Manager of Learning Technology, Cox Communications**  
Cory manages all Cox learning technologies including LMS, Questionmark Perception, Virtual University and CoxU reporting. Cory is on a team deploying internal social media/collaboration to support innovation, engagement, talent and social learning. He is a partner to the National Talent and Development Organization on training strategies, metrics and Social Learning. Cory is an SPHR with degrees from Georgia State and Penn State.
**Speaker and Facilitator Bios**

**Margot Cook**  
**Learning Strategist, SkillSoft**  
Margot has 18 years of experience in the learning industry. In her eight years with SkillSoft, Margot consults with clients to develop and adjust their learning strategies to match organizational strategies. Margot believes that effective implementation, marketing and measurement strategies drive support for the program from the C-level down, and ensure that each target audience maximizes the organization's learning investment.

**Mark Cook**  
**Executive General Manager, Suncorp Business Services**  
Mark is the key HR partner for the shared services business which includes IT, Real Estate, Procurement and Partnering and shared service functions for the HR Help Desk, Payroll and Finance. Mark's role is to provide leadership and strategic HR direction to the CEO of Suncorp Business Services and lead a team of highly skilled advisors who implement group- and business-specific initiatives across these groups.

**Guy Cooley**  
**Senior Air Force Program Manager, SkillSoft**  
Guy has been with SkillSoft for four years and has been active establishing and enhancing training programs in both his military and civilian roles. He has worked with the Air Force DoD 8570 Program providing e-learning solutions and metrics supporting the initiative. As a member of the U.S. Air Force, he was heavily involved in incorporating e-learning into its training environment.

**Derek Cunard**  
**Dean, American Heart University**  
Derek is the Dean at the American Heart University (AHU) at the American Heart Association (AHA). Its goal is to educate and advance employee careers while furthering AHA’s critical mission. Amazingly, 100% of its staff is now attending two or more courses online and the team is expanding services to include online volunteer training to a population calculated in the millions.

**Tom Cunningham**  
**VP, Talent Management, SkillSoft**  
Tom has been with SkillSoft for 16 years having managed a large sales region for the majority of his tenure. Given the importance of Talent Development within SkillSoft he was then asked to take his practical sales experience and years of sales development experience and move into a VP of Talent Management role reporting to the COO.
Colm Darcy  
**EVP, Content Development, SkillSoft**  
Colm is responsible for SkillSoft’s content development, innovation lab and customer service operations. Colm joined SkillSoft in January 1995. He served in a number of senior management positions in SkillSoft’s research and development organization as well as in the sales and marketing organization where he held the position of VP of Strategic Alliances.

Laurie DeRosa  
**Product Manager, SkillSoft**  
Laurie manages SkillSoft’s Custom Content initiative to improve upon and streamline the content authoring process. She also manages Dialogue Design and the Custom Content Publisher tools. Prior to joining SkillSoft, Laurie held similar positions at Fidelity Investments and UBS. Laurie has a Bachelor of Arts degree in Political Science from Holy Cross and currently resides in N.H. with her husband and two sons.

Douglas Dillon  
**Director of Global Sales Learning & Development, Kohler Company**  
Doug is a seasoned Learning and OD leader with experience connecting outcomes to business objectives in global environments. He has driven programs in both established and start-up business units in the Americas, Europe, Asia and Australasia. Doug has experience in the functional areas of leadership development and sales, along with the specialties of talent management, succession planning and performance management within those functions.

Kristin Dortz  
**Talent Operations Supervisor & Curricula Manager, Arrow Electronics**  
Kristin is responsible for Arrow’s global learning management system, Arrow University. Kristin focuses on the stability, usability and usage of the Arrow University platform as well as Books 24x7, SkillSoft and other tools supporting talent development. She also focuses on the development and deployment of Arrow’s role- and level-based training curricula. Kristin has an MA in Industrial/Organizational Psychology from Hofstra University.

Kevin Duffer  
**VP, Mid-Atlantic & Public Sector, SkillSoft**  
Kevin brings more than 26 years of experience leading and supporting public sector human capital, learning and learning technology initiatives. He has led SkillSoft’s Public Sector sales and support efforts since 2001 and has helped SkillSoft achieve a position of prominence in public sector e-learning. Kevin is also a retired Naval Officer with more than 27 years of Active and Reserve experience.
Speaker and Facilitator Bios

Wendy Duffy
Manager, NY Metro & New England Learning Consultants, SkillSoft
Wendy has spent over 15 years as a consultant in the learning industry. She brings years of experience in providing strategic direction, integration best practices, program design and measurement to her customers. Wendy has worked with hundreds of clients including several with recognized global learning programs such as GE, IBM, ING, FM Global, Covidien, UPS, EMC, Disney, Coca-Cola and many more.

Karen Eigenseher
DVP, Productivity Management, PMP, Maritz, LLC
With 34 years of experience and PMP certification, Karen serves as VP of Productivity Management for the Maritz Global Technology Services organization. She is recognized for her work at Maritz in the development and management of quality business processes, including the effort to obtain ISO certification. Karen is currently leading an Enterprise Project Management initiative which includes a PM Learning Program.

Nancy Everhart
Solution Services Architect, SkillSoft
Nancy has over 11 years of experience in the learning industry in the areas of consulting, services, program/project management, organizational development and instructional design. Prior to joining SkillSoft, Nancy worked in industry at BMW Manufacturing and Turner Broadcasting, Inc. Nancy holds a Bachelor of Arts in Communication Studies/Psychology and a Master's in Human Resource Development, both from Clemson University.

Jim Faulk
Principal Technical Lead, MITRE Corp.
Jim works in the institute training and development group of MITRE Corp. He has assisted in the advancement and development of MITRE staff since 1994, and has acted as the SkillSoft product manager at MITRE for the past 10 years. He received a B.S. in Secondary Education from Slippery Rock University and a Master of Business Administration from Averett College.

Russ Flett
Manager of Technology Curriculum Development, Cox Communications
Russ designs, develops and leads strategic learning programs developing Technology employees at Cox Communications. Before Cox, Russ built and led the learning program at MedQuist and directed the global technology training program at ExecuTrain. Russ has a bachelor’s in History from the University of California at Davis and a master’s in Business Administration from Goizueta Business School at Emory University.
Kellie Fuller
Sr. Product Marketing Manager, SkillSoft
Kellie joined SkillSoft in October 2005 and manages numerous aspects of SkillSoft’s SkillPort platform. Her background includes over 16 years of experience in the high-tech software industry. Prior to SkillSoft, she worked for Centra as a Business Development Manager working with the third party LMS vendors. At WebCT, she was the Senior Product Manager for the CE product line.

Chrissie Gale
E-Content & Enablement Lead, Deloitte Touche Tohmatsu
In her 15-year career with Deloitte, Chrissie has worked in internal and external client service. As an external client service practitioner, she worked on larger scale client ERP implementations and was responsible for the education and training streams. Internally, Chrissie is responsible for the global e-content catalog, e-content vendors and increasing e-learning adoption and usage.

Taavo Godtfredsen
Executive Producer, Leadership Development Channel (LDC), SkillSoft
The LDC was a product originally conceived and developed by Targeted Learning Corporation (TLC) where Taavo was a member of the senior leadership team. TLC was acquired by SkillSoft in early 2007. Taavo has spent the last 12 years putting the best minds in business on film and has worked with 100+ of the top executives, business authors and political leaders.

Sharon Grant
Head of eSolutions & Academy Support, LIME
Sharon manages/supports the design, development and deployment of e-Programmes that drive learning in LIME. She has over 17 years of experience working in cross-functional teams such as Talent & Development, IT and Business Solutions. Sharon focuses on meeting key business learning needs and ensures the leveraging of the learning platform’s capability to drive talent capabilities across regional departments in the LIME Caribbean.

Jon Green
Director of Operations, Custom Solutions, SkillSoft
Jon is a learning specialist with broad experience in all aspects of designing and developing high-impact learning solutions for leading corporations. He has more than 10 years experience with all stages of a project cycle including Solutions Architecture, Instructional Design, Project Management and Operations.
Speaker and Facilitator Bios

Jana Hamilton  
**Business Analyst, Shell Oil Company**  
Jana is a business analyst at Shell Oil Company. She’s been part of Shell’s IT organization since 1995 in a variety of positions including Change Assurance Project Manager, Help Desk Team Leader and Business Development Analyst. She currently supports HR IT global learning programs with a specific focus on SkillSoft Administration.

Rachelle Hansen  
**Performance & Learning Consultant, KPMG Business School, KPMG Canada**  
Rachelle is a learning professional, dedicated to the Client Administration function, since the inception of the Learning Strategy. Learning is a personal passion, working in the field for 20+ years at KPMG and in various sectors, including medical, technology and humane education. Engaging and empowering learners to be fully rounded professionals is a key driver to her approach.

Gary Hartman  
**Partner Alliance Manager, SkillSoft**  
Gary is part of the team comprised of representatives from Marketing, Consulting Services and Development that designed and launched SkillPort 7.1 and is looking at enhancements to the reporting tools in future SkillPort versions. Gary also coordinates support for SkillSoft clients who use a partner’s learning platform. He has been with SkillSoft for 12+ years in various roles including sales, consulting services and product marketing.

Oscar Herrin  
**VP of Learning & Development, Public Storage**  
Public Storage is the world’s largest owner and operator of self storage facilities with over 2,100 locations in 38 states and seven European nations. His three major learning and performance initiatives include a standardized onboarding training process, a Leadership Development Plan and a comprehensive corporate sales and service training process.

Tim Hildreth  
**Director, Product Marketing, SkillSoft**  
Tim joined SkillSoft in October, 2004 as the Senior Product Marketing Manager in charge of a number of SkillPort Modules including the Instructor-Led Training, Credentialing and Customer Publishing Modules. In 2006 Tim led the team that planned, designed and launched SkillSoft’s KnowledgeCenter product line. Most recently Tim and his team launched SkillSoft’s Leadership Advantage.
Sarah E. Hurst  
*Training Manager, Steward & Stevenson LLC*

Based out of Houston, Texas, Sarah has been in the training industry for more than 18 years. Sarah has a Bachelor of Fine Arts from the University of Texas, Austin. She is responsible for researching, developing, creating and presenting classes on leadership, communication, project management and more. Under her direction, the selection of SkillSoft’s safety training was made for Stewart & Stevenson.

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Russ Howard  
*Director Product Marketing, SkillSoft*

Russ currently manages delivery of SkillSoft’s numerous content programs including courseware, KnowledgeCenters, Leadership Advantage and Live Learning. He is also responsible for overseeing SkillSoft’s Academic and Professional Accreditation programs. Russ joined SkillSoft in 2003 as Manager of SkillSoft’s migration program, an initiative that migrated several hundred clients from the SmartForce LMS (MySmartForce), to SkillSoft’s SkillPort platform.

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Michelle Jansen  
*Training & Development Manager, Lockheed Martin*

Michelle leads a staff and subcontractor blended team in the analysis, design, development, implementation and evaluation of instructor-led training, blended learning, informal learning, knowledge sharing and e-learning solutions covering a wide-range of skill areas across the enterprise. Michelle holds a bachelor’s degree in Psychology from Florida State University and a master’s degree in Instructional Design from Pennsylvania State University.

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Kathy Jenkins  
*Training Manager, IT Learning Center, Western Union*

Kathy manages the training department for the IT organization at Western Union. She successfully implemented a full training infrastructure for the IT organization with her training team and by contracting with SkillSoft to create comprehensive training solutions including online training, new hire training, monthly course offerings and much more. Kathy has a Bachelor of Science in Applied Psychology from the Regis University College for Professional Studies.

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Laura A. Jones  
*Global Talent Development Leader, Aon Hewitt*

Laura is aligned to the Benefits Administration segment of Aon Hewitt. In her role, she is responsible for the full range of talent programs including talent reviews, succession management, learning programs and performance interventions for 13,000 colleagues globally. She also provides oversight for the development and execution of over 700 proprietary technical training programs in support of the organizations’ benefits administration systems.

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Speaker and Facilitator Bios

Kevin Judge
Learning & Development Leader, MD Physician Services
Kevin creates and manages enterprise-wide development programs with a focus on leadership development. As a center of expertise, the learning team provides process, tools, technology and guidance for learning practitioners driving alignment, efficiency and effectiveness of learning. Kevin has completed a business degree from Bishop’s University, the St. FX Adult-Education program and is currently finishing an HR Director Certificate through eCornell.

Alan Kather
VP of Unisys University (Global Learning & Talent Management), Unisys
Alan is VP of Unisys University which consists of L&D, Executive Development and Global Talent Management. Alan is responsible for global talent planning, succession planning, performance management, enterprise training demand planning and learning delivery. In his 30 years at Unisys, Alan’s career has also enabled him to gain experience on the front lines of sales and consulting.

Christopher Kessler
Director, IT University, Progressive Insurance
Chris’ team is responsible for the delivery of training to approximately 3,300 IT professionals. Chris has been with Progressive Insurance for over 20 years holding previous positions in Underwriting and Corporate control. Chris holds a degree in Economics and Political Science from Ohio Dominican University and has completed graduate work at Case Western Reserve University with a concentration in Organizational Development and Emotional Intelligence.

Julie Kwan
Learning & Development Specialist, Hitachi Consulting
Julie develops and manages training content and delivery for virtual learning programs, e-learning courses and classroom instruction at Hitachi Consulting. She has five years of experience in curriculum development and training. Julie has a bachelor’s degree in Business Management from Texas A&M University and is pursuing a master’s degree in Instructional and Performance Technology from Boise State University.

Todd Laput
Program Manager, Global Services Academy, Brocade
Todd joined Brocade in 2006 to manage the Worldwide Sales Onboarding program and the Brocade University e-Learning program. He has been a trusted advisor to Global Sales, Global Services, Global IT Infrastructure and Operations organizations partnering with them to design high-impact learning and development programs. Todd currently manages the Global Services Academy, a strategic initiative for the business.
Joan Leighty
Manager, eLearning, Robert Half International Inc.
Joan has been with Robert Half International Inc. for 11 years. Joan leads RHI’s elearning training team and supports the SkillSoft solution which serves over 10,000 employees and 100,000 candidates worldwide. Joan advises and supports program implementation and guides learning program strategy throughout the entire program life cycle. Joan holds a B.S. degree from Cal Poly and lives in Pleasanton, California.

Janet Lowe
Director of Employee Learning & Development, University of Colorado
Janet is the Director of Employee Learning and Development at the University of Colorado. She and a team of four learning professionals assure learning and development is offered to over 15,000 employees at four campuses around the state. In addition, a large portion of their training is compliance training for an authorized audience of 20,000 employees which includes staff, faculty and student workers.

Eve Majure
Sr. Manager, Learning & OD, Brocade Communications Systems, Inc.
Eve has helped build Brocade’s performance and development culture through global programs required for all university hires, early career hires, managers and executives. Prior to Brocade, Eve designed and managed global skill development and business process improvement for companies in the high-technology, agricultural and non-profit sectors.

Dave Mancl
Program Manager, Global Learning & Development Delivery, Rockwell Automation
Since leaving Harley Davidson in 2008, where he was a Human Resources Generalist and Organizational Development Specialist, Dave has worked in Rockwell Automation’s Global Learning and Development Delivery organization and currently manages this function. Currently, he is leading a project to streamline the global end-to-end business processes related to learning and development.

Christiana Marcion
Regional Learning Solutions Manager, LIME
Christiana has worked at LIME for over 11 years starting out by leading the Retail Sales team during a time when the market became liberalized. She then moved to the Human Resource Department with responsibility for Learning and Development initiatives and focus on sales workflow. Now Christiana aligns business goals with learning solutions and strategy that will make LIME winners in the marketplace.
Speaker and Facilitator Bios

**Travis Marker**  
Corporate & Application Training Supervisor, Chesapeake Energy  
Travis leads a team of nine training specialists at Chesapeake Energy, a Fortune 500 company celebrating four consecutive years on the Fortune 100 Best Places to Work list. Travis's mission is to enhance employee performance in the areas of leadership, professional development, compliance and PC applications. He has extensive experience in training function management, program and process design, and leadership development in the telecommunications and banking industries.

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**Cindy Mavety**  
Program Manager, Custom Solutions, SkillSoft  
Cindy has more than 10 years of experience in the e-learning and development field in several roles including Instructional Designer and Project Manager. She is instrumental in developing and managing learning programs for clients from entry-level skills training, manager and leadership development, to helping create an online corporate curriculum.

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**Joanne Montz**  
Learning Consultant, SkillSoft  
Joanne supports the Great Lakes Region and has a diverse background that includes 15 years of business and sales experience. Joanne has a BA in Liberal Arts with a concentration in Psychology and a minor in Sociology from Kent State University. Prior to joining SkillSoft in 2010, Joanne was the Director of Learning Solutions for A Career Partners International Firm.

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**Elaine Muzyczka**  
Executive Director, National Administration, KPMG Canada  
Elaine has been the Executive Director, National Administration for over four years and is responsible for 600 client administration professionals. She was at the forefront of the development of this separate and unique entity within the KPMG National Shared Services function. She has brought a high-level of expertise to the role overseeing and ensuring alignment to KPMG strategic initiatives.

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**Jack Nelson**  
VP, Global Business Development, SkillSoft  
In this role, Jack is responsible for SkillSoft's Global Accounts Program and SkillSoft's Custom Solutions Sales Team. He has been with SkillSoft since 2001. Prior to joining SkillSoft, Jack's experience included business development with GlobalEnglish and software partner management with Compaq/Digital.

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Sarah Nicholl
Consulting Services Manager, SkillSoft
Sarah manages a team of learning consultants and program managers in Canada and the Great Lakes regions providing consulting for North American and global organizations to ensure successful learning implementations and measurement. Sarah holds a master’s in Education from the University of Toronto, with studies focused on learning, work and change, and a degree in Adult Education from Brock University.

Jerry Nine
Chief Operating Officer, SkillSoft
A founder of SkillSoft, Jerry is responsible for the non-financial functional divisions of the company including sales, marketing, customer service, alliances, engineering, content development and the Books24x7® business unit. Jerry holds a bachelor’s degree in marketing from the University of Tennessee, a bachelor’s degree in electrical and computer engineering from George Mason University and an MBA from San Jose State University.

Joseph J. O’Callahan
Senior Organizational Development Consultant, NACCO Materials Handling Group
Joe consults globally with leaders, individuals and teams in the analysis and development of solutions to organizational and leadership challenges and opportunities. Before NMHG, Joe held similar positions in the hospitality, aerospace and marine industries. Joe has a master’s in HR/OD from Rollins College and an MA and BA from the University of New Orleans.

Amy Ochsner
Learning Strategist, Great Lakes, SkillSoft
Amy is an industry expert in the implementation and management of e-learning solutions. Consulting with customers spanning automotive, financial services, higher education and food services industries for over nine years, Amy provides guidance on complex program design, organizational readiness, marketing strategies and return on investment. Amy is a senior member within her region and facilitates multiple internal and external workshops throughout the year.

Scott Oliver
Product Manager, SkillSoft
Scott joined SkillSoft in June 2008 and manages the inGenius social learning aspects of SkillPort including Wikis and Blogs. Prior to SkillSoft, Scott was a product manager for Cengage Learning (formally Thomson Learning) where he managed technology products in the higher-education market. Scott has over 15 years of experience supporting and managing software products in education and technology industries.
Speaker and Facilitator Bios

Elizabeth Paling  
Assistant Vice-President, Global Talent Development, Sun Life Financial  
Elizabeth leads a global team to create and implement company-wide leadership and employee development solutions. She has more than 20 years of experience in learning and organization development consulting. Elizabeth holds a bachelor’s degree in psychology from the University of Western Ontario and a master’s degree in Adult Education from the University of Toronto.

Erica Paul  
Manager of Performance Management & Development, Rite Aid Corp.  
Erica leads the design and implementation of programs on a company-wide basis in the areas of organizational effectiveness, competency development, organizational surveys, succession planning, facilitation and performance management initiatives. Prior to Rite Aid, Erica held similar positions within the retail industry. Erica has a bachelor’s degree in Psychology from the University of Maryland, University College.

Brecken Pitts  
Learning Consultant, SkillSoft  
Based in Seattle, Brecken consults and provides best practices for SkillSoft clients located in the Northwest region. Prior to joining SkillSoft in 2008, she was a SkillSoft client that implemented and managed programs for a financial services organization. Brecken is passionate about encouraging clients to market their programs to derive maximum value from their solution and holds a BA in Human Services and a Training Specialist Certification.

Dan Pontefact  
Senior Director, Head of Learning & Collaboration, TELUS  
Dan is responsible for the overarching learning and collaboration strategy at TELUS. He has driven a philosophical culture change throughout the company including “Learning 2.0”; the shift to a social, informal and formal learning model for all 35,000+ employees. Dan also championed the introduction of the TELUS Leadership Philosophy; an open and collaborative-based leadership framework for all TELUS employees.

Leslie Positeri  
Senior Training & OD Specialist, Lawrence Livermore National Laboratory  
Leslie has over 22 years of experience in training and development. In her current position, she manages U-Learn, LLNL’s online learning center. In this capacity, she is responsible for providing blended learning programs to support institutional business initiatives. Leslie earned her bachelor’s degree from CSU East Bay and has certificates in Human Resources Management and e-Learning Management.
Robert C. Protho  
**Online Learning Manager, MWH**

Robert's strategic objective is to introduce MWH to online learning and gradually move the organization from 100% ILT course offerings to 60% online learning and 40% ILT. He was responsible for implementing the MWH Learning Portal last year and is in the process of rolling out the SkillSoft Business Skills Library in English and Latin American Spanish.

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Stephanie Pyle  
**Director of Product Management, SkillSoft**

While at SkillSoft, Stephanie's responsibilities have grown from strategy and direction of SkillSoft's SkillPort LMS and OLSA to broad oversight on all SkillSoft products. She has extensive experience in information technology, working with companies in multiple industries. Prior to joining SkillSoft, Stephanie provided independent consulting services centered on managing and delivering market-driven solutions and held various positions with companies including i2 Technologies and Lockheed Martin.

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Lenore Roush  
**Learning Consultant, Southwest Region & Higher Education**

Lenore brings 15 years of Learning and Development experience to her role as a Learning Consultant with SkillSoft. Lenore is in her sixth year of working with clients to ensure the success of their programs. During her tenure, Lenore has worked very closely with a large number of Higher Education clients and is very familiar with the unique challenges our Higher Education clients face.

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Donna Scontsas  
**Senior Product Manager, SkillSoft**

Donna joined SkillSoft in August 2010 as a Senior Product Manager for the SkillPort Learning Management System. She is primarily responsible for executing product strategy and roadmap, and defining new product requirements for the SkillPort Reporting system. Donna brings over 15 years of high-tech experience to SkillSoft and has successfully launched software products both domestically and internationally for retail, enterprise and OEM markets.

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Craig Sears  
**Solution Architect, Custom Solutions, SkillSoft**

Over the past 11 years working in the e-learning space, he has gained experience across all areas of learning solutions for leading corporations including programming, instructional design and project management. Craig follows projects through the full life cycle touching design of the solution, creation of contracts, selection of partners, development of the learning and implementation of the output.

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Speaker and Facilitator Bios

Gretchen Seyfried
Training Process Analyst, IT University, Progressive Insurance
Gretchen is responsible for the implementation of measurement and evaluation processes for IT University’s courses and has also designed and developed training programs for Progressive’s IT organization. Gretchen has completed ROI Certification training through the Jack Phillips Center for Research and holds a bachelor’s in Psychology from Lycoming College in Williamsport, Pennsylvania and a master’s in Adult Learning & Development from Cleveland State University.

Vickie Shelves
Learning Strategist, SkillSoft
Based in Chicago, Vickie consults and provides best practices for SkillSoft clients located in the North Central region. Her focus is on helping her clients positively impact the performance of individuals and their company with their SkillSoft program. Vickie joined SkillSoft in 2006 and has an MBA from Lewis University and 20+ years of training experience.

Cindy Simms
Sr. Product Marketing Manager, SkillSoft
Cindy has been with SkillSoft for more than 11 years and joined SkillSoft when the first courseware products were planned and released. Cindy has been involved in the planning, management and marketing of a wide variety of products and solutions including Blended Tools and solutions, Competency Management solutions, Simulations and most recently, SkillSoft portal solutions, KnowledgeCenters and the Leadership Advantage.

Diane Sipala-Cohen
Learning Strategist, SkillSoft
Diane offers consulting services to clients in the Northeast region. She has been with SkillSoft for 11 years offering advice and best practices to many organizations to insure they have a successful e-learning program. In her role, she is responsible to consult with clients regarding program development, organizational readiness, marketing strategies and return on investment.

Fred Soward
Learning Technology Consultant, Humana, Inc.
Fred designs and creates learning content, manages vendor training resources, teaches technology classes and is an informal learning advocate. He has taught and managed learning programs in corporate, government and university environments. Fred has a bachelor’s degree in Comprehensive Music Education from the University of Wisconsin-Platteville and a master’s degree in Adult and Higher Education from Morehead State University.
Peter Spiak
Associate Product Marketing Manager, SkillSoft
Peter graduated from the University of New Hampshire in 2008 with a B.S. in Business Administration. He joined SkillSoft in the summer of 2008 as a member of the Product Marketing team responsible for the management, planning and definition of courseware requirements and providing support to SkillSoft’s global sales force. In 2010, Peter assumed product management responsibilities for SkillStudio and the SkillSoft Course Player.

Jennifer Stephens
Manager, Blended Learning Services & Solution Architect, SkillSoft
Jennifer has over 16 years experience in the learning industry in the areas of facilitation, consulting, services and project management. She joined SkillSoft in 1999 and served as a Senior Program Manager for SkillSoft’s largest customer for over seven years until becoming Manager of the Blended Learning Services division. Jennifer holds a B.S. in Education from Millersville University of Pennsylvania.

Meg Temple
Senior Product Marketing Manager, SkillSoft
Meg manages SkillSoft’s learning platform products and has 20 years of software and internet marketing experience. Currently focused on SkillPort Instructor-Led Training (ILT), Meg works closely with customers to define the ILT roadmap and feature requirements. She also manages ILT product launches and develops supporting documentation and tools for both customers and the SkillSoft sales team.

Norene H. Trondsen
Senior Manager, Learning & Professional Development, Navigant
Norene develops and manages company-wide e-learning and blended learning courses and programs at Navigant. She also designs and teaches online courses at DePaul University. Norene has a bachelor’s degree in Graphic Design from Illinois State University, an Advanced Graduate Diploma in Distance Education Technologies and a master’s degree in Distance Education from Athabasca University.

Dena Wakefield
Advanced Program Coordinator, PIMA Community College (PCC)
Dena and her team are responsible for the training of faculty and staff throughout the college. Their program has been very successful by becoming an integrated part of the culture at PCC due to many things including the extensive use of blended learning. They have created unique learning programs for each employee group that include instructor-led training, online training and other learning assets.
Speaker and Facilitator Bios

Steven Williams
Senior Manager of Training, Taco Bell® Corp.
While leading development of 6,000+ restaurant teams and managers, Steven received the 2004 Aurora Award, 2005 QSR Magazine Award and 2010 Achieving Breakthrough Results Award. His “Outside the Bun” training career also served Disneyland, restaurants, mutual funds, healthcare, electronics and 2002 ASTD-OC Board of Directors.

Pascale Winnick
Sr. Principal Instructional Designer, Symantec Corp.
Pascale works in Symantec's Leadership and Employee Development group, which provides leadership and professional skills development for 17,000+ global employees. Pascale developed Symantec's Director Spotlight program targeted at developing key competencies for Symantec's director audience. Pascale specializes in designing synchronous training programs for multicultural audiences. Pascale has a bachelor's degree in Education.
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