**AGENDA**

**Day 1** Monday, April 15

12:00 p.m. - 5:00 p.m.
Partner Summit - by invitation only

To access the Skillsoft Partner Summit Agenda click here.
To access the SumTotal Partner Summit Agenda click here.

**Day 2** Tuesday, April 16

1:00 p.m. - 2:30 p.m.
Workshop - Digital fluency to digital transformation - How to bridge the gap in preparation for the future of work
By Sarah Campbell Senior Customer Success Manager - Skillsoft, Jessica Philpott Senior Customer Success Manager - Skillsoft

You’ve heard all about Digital Transformation within your organization, from Skillsoft, and around the industry, but you’re unsure exactly how it applies to your workforce. In your experience, the workforce is split between those struggling to keep up with current technology to stay productive in their job role and those forward thinkers working to transform your business at the macro level.

**Day 3** Wednesday, April 17

1:00 p.m. - 2:30 p.m.
Workshop - I was told there would be no math: Moving beyond license consumption
By Beth Baker Senior Customer Success Manager, Skillsoft

Nothing has the potential to strike fear into the heart of a Learning and Development organization like the word MEASUREMENT. Measuring L&D does not have to look like Advanced Trigonometry. Basic and easily accessible data points can be combined to provide insight into user behaviors, company priorities and the health of your organization. This session will cover where data can be discovered, when different data points should be gathered, and how to alchemize it all into insightful metrics that show the value and impact of your L&D investments.

1:00 p.m. - 2:30 p.m.
Workshop - Mastering Percipio
By Chris Simpson Senior Manager, Curation - Skillsoft, Phil Hawkins Customer Success Manager - Skillsoft, Cindy McEachran-Miller Customer Success Manager - Skillsoft

Become a Master of Percipio in this session. This hands-on demonstration and session on best practices will provide a combination of tips and tricks post implementation, an introduction to the latest and greatest features and functionality in Percipio and ultimately ensuring an optimized experience with state of the art curation methodologies.
1:00 p.m. - 2:30 p.m.
Workshop - Contextualizing content for agile organizations
By Kiersten Yocum Customer Success Manager - Skillsoft, Annie Jekova Senior Customer Success Manager, Skillsoft

With so much content available to users through Google, YouTube, Bing, Wikipedia and many others, organizations must focus on designing learning experiences that provide the correct context for content within their organization. This workshop discusses what it means to design learning experiences in agile learning environments, provide content that is relevant to your organization for user consumption, and create user experiences that allow the contextualized content to be easily consumed in the flow of work. Examples of how some organizations have designed Agile learning experiences will be presented, along with innovative ways to contextualize learning in the flow of work.

- COMPLIANCE LEADERSHIP LIBRARY AND UNIVERSITY PERCIPIO SKILLSOFT SUMTOTAL GROWTH EDITION SUMTOTAL LEARNING MANAGEMENT SUMTOTAL TALENT MANAGEMENT TECHNOLOGY & DEVELOPER

1:00 p.m. - 2:30 p.m.
Workshop - How strategic are you? Driving alignment to ensure successful achievement of your business outcomes.
By Blythe Mayer Senior Customer Success Manager, Skillsoft, Amy Gormley Customer Success Operations Manager, Skillsoft

As a learning professional, talent manager, human resources leader or learning management system professional do you really know the strategic goals of your organization? Are you aligning them with your Skillsoft program goals? Do you set realistic objectives with your account team for achievable goals as well as stretch goals? This workshop will discuss the importance of strategic alignment to business goals and imperatives, and provide a practical guide for aligning learning to the business imperatives. Participants will leave the workshop with tools for aligning strategic imperatives to their learning programs.

- COMPLIANCE LEADERSHIP LIBRARY AND UNIVERSITY PERCIPIO SKILLSOFT SUMTOTAL GROWTH EDITION SUMTOTAL LEARNING MANAGEMENT SUMTOTAL TALENT MANAGEMENT TECHNOLOGY & DEVELOPER

1:00 p.m. - 2:30 p.m.
Workshop - Game-on! Drive user adoption with gamification.

Enabling gamification in SumTotal is a straight-forward task. Successfully rolling out a gamification program that drives the desired behavior change in your organization is more challenging. In this session we'll walk thru how to structure your gamification program and how to roll it out successfully to your organization to drive meaningful results. Topics will include configuration options, the right audiences for gamification, incentive strategies and communication planning.

- COMPLIANCE LEADERSHIP LIBRARY AND UNIVERSITY PERCIPIO SKILLSOFT SUMTOTAL GROWTH EDITION SUMTOTAL LEARNING MANAGEMENT SUMTOTAL TALENT MANAGEMENT TECHNOLOGY & DEVELOPER

1:00 p.m. - 2:30 p.m.
Workshop - Simplify It! Create awesome end-user experiences (part 1)

Take simple steps to make your end-user experience effortless and appealing. During this hands-on workshop, we'll show you how improve your end-user experience.

Topic: Innovative dashboards

- COMPLIANCE LEADERSHIP LIBRARY AND UNIVERSITY PERCIPIO SKILLSOFT SUMTOTAL GROWTH EDITION SUMTOTAL LEARNING MANAGEMENT SUMTOTAL TALENT MANAGEMENT TECHNOLOGY & DEVELOPER

1:00 p.m. - 2:30 p.m.
Workshop - Maximizing business impact with curated content
By Gail Savor Learning Consultant, Professional Services - Skillsoft, Debbie Harn Team Leader, Implementation Consultants - Skillsoft

According to Bersin by Deloitte, employees “spend an inordinate amount of time looking for information at work,” as much as 19% of a typical workweek. In an age of information overload, content aggregation is no longer adequate. True content curation is required to provide a streamlined and personalized learning experience, and to maximize the impact of learning programs.

This session will follow the lifecycle of a learning program from planning through execution, offering best practices and concrete examples of curation in practice. Participants will receive actionable recommendations to increase the business impact of their current and future programs through effective content curation.

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1:00 p.m. - 2:30 p.m.
Workshop - Open mic for advanced learn administrators (part 1)
By SandyMcQueen Consulting Practice Lead - SumTotal Systems

Join Sandy McQueen for a SumTotal Learn "Open Mic" where you and fellow users can figure out some of your biggest challenges. This popular workshop brings participants up to speed on new functionality, uncovers best practices that really work, and help you develop a strong network of administrators you can reach out to after the Conference. Workshop topics include current pain points/solutions, plus new 19.1 feature overviews.

Topics in this session:
• Explore 18.2, 18.3 and 19.1 features and how they can help improve your end-user experiences.
• Simplified Curriculum – What is that?
• PES – Is that a candy dispenser?
• Open Mic: Come prepared to share pain points and get ideas to resolve administrative goals for improving end user experiences.

1:00 p.m. - 2:30 p.m.
Workshop - Expand your content strategy by leveraging xAPI - custom content, discovered content and authoring tools extended!
By Paul Schneider PhD Senior Vice President, Business Development - dominKnow, Tj Seebrooks Chief Executive Officer - Rustici Software

Come to this exciting workshop where you will hear from Tj Seebrooks from Rustici Software and Paul Schneider PhD from dominKnow. These two pioneers in the e-learning space will walk you through how you can leverage xAPI in the following ways.
• Creating xAPI content using authoring tools
• Extending your authoring tool to get more customization such as adding attachments or statement signing
• Using xAPI to track activities not built with an authoring tool such as a bookmarklet, video player or intranet resources
• Tracking your xAPI with reporting tools that help you see the results of your xAPI activities and tie those returns to business metrics

3:00 p.m. - 4:30 p.m.
Workshop - Certifications at scale. Leveraging cohort based learning.
By Sarah Armentrout Senior Customer Success Manager, Strategic Partners - Skillsoft, Robin Wiseman Customer Success Manager - Skillsoft

Education and certification continue to grow in importance in the job market. Offering certification programs, assistance, and support to employees can be a competitive advantage for the organization as well as attractive to new talent. Join us to learn how other organizations successfully create and deploy internal and professional certification programs. Hear from Skillsoft on how content aligns to leading industry certifications as well as best practices on upskilling and reskilling the workforce while saving money through scalable program design.

3:00 p.m. - 4:30 p.m.
Workshop - Rules of the game – How gamification can empower & engage learners in the digital era
By Jillian Shealy Customer Success Manager - Skillsoft, Cristina Montenegro Customer Success Manager - Skillsoft

Gamification can be achieved by applying strategies to the Learning Culture. Examples of these are: badges, points, community involvement, and friendly competition. Using Perceptio and ELSA, and current technology, it is easy to embed communications into your learners' workflow. Gamification provides an alternative form of motivation to engage in self-development. Learning must be personalized. Isolation is one of the key patterns of the modern Digital Era, and one that we can combat with gamification and inclusive activities. Customizing game-based eLearning and alignment of content to initiatives go hand in hand. Overall, this session will explore how gamification lends itself to a happier, healthier, and smarter workplace. Science has proven that games help release endorphins, so why not connect happiness to learning? A good morale increases engagement, boosts drive, and increases learning retention by making learning fun and relatable.
3:00 p.m. - 4:30 p.m.
Workshop - Blended Learning Reimagined: Stories and Samples from Companies Using Innovative Strategies to Support Learner Needs
By Kathy Nash Customer Success Manager - Skillsoft, Jane Nicolette Customer Success Manager - Skillsoft

Blended learning meets the needs of modern learners who want to mix and match content, delivery modes and timing to personalize their development. It has evolved over the years as technology and learner needs have evolved. Learn how Skillsoft clients are creating innovative blended programs to support their learners' needs and their business priorities.

- Learn how the programs were developed and how they work
- Review sample materials including program templates, communications and more
- Gain practical, how-to tips for reimagining your own blended learning programs

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3:00 p.m. - 4:30 p.m.
Workshop - Translating your dashboards: Identifying your program value & sharing the story
By Sarah Hyatt Senior Customer Success Manager - Skillsoft, Julie Pitcher Senior Customer Success Manager - Skillsoft

The numbers really do tell a story. Are you capturing & sharing your program's story in a way that shows its true opportunity and value? Let us show you how to find & illustrate a meaningful story from your organization's data that can be shared up & across your organization through best practice examples that you can learn from and make your own. This workshop does all that and sends you home with ‘ready-to-implement’ tools & templates that will gain the right attention from management and bring power to your program data.

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3:00 p.m. - 4:30 p.m.
Workshop - Dissecting the learning ecosystem
By Annie Jekova Senior Customer Success Manager, Skillsoft

The L&D space is experiencing its own digital transformation with the goal to deliver impactful learning in the flow of work. The learning ecosystem continues to evolve and it becomes imperative for L&D professionals to understand its components and work towards building and evolving an ecosystem that enables their learning strategy. This workshop will look at examples of comprehensive end-to-end learning ecosystems and how each of their components interact to link to each other. Some of the components will include: - Skills inventories that capture the skill needs of the org; Learning experience platforms, LMSs, talent management suites that deliver the content; Data warehouses (like power BI) and Learning Record Stores that capture activity data and enable analysis to show the value to the organization (data science, value solutions).

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3:00 p.m. - 4:30 p.m.
Workshop - Getting social! Driving peer-to-peer learning and collaboration in your LMS.

Social collaboration within a LMS can be tremendously valuable, when executed correctly. In this session we will discuss best practices to successfully launch and operate social communities within SumTotal to 1) ensure proper adoption 2) ensure achievement of desired business outcomes. We will also discuss when it's best to leverage SumTotal's social tools and when you should plug-in your own 3rd party social products.

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3:00 p.m. - 4:30 p.m.
Workshop - Simplify It! Create awesome end-user experiences (part 2)

Take simple steps to make your end-user experience effortless and appealing. During this hands-on workshop, we'll show you how improve your end-user experience.

Topic: Redesigned libraries

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Topic: Redesigned libraries

3:00 p.m. - 4:30 p.m.
Workshop - Taking an agile approach to learning & development
By Tara Tapley Manager, Professional Services/Services Design - Skillsoft, Katelyn Rankin Implementation Consultant - Skillsoft

Borrowed from the software industry, an agile approach to Learning & Development enables organizations to create a nimble model for quickly and continuously making incremental improvements to their Learning & Development approach. Taking an agile approach can bring forth results such as increase in value for the business and drive further learner engagement.

In this session, Skillsoft consultants will discuss this methodology and its observed effectiveness in numerous organizations. Participants in this session will walk away with ideas they can implement within their organization.

3:00 p.m. - 4:30 p.m.
Workshop - Open mic for advanced learn administrators (part 2)
By SandyMcQueen Consulting Practice Lead - SumTotal Systems

Join Sandy McQueen for a SumTotal Learn “Open Mic” where you and fellow users can figure out some of your biggest challenges. This popular workshop brings participants up to speed on new functionality, uncovers best practices that really work, and help you develop a strong network of administrators you can reach out to after the Conference. Workshop topics include current pain points/solutions, plus new 19.1 feature overviews.

Topics in this session:
• Making life interesting and engaging: Can new widgets really entice my users to be proactive?
• Open Mic: Share one of your pain points and get ideas on how to resolve it.

4:30 p.m. - 5:30 p.m.
Public Sector Networking Session

6:00 p.m. - 7:00 p.m.
Welcome Reception
Day 1  Monday, April 15

7:15 a.m. - 8:15 a.m.
Networking Breakfast

8:30 a.m. - 8:40 a.m.
Keynote Address
By Ronald Hovsepian  Executive Chairman - Skillsoft

Hear from our Executive Chairman, Ron Hovsepian as he talks about the company’s renewed focus, specialization and prioritization across the business and how it will impact our customers, partners and learners.

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8:40 a.m. - 9:40 a.m.
Customer Panel
By Ronald Hovsepian  Executive Chairman - Skillsoft

Join Ron Hovsepian, Executive Chairman, as he speaks to some of our top customers to talk about how our products have helped them be more competitive, deliver value to the organization and ensure learner engagement.
Panelists:
- Alison Horn, Chief Learning Officer, Accenture
- Jon Kaplan, Vice President, Learning & Development, Discover Financial Services

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9:40 a.m. - 10:10 a.m.
Networking Break

Day 2  Tuesday, April 16

10:30 a.m. - 11:00 a.m.
Talent Agility Panel
By Morné Swart  VP, Global Product Strategy and Transformation - SumTotal

This session will be hosted by our own Morné Swart and will cover how talent strategies are evolving in order to deliver improvements to the employee experience. For best-in-class organizations, we know that employees want opportunities to grow and develop as individuals and professionals, and that they'll seek out employers who help them do so—leaving those who fail behind.
Panelists:
- Simon Brown, Chief Learning Officer, Novartis
- Megan Hanik, Tax National People Team Digital Strategy Director, PricewaterhouseCoopers
- Gina Jeneroux, Chief Learning Officer, BMO Financial Group
- Alan Lyons, Employee Development Specialist, Toronto Transit Commission
- Gretchen Stroud, Vice President, Talent, Learning & Engagement, Hilton
- Helen Sussex, Director, Global Learning Design and Creation, Culture and Experience CoE, CGI

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Day 3  Wednesday, April 17
11:00 a.m. - 12:00 p.m.
Live Event - The Scientific Secrets of Perfect Timing
By Daniel Pink Best-selling nonfiction author

Timing is everything! A perennial favorite, Daniel Pink, will be coming to learners live from Perspectives, our annual user conference. Daniel is the New York Times best-selling author of To Sell Is Human, Drive, and A Whole New Mind and he will bring his passion and insights to our stage in a session based on his latest book, When: The Scientific Secrets of Perfect Timing. Daniel will show that timing is really a science - one that we can all use to make smarter decisions, enhance our productivity, and boost the performance of our organizations.

12:00 p.m. - 12:30 p.m.
Driving Digital Dexterity Panel

This session will focus on how we ensure our people are ready for any new digital requirements they may need. Employees expect their organization to prepare them for the new roles that digital transformation will create. Individuals want to work for organizations who are leaders in the digital space. Yet 50% of organizations surveyed believe their core business is threatened by new digital competitors, and 70% don’t believe they have the right skills or operating models to adapt. What do we need to do to ensure we have the right systems in place to support the changes in work which the 4th Industrial Revolution will deliver.

12:30 p.m. - 1:30 p.m.
Networking Lunch sponsored by rapidLD
By rapidLD

1:30 p.m. - 2:15 p.m.
Talent Agility in an Emerging Workplace
By Morné Swan VP, Global Product Strategy and Transformation - SumTotal

To fully prepare for the future of work, executives must stay ahead of the curve. Progressive leaders must engage their workforce to think through how trends affect the nature of work inside and outside the organizations. This session is designed to support your organizations top HR digital initiatives.

1:30 p.m. - 2:15 p.m.
Percio: What’s New and What’s Coming
By Potoula Chresomales SVP, Product Management - Skillsoft

Potoula Chresomales, SVP of Product Management & Innovation, will share the Percio roadmap and prototypes of new learner experiences including (1) Aspire Journeys, which are role-based learning paths with assessments and hands-on lab activities. She will demonstrate how Percio will support (2) skills badging with OpenBadgr compliant portable badges, (3) team-based learning with new Manager Role, and (4) LMS integration across major platforms with strong discovery and new pre-curated learning paths. This combination of new features will help you strategically upskill your workforce, internally fill critical positions, and tap into the internal motivation of your users to build their skills and demonstrate what they can do.

1:30 p.m. - 2:15 p.m.
Business Transformation & Empowered Learning
By Jeffrey Brody CHRO - ManTech International Corporation

How ManTech International has partnered with Skillsoft to transform learning for improved employment branding and service delivery.

By Skillsoft
1:30 p.m. - 2:15 p.m.
Battle Royale - LMS vs LXP
By Craig Weiss CEO & Lead Analyst - The Craig Weiss Group

The days of selecting only one system to meet the needs of your learners is gone. Streamlining your learning has never been easier. Whether you choose an LMS, LXP or a combination of the two, your training and learning can become, what you always wanted it to be – Learner-Centric, Learner-Driven, Learner-Fun. But before you buy, find out what makes these two systems different and equally similar. Learn how to avoid being on lost on the island of knowledge, and how to experience the new way to engage, expand and acquire knowledge.

SKILLSOFT

1:30 p.m. - 2:15 p.m.
How Learner Data Boosts our Digital Upskilling
By Candy Haynes Managing Director, Learning & Development - PwC

The PwC - Skillssoft partnership demonstrated tremendous growth in 2018. The reasons? Improving our understanding and subsequent leverage of user data, providing improved access with API integration, and driving new content to our learners on priority initiatives, especially around digital upskilling. In this session, we will illustrate some of the analytic processes and visualizations we used to understand user needs, and how our partnership is enhancing the digital learning opportunities most needed by our ever-evolving learners.

SKILLSOFT

1:30 p.m. - 2:15 p.m.
How Ricoh and Skillsoft/SumTotal collaborate to drive sales effectiveness in Asia Pacific
By Victoria Baxter Learning & Education Manager, Sales - Ricoh AsiaPacific Pte Ltd

In 2016, Skillssoft Professional Services and Ricoh embarked on an in-depth review of Ricoh’s business strategy and how to create a learning ecosystem that supports the organization’s overall performance goals. 2 years later in 2018, Ricoh and Skillssoft again embarked on a new business analysis project, to review progress, understand their new business challenges, and shape their learning strategy to match their rapidly changing business needs. Victoria Baxter will share this partnership journey - how Ricoh Asia Pacific together with SumTotal and Skillssoft, took a deep dive analysis of their business, to reframe a new learning strategy that continues to create meaningful change in a complex digital environment, and deliver impressive results in a very tough economy.

SKILLSOFT

1:30 p.m. - 2:15 p.m.
Creating a Successful Talent Development Program with Winning Results
By Susana Ponce de Leon Director Business HR - Cable One

Cable One leadership teams came together to discuss the challenges of skill development for our associates. We wanted to create a Leadership Development Initiative available to all associates to develop leadership skills at all levels within the organization. This session describes how Cable One used Skillsoft (Skillport) with help from Skillsoft Professional Services to create a successful program.

SKILLSOFT
1:30 p.m. - 2:15 p.m.
**Governance in Federated Training Model**

By **Ashley Heis** Sr. Manager, Enterprise Learning and Engagement - American Airlines, **Kari McClure** Director, Learning Strategy and Development - American Airlines

AA will share their recent implementation of structured governance learning teams to help bring consistency in the training approach within a federated training model. It includes an Executive Learning Steering Committee [EVP level] for oversight and strategy approvals, a Learning Council (MD level of largest training groups) to develop strategy and consistent direction, and a Learning Forum (Director/Manager level of all learning teams) to facilitate the agreement and implementation of learning governance. The objectives of this Enterprise Learning structure is to:

• Ensure connection and alignment across training teams
• Unified view of training from the learner's perspective
• Develop consistent training methodology/approach
• Collaborate on enterprise learning efforts
• Understand unique needs by learner groups
• Share best practices
• Identify resource redundancies
• Provide awareness of enterprise/team training calendars

-agile
![Skillsoft, SUMTOTAL Growth Edition, SUMTOTAL Learning Management, SUMTOTAL Talent Management](image)

1:30 p.m. - 2:15 p.m.
**Driving Employee Engagement Through Ethics and Compliance Data**

By **Patrick Quinlan** Chief Executive Officer - Convercent

How do you drive employee engagement with your ethics and compliance program? How can data share more meaningful interactions? In this interactive session, we will discuss:

• How activism and technology tools are changing the conversation and employee needs
• Cross departmental employee engagement best practices.
• How to raise awareness and gain real engagement with an Interactive Code of Conduct
• The ins and outs of how data can guide the organization's approach to employee engagement.

acompliance

1:30 p.m. - 2:15 p.m.
**An Agile Approach to Content Alignment for Emerging Technologies**

By **Anne Rajkumari** Senior Consultant, Emerging Technology Business Intelligence Center of Expertise - CGI, **Helen Sussex** Director, Global Learning Design and Creation, Culture and Experience CoE - CGI

We will highlight an agile, business led, approach to identifying and aligning learning to emerging technologies. The CGI Learning team is collaborating with the Emerging Technologies Business Intelligence team and is regularly publishing a learning eBook that maps learning to CGI business propositions on emerging technologies. We use an agile approach to continuously evaluate the market and our client base to identify new technologies and then map Skillsoft and other learning to update the eBook. We will discuss both the business approach to prioritizing emerging technologies and learning alignment cycle and the volume of content hits that generates.

atechnology & developer
1:30 p.m. - 2:15 p.m.
**Digital Age Leadership: Unlocking Organizational Success Through Better Leadership Development**

By **Heide Abelli** Senior Vice President, Content Product Management - Skillsoft

Heide Abelli, SVP of Content Product Management at Skillsoft, will review key findings from groundbreaking research Skillsoft has recently done around the changing nature of leadership development. As a teaser, a few of these findings include:

- Changing leadership competencies are ubiquitous. A whopping 76% of organizations say they have either changed their leadership competencies recently, just created leadership competencies for the first time or plan to change their leadership competencies soon.
- Most organizations still have a long way to go in pushing leadership development down to lower levels of the organization. It's the norm for organizations to target senior, mid-level and front-line leaders with development, but only a third of organizations currently target individual contributors with leadership development. This is in direct contrast to the 95% of HR leaders who say that employees who are not in a direct supervisory role now need leadership skills and the 86% who say that employees are assuming leadership roles without a formal leader designation.
- It's clear that organizations are still in the process of changing competencies to include digital/Agile competencies but there is a gap for many organizations with respect to the attitudinal, digital/Agile and skill competencies between their stated importance and their inclusion in leadership development programs currently used by organizations.

This eye-opening research into leadership development trends will encourage you to ask yourself some probing questions about how your leadership development program stacks up against the new demands leaders face in the digital economy. We will also share how our new Leadership Development Program (SLDP) can help organizations modernize their approach to continuous leadership development. We will review in detail SLDP's feature set against the backdrop of the previously-presented research. The feature discussion will include commentary on the scenario-based instructional model, the emphasis on reflection and practice, and the optimization of learner experience in an on-demand, continuous learning development solution.

**LEADERSHIP**

1:30 p.m. - 2:15 p.m.
**Building Successful Learning Paths Using Blended Learning**

By **Kevin Connelly** Technology and Talent Development Facilitator - Pinellas County Government, **Kat Black** HR Analyst - Pinellas County Government

Our session will focus on how we were able to take an established Instructor-led Training program that was entirely classroom based and successfully grow it into customized blended learning paths that were designed to enhance the skillsets of our workforce at every level of our organization. By using Skillsoft and its vast resources, we are able to combine significant amounts of online content with our established ILT offerings. This gives our employees the ability to create their own custom version of the training they want. The design and incorporation of these paths allows us to promote a “Leadership at Every Level” philosophy throughout Pinellas County.

**SKILLSOFT**

2:25 p.m. - 3:10 p.m.
**Building An Agile Integrated Learning Ecosystem**

By **Deepak Kumar Arora** Associate Director, Learning and Development - DXC Technology

DXC is developing an integrated learning ecosystem, designed to adapt to the changing needs of their organization. It begins with a demand pipeline of the skills needed to fulfill client projects, which is then compared to the current skillsets of delivery teams to identify skills gaps. DXC develops upskilling and reskilling learning paths to close those gaps. This is an iterative process involving Skillsoft Program Management Services and close collaboration with the Product Development teams to ensure the needs and content development pipeline are in sync. Learning is delivered through structured Academies powered by integrated tools including an LMS and Skillport. To complete the ecosystem, a data warehouse analyzes the impact of learning on organizational performance. At this session, participants will learn about the tools, processes, content, connections and relationships that drive the creation and delivery and measure the impact of learning at DXC.

**TECHNOLOGY & DEVELOPER**

2:25 p.m. - 3:10 p.m.
**Building Global Leadership Capability via Innovative Virtual Blended Programs**

By **Mark O'Connell** Vice President Operational Capability, Vesta Partners, a Rizing Company

Following a successful pilot in 2017, Vesta Partners rolled out its Leadership Development program to all leaders in 2018. This innovative program utilizes Skillsoft’s Leadership Advantage program (about to migrate to SLDP) combined with a blended, facilitated program ran by Skillsoft’s Professional Services team. The global programs running multiple 6-8 week tracks facilitated virtually features leaders from Asia Pacific, North America, Middle East and Europe. Due to the overwhelming success of this program, Vesta’s parent company, Rizing, is moving to implement the same program across the larger group of companies in 2019.

**LEADERSHIP**
2:25 p.m. - 3:10 p.m.
A Partner Success Story: We Hollered. They Heard.
By Ryan Williams, Comprehensive HR Program Manager - ADP, Christopher Dockal, VP/GM, HR Practice and US Streamline - ADP

As a Channel Partner, ADP embedded a comprehensive Skillsoft learning solution into their services technology platform. Customers weren’t using it. Partnering with the Skillsoft Solution Consultant, we implemented innovative marketing and communications and built relationships with those at ADP who were our customers’ touch points to ensure the learning story was being told. We also worked together and overcame challenges of organizational restructuring and a migration to a new LMS. We saw a steady and dramatic increase in utilization and awareness over time, and our learning offering is now a key differentiator and a competitive edge.

2:25 p.m. - 3:10 p.m.
Understanding the Employee Lifecycle - A blueprint for modern Talent Development
By Debasis Dutta, VP & GM, Product Management - SumTotal Systems

The strategic focus through the modern employee lifecycle is a key driver to effective talent development for your organization. This session will highlight how SumTotal’s unified talent development solution prepares you to ride the global workplace trends of today and help you achieve the desired business outcomes.

2:25 p.m. - 3:10 p.m.
Deploying Skillsoft content in your LMS: How Percipio is breaking from tradition to focus on the learning experience
By Jim Renner, Vice President, Product Management - Skillsoft

The need to manage and deliver content within a Learning Management System (LMS) has been around for as long as the LMS. While the style and complexity of content has evolved, the tools haven’t always kept up with the changing needs of the learner. Join us to find out how Skillsoft is designing Percipio to deliver rich content experiences, not just on its own, but in conjunction with your LMS. We’ll cover the challenges of managing an ever-changing content library; delivering a great content experience regardless of where the learner starts their journey; and how we keep track of everything your learners are doing. All of this will be discussed in the context of your LMS and the rest of your learning ecosystem.

2:25 p.m. - 3:10 p.m.
Power-up learning, transform careers with AI
By Brad Yeager, North American Sales Leader, IBM Watson Talent - IBM

Most organizations today struggle to find talent for their open positions. While internal talent mobility can help address many of these hiring challenges, less than a third of HR professionals are happy about their organization’s ability to meet their internal mobility goals. Not only that, but 60 percent of executives admit they struggle to keep their workforce current in terms of the skills they need. And, while employees are eager for their skills to stay current in the face of automation and to develop their careers, most corporate learning infrastructure fails to deliver what employees want - learning at their own pace and when they need it. IBM Watson Talent and Skillsoft are joining forces to deliver AI-powered learning and career development to companies of all sizes. The joint solution is agile, employee-centric, engaging and transformative. It offers a new way for organizations to develop their workforce and enables HR to better execute their talent imperatives. Getting started is really easy. Join us to learn more.

2:25 p.m. - 3:10 p.m.
The Role of Learning in Cultural Transformation

Wawanesa Mutual Insurance has a long and proud history of earning our policyholders’ trust since 1896. With over 3600 employees, some may be surprised that we have only recently established a formal Learning & Development function. Our HR team has been transforming and evolving along with our organization. As a center of excellence, L&D’s goal is to provide strategic direction for learning and development and to help transform and bring ONE Wawanesa to life with consistent learning and experience for all our employees. The introduction and partnership with Skillsoft is one such initiative delivered under our Corporate Learning Strategy, garnered an overwhelming response from employee, contributed to higher engagement scores and supporting organizational transformation. This is a story about our journey.
2:25 p.m. - 3:10 p.m.
Lead, Develop, Transform. Using Skillsoft to drive organizational value
By Lara Lawrence Training Program Manager - US Bank

In this session, we will share practical tips on how U.S. Bank partnered with Skillsoft to build leadership skills, increase agility, and align with digital transformation trends. We'll also provide insight into how we socialized our programs and drove adoption, as well as discuss how to apply a similar approach to meet your own organizational needs.

SKILLSOFT

2:25 p.m. - 3:10 p.m.
Super Retail Group Breakout Session

Session description forthcoming.

SKILLSOFT

2:25 p.m. - 3:10 p.m.
Strategy and tactics to get out of the rut
By Alan Kindall Senior Manager, L&D Programs and Processes - Micron Technology, Inc

As a longtime customer of Skillsoft it’s easy to get the rut of the same, but if there is one thing that is constant in business is change. Overcoming new leadership, ensuring ROI, building the program holistically and strategically while maintaining learner adoption. Micron’s technology and strategy continue to evolve and our learning environments need to be able to provide the best experience for our team members. Skillsoft has ensured, through their support, that we are fulfill our Vision: Micron team members intentionally learn and grow every day to contribute to our collective success.

SKILLSOFT

2:25 p.m. - 3:10 p.m.
Addressing Inclusion and Diversity through Journey Mapping
By Janet Toner Manager, Certification and Accreditations - Canadian Credit Union Association

Every learner is unique. Journey mapping will help you gain insights into your learners’ individual needs and requirements, create and ensure a positive, accessible learner experience, and expand the reach of your training programs. Want to learn more? Let’s take a journey together! During this session we will explore how our team created journey maps that resulted in a 25% increase in the number of Skillsoft assets our learners used. Once we’re finished exploring why journey mapping is important we’ll work together to create a journey map you can use in your own organization and explore client testimonials of how mapping and Skillsoft content supports everyone’s unique journey.

COMPLIANCE

3:10 p.m. - 3:40 p.m.
Networking Break

3:40 p.m. - 4:25 p.m.
Scaling Up! Cultivating Strong Leadership Talent and Culture in a Rapid-Growth, Global Environment
By Amanda Michno Manager, Leadership and Organizational Development - Microchip Technology

Our collaborative, empowering organizational culture is key to Microchip Technology's success, and our leaders are essential to sustaining that culture, In the past 5 years, Microchip has nearly doubled employee headcount and proliferated offices globally, largely due to growth by strategic acquisition. Our small (yet mighty!) L&D team is charged with 1) instilling culture in newly acquired employees and leaders, 2) developing a robust leadership pipeline, and 3) supporting development for long-term employees. Microchip leverages Skillsoft e-learning as an important element of our comprehensive leadership development programs, helping us deepen learner understanding and reinforce application across multiple geographies. Join the session to hear how we are riding the bumps of rapid expansion and resource constraints, increasing our Guiding Values and employee engagement ratings company-wide, year after year. You’ll be encouraged to reflect on your own practices and contribute to the conversation.

LEADERSHIP
From Documents to Data: Reinventing the HEC Montréal Library

By Bernard Bizimana Director of HEC Montréal Library - HEC Montréal

In 2016, the HEC Montréal Library found itself in the same difficult situation as many other business school libraries. The main challenge for the Library was to confirm its relevance by ensuring that it had a fundamental role to play in the School’s learning and research community. It was in this context that the School’s administrators asked for a complete revision of the Library’s business model. They insisted that the Library make the changes necessary for it to meet the twenty-first century needs of professors, researchers, and students, particularly in the area of digital resources and services. Two years later, the Library has defined its new business model, one that is focused on providing research data and knowledge management services. This presentation will describe the management strategies used to carry out this important restructuring project, the challenges that the Library has had to meet, the benefits for the HEC Montréal community as a whole, and the optimistic future that lies ahead for Library employees.

How Customers Are Achieving Success with SumTotal

By Kristie Willix Senior Director, Product Management - SumTotal Systems

In this session you will hear from three different customers using three very different areas of the SumTotal platform and achieving success in very unique ways. First you will hear from St. Luke’s and how they are leveraging the Onboarding module to more efficiently get new employees up to speed. Next you will from Florida Blue about their very robust and unique usage of Quick Assessments and how this supports their need to provide knowledge testing and proof of competence across their workforce. And last but not least you will how PSAV is leveraging Development Plans and Career Pathing to increase employee satisfaction and engagement by providing tools to allow an employee to see and proactively manage their career path.

Moderator: Kristie Willix, Senior Director, Product Management, SumTotal

Panelists:
Brad Cooper, Sr. Analyst, Talent Management Systems Enterprise Learning Operations, Florida Blue
Derek Blake, Senior Director, Global L&D, PSAV
Jason Surseri, Director, Talent Development, St. Luke’s Health System

Aspire Journey: Co-Creation Workshop

By Maria Nicholas Senior Manager, UX Strategy and Research - Skillsoft

Join us for a highly interactive session to identify ways learners can utilize job, task, or function-oriented journeys to develop an enhanced set of skills in preparation for future career paths. You’ll get a closer look at designs in progress for Skillsoft Aspire Journeys and have the chance to offer feedback and guidance in an engaging setting. This is a great opportunity to brainstorm with your peers in telling a collaborative story and learn from each others’ thinking.

Driving Datacom’s growth, culture and engagement through learning

By Wynn Schellum L & OD Manager - Datacom

Percipio is the cornerstone of Datacom’s democratic learning eco-system - focusing on technical acumen, business acumen and interpersonal acumen. Percipio is embedded in formal and informal development and engagement initiatives to drive change, performance and results. By leveraging Percipio’s enterprise and compliance suites and Professional Learning Services, Datacom is embedding learning into every employees daily activities, thereby controlling costs, creating consistency across the organisation and accelerating speed to impact.
3:40 p.m. - 4:25 p.m.
Creating a Foundation for Next Generation Learning Systems: A Strategy for Planning Your Move to Percipio with xAPI

By Leslie Posteri Sr. Training & Development Specialist - Lawrence Livermore National Laboratory, Larel Bruton Software Developer - Lawrence Livermore National Laboratory

Do you feel that your organization can benefit from Percipio and its xAPI capabilities, but have no idea of how or when you will get there? Would you like to be a catalyst in propelling your organization's training and development into the future? Developing an implementation strategy facilitates discussions with your organization to recognize and track different learning modalities such as videos, books, job aids, etc. Percipio's blended learning model positions your employees for success with diversified, trackable, and vetted content. At Lawrence Livermore National Laboratory (LLNL), we value our quality of training and efforts of employees for career development. During this session, you can hear about our strategy of modernizing our training environment and investing in our workforce. In this session, we will give insight on: • Our roadmap with challenges and successes • How Percipio supports our organization goals • xAPI benefits and how we plan to integrate it in the enterprise

Percipio Skillsoft

3:40 p.m. - 4:25 p.m.
Building a Learning Organization

By Cathy Waters Learning System Administrator - PSCU, Inc, Karlene Stewart Vice President, Learning Enablement & Analytics - PSCU, Inc

How do you produce business results and increase employee engagement, increase client satisfaction, and ensure your organization's sustainability? The answers to these question will be revealed in this powerful presentation of the journey to build a learning organization. It requires an intentional strategy and a culture shift to move your workforce into the future. According to Gartner, by 2025 the majority of today's work will be performed by machines. What are you doing to transform and prepare your talent for this digital revolution? You must begin with the business case for why becoming a learning organization is critical. We will share with you our foundational strategy and framework for making this transformation, join us for an enlightening and fun experience.

Skillsoft

3:40 p.m. - 4:25 p.m.
Simple Ways to Incorporate Development Training

By Vanessa Mosher Sr. Manager, Learning and Development - PetSmart, Mark Dompiere Director of Talent Management and Learning - PetSmart

The pace and amount of work employees are expected to complete is at an all-time high. It's no wonder that the amount of time spent on personal development has declined over the past several years! So what can we do about this? Come learn how PetSmart has more than doubled the amount of development content accessed by associates in year one of licensing Skillsoft development content. Whether you're just starting to think about licensing content for your organization - or you've had access to content for many years - this session is guaranteed to give you tips, tricks and ideas on how you, too, can increase adoption and usage while increasing your return on investment. Mark Dompiere, PetSmart's Director of Talent Management and Learning is joined by Vanessa Mosher, Senior Manager, Learning Technology and Design and Lindsay Logan, Learning Systems Administrator for a fast-paced, informative and fun session that'll help you tackle the time-for-development-challenge in your organization.

Skillsoft

3:40 p.m. - 4:25 p.m.
Optimizing your company's compliance program: What you need to succeed!

By Norene Tronsden Senior Manager - Navigant Consulting, Mike Liskow Training Manager - Navigant Consulting

Are you asking yourself these questions about your Corporate Compliance program?
• How can we efficiently and effectively manage a rapidly growing need for compliance training to deliver the right courses, to the right people, at the right time, with accurate and timely reporting?
• How can we utilize technology to reduce manual effort and provide an improved learner experience?
• How can we anticipate and prepare for future compliance needs/requests to deliver solutions quickly?

We will share what we did to answer these questions and what we learned to optimize our Compliance Program with Skillsoft's Advanced Compliance Module!

Compliance
3:40 p.m. - 4:25 p.m.
SOUL: School of Ultimate Leadership & Learning
By Scott Terry Head of Learning & Capability - Super Retail Group

SOUL, is Super Retail Group’s School of Ultimate Learning & Leadership. An agile and dynamic learning approach that builds capability from the shopfloor to the boardroom enabled by a micro-learning ecosystem that tells the journey and connects learning solutions that underpin key measures of organisation success. In an increasingly competitive retail environment, we need customer centric, commercial and strategic business leaders and team members to lead our transformation to becoming a world class omni-retail organisation.

As an organisation, SOUL has enabled us to become quicker at prioritising learning according to our strategy and more consistent across the board. As a team member, SOUL put our employees in the driver’s seat, with access to learning when they need it, anytime, anywhere.

SKILLOSOFT

3:40 p.m. - 4:25 p.m.
Beyond the Digital Platform: How simple tools and intentional conversation can develop aspiring and first-time managers
By Amy Nielsen Leadership Development Officer - Umpqua Bank

As development moves more and more toward digital learning, how do we find ways to apply learning beyond the digital platform? Join this session to learn Umpqua’s blended learning approach to manager development which extends digital learning beyond the Skillsoft platform by leveraging Skillsoft assets aligned to Umpqua’s leadership competencies. The simple, yet effective, development tools allow managers to drive discussions and create growth opportunities. You’ll leave this session with a step-by-step guide and easy-to-replicate framework.

SKILLOSOFT

3:40 p.m. - 4:25 p.m.
Continual Adaptability: Distributing the Future More Evenly
By Mike Hendrickson VP, Technology & Developer Products - Skillsoft

Many enterprises today understand that the future they are planning for is here and yet rapidly speeding away from them. William Gibson first raised the notion that “The future is here, it’s just not widely distributed yet” and set many companies on a quest to determine if they were part of the distribution or when the “yet-part” would happen. And the interesting part is for most companies is that they’re trying, and many are partially-in on the distribution of the future. Let’s explore how we can make sure the future gets evenly distributed to all companies, countries and individuals. How can multi-modal, criterion-based assessments, learning-journeys, and engaging content enable individuals, teams, and organizations to help distribute the future more evenly, and widely.

TECHNOLOGY & DEVELOPER

4:35 p.m. - 5:15 p.m.
Leadership Essentials Program - A Blended Learning Story
By Tom Mesing Sr, Learning and Development Specialist - Hyster-Yale Group, Inc.

In this session Tom will discuss how the Skillsoft learning platform plays an essential role in the success of HYG’s Leadership Essentials Program, a two day ILT class followed by 10 follow up sessions for first line leaders. Learn how Skillsoft helps keep the learning alive for the participants.

LEADERSHIP

4:35 p.m. - 5:15 p.m.
Maximizing Your Campus’ Skillsoft Program
By Kate Belliveau Training Coordinator - University of West Georgia, Patricia Durrrough Assistant Director - University of West Georgia

This session will discuss how the University of West Georgia garnered support for the implementation of the Skillsoft platform for its employee’s professional development and training needs. Over the last 4 years, through visibility and promotion, UWG has seen a dramatic increase in employee usage of the application. Learn how UWG is maximizing its utilization of the portal in a higher education environment and how the employees have become engaged in online learning.

LIBRARY AND UNIVERSITY
Career Development: From Stale to Stellar

By Tina Thomas Global Succession Management Strategist & Senior HR Business Partner - Lexmark International, Inc.

Lexmark has introduced a new community for global employees to access resources and share guidance regarding career development. 'My Career Journey' is a curated collection of tools and ideas for incorporating career development into our routines. It also includes a social component to leverage people learning from other people.

A response to employee focus group feedback, the community enables each of us to leverage the right tools for any stage of our career journey. This intentional investment in career development enables Lexmark to build a skilled workforce, Lexmark managers to be more effective career coaches, and all Lexmarkers to achieve professional objectives.

The concept of 'My Career Journey' is a winding road with links to milestones and fuel stations for skill development. A sub-page for each milestone and fuel station includes a concept definition and overview, as well as a three-part learning curriculum:

- Understanding: general knowledge
- Assessing: competency level
- Executing: applying on the job, via connections, through training

In addition to proprietary tools and open source content, Lexmark leverages many Skillsoft assets like Skillsoft Professional Advantage, book summaries, videos, and assessments.

Lexmark has leveraged multiple forums to market the new community to our global employee population:

- Leading up to the launch of 'My Career Journey,' Lexmark's CHRO published a series of blog posts encouraging intentional investment in career development.
- 'My Career Journey' was the first site available in the September 2018 launch of Lexmark's new digital workplace.
- We announced the launch of 'My Career Journey' using a video of Lexmark's CHRO interviewing the lead of the team who created the community.
- The social component of 'My Career Journey' is integrated with Lexmark's collaboration tool (Yammer), so we can keep the conversations flowing.

User Centric Design & You: How Our Customers are Driving New Solutions

Software should support people getting their jobs done - not be an obstacle to it. Getting feedback on our product designs early in the product development cycle informs our product teams to build products that best support your needs in getting jobs done more quickly and efficiently.

Evolution in Application - from a Bolt-On to a Learning Organisation

By Tim Drinkall Director - SI Consulting

To deliver on its strategic direction to be a leader in the industry - with diverse, talented, and resilient people - Melbourne Water had to transform to become a Learning Organisations. This session covers the definition and perspective of Learning Organisations, the infrastructure build in readiness for becoming a Learning Organisation and programs for the future - Skills, behavior and knowledge programs (especially how Skillsoft has helped develop the key skills required in the future).

How Do You Spell That Again? - Launching and Marketing Percipio at a Fortune 500 Company

By Mary Schaaf Mulard Learning Culture Delivery Manager - Erie Insurance Group

In 2018, Erie Insurance licensed Percipio from Skillsoft and launched a comprehensive marketing campaign to introduce the new learning platform to a learner audience of 5,300 employees. Key partners and stakeholders were identified to help devise key marketing messages, and target audiences received customized communications based on business needs and learning styles. Marketing methods encompassed a broad combination of print, digital, and verbal communications, including videos, promotional contests, giveaways, and learning advocates who introduced Percipio during corporate meetings and events. Marketing efforts paid off, as Skillsoft usage at Erie Insurance bounced back following several years of decreasing course completions.
4:35 p.m. - 5:15 p.m.
Leveraging Skillsoft for the Heavy Lifting
By Anthony McClanahan Manager of Leadership Development - Parkland Health and Hospital System

Provide an overview of our journey in creating a development program for individual contributors who aspire to become future leaders. Limited resources required a more innovative approach in creating an impactful development program that could potentially touch hundreds of individual contributors. The answer was leveraging Skillsoft content in combination with select instructor-led training into a formalized program available in our LMS. We used Skillsoft to do the heavy lifting with their preexisting content to avoid time spent developing and delivering. Combining Skillsoft with additional in-classroom training we were able to deliver a robust blended learning experience for the user.

4:35 p.m. - 5:15 p.m.
Reaching Your Audience Quickly and Effectively
By Ryan Noel Education Production Manager - POOLCORP

Your employees/users want what your team has to offer, but can they find it quickly? Creating an internal or external, password-protected website, that visually lays out your content, courses, newsletters, articles and resources is a time-saver when assigning training and making announcements. Structuring your content into an intuitive consumer-friendly like website while implementing a structured email newsletter, can ensure your employees/users promptly get what they need, and then... get back to work.

4:35 p.m. - 5:15 p.m.
Setting Diverse Job Seekers Up For Success
By Liz Derr Manager of Curriculum & Instructional Design - Upwardly Global

Upwardly Global is extending their reach by leveraging Skillsoft training for skilled immigrant and refugee job seekers. When arriving to the U.S. from another country, professional work experience, work authorization, and a higher education are often not enough. Upwardly Global provides training on cultural norms and expectations within the U.S. job-search and workplace contexts. With access to hundreds of Skillsoft courses through their LMS, more than 5000 job seekers have access to valuable learning content, including industry-specific training, leadership basics, and professional skills. Partnership with Skillsoft has supported learning needs for both Upwardly Global and the broader workforce.

4:35 p.m. - 5:15 p.m.
Workplace Culture: Hidden Challenges of Compliance Panel Discussion
By Amy Friend Manager of Learning Technology and User Experience - Corning Incorporated, Daemon Smith Director Environmental, Health, and Safety Corporate - Caesars Entertainment, Andrea Carter SVP, Human Resources - Global Payments, Norman Ford VP Compliance Products, Skillsoft Compliance

Every organization strives to create an ethical workplace culture, but those efforts can be challenging in a highly diverse workplace. How do organizations strike a balance between the risks of employees behaving unethically or illegally with the impact on moral from potential overreach into the personal lives of their employees. With increased attention on workplace interactions and the high risk of personal liability, exclusion and other inadvertent side effects can challenge compliance efforts. Join this panel discussion as we examine the ways organizations are addressing polarized topics and the hidden challenges they face in their efforts to strengthen workplace culture.
Real World Case Study: Developing a Personalized Digital Learning Program

By Clive Swift, VP & Manager, IT Talent Development - Moody

Moody’s IT Talent Development created a personalized career development framework to engage, retain, and re-skill employees. It took two years to build the program which was released in two annual installments: 1 - A foundational level supporting a major digital transformation change across the organization. 2 - A personalized expert level “deeper dive” program of electives aligned to organizational goals. Role based learning dashboards grouped by key competency enable employees to select their major study and supporting minor. The program was developed collaboratively with engagement from multiple subject matter experts (SME) as well as Skillsoft. Skillsoft has been instrumental in assisting with the content mapping so that the IT content can be properly targeted. Content from Skillsoft’s IT courseware, IT Pro, and IT video collections are aligned and linked to directly as part of the program. The session will address designing, developing and implementing the program. The challenges of curating content into targeted learning paths aligned to job family roles, as well as integrating skills, tools, and methods. How to design the application of acquired skills to real world situations and the piloting of digital badging. The approach personalizes the learning experience under a brand aligned to Moody’s objectives.

7:00 p.m. - 10:00 p.m.
Perspectives Party at Universal CityWalk

By Universal CityWalk

Get ready for one of the most incredible parties Skillsoft has ever thrown ... a huge bash that fills four different clubs and spills out into the streets of Universal CityWalk® at Universal Orlando® Resort. Hop from club to club along the entire CityWalk® promenade! Take a trip to New Orleans at Pat O'Brien's® or explore the home of the king of reggae at Bob Marley - A Tribute to Freedom™. Take the stage and sing karaoke at CityWalk's Rising Star, or relax in the tropical and trendy atmosphere of the Red Coconut Club®. It's an entire evening of street party excitement - and it's all yours!

Pat O'Brien’s, Hurricane Giess Jago, Have Fun and Iron Grill Design © Pat O’Brien’s Bar, Inc. © 2015 Pat O’Brien’s Bar, Inc. All rights reserved. Universal elements and all related indicia TM & © 2015 Universal Studios. All Rights reserved.

COMPLIANCE LEADERSHIP LIBRARY AND UNIVERSITY PERCIO Skillsoft SUMTOTAL GROWTH EDITION SUMTOTAL LEARNING MANAGEMENT SUMTOTAL TALENT MANAGEMENT TECHNOLOGY & DEVELOPER
7:45 a.m. - 8:45 a.m.
Networking Breakfast

8:45 a.m. - 9:30 a.m.
LevelUp: Leadership Development for the Digital Age
By Julie Curtis Director, Learning and Performance Innovations - BorgWarner

Scale and sustainability were top considerations as BorgWarner began the journey to implement their first virtual learning and development programs. In 2018, they partnered with SkillSoft to launch the SkillSoft Leadership Development Program content and Percipio for global leadership and high-potential talent. Learn about the pillars and pitfalls of development and implementation, how to identify leading indicators of success and respond with agility. Session topics will include: • How these scalable, blended programs were developed using agile methods with cross-functional, geographically diverse representation across the business • The program components including virtual classroom events, learning reinforcement, gamification and SLP content. • Change management efforts focused on marketing, communication, manager engagement and HR involvement for an audience new to virtual learning.

LEADERSHIP PERCIPIO SKILLSOFT

8:45 a.m. - 9:30 a.m.
Blended Learning: Leveraging SumTotal to Automate Delivery of Multimodal Learning Experiences
By Brian Hewitt Manager, Learning Administration - American Airlines

In this session, Brian Hewitt will walk you through the American Airlines team's quest to minimize administrator engagement during blended learning program delivery. He will discuss the use case and how they were able to remove administrators from the process without shifting any burden to instructors. Brian will demonstrate how his team is able to successfully embed an electronic assessment/quiz within a class structure and discuss how they allow the instructor to control access to the assessment using the class roster. If you are looking for a way pull all of the components of your blended programs together within the LMS and improve your learner's experience, this session is for you!

SUMTOTAL LEARNING MANAGEMENT

8:45 a.m. - 9:30 a.m.
Increase Utilization of Skillsoft in Your Organization
By Lester L. Arnold Associate Vice Chancellor/Chief HR Officer - Winston-Salem State University

This session will show you how to maximizing utilization of Skillsoft with limited resources and limited support.

LIBRARY AND UNIVERSITY

8:45 a.m. - 9:30 a.m.
The New Learn@Cox Experience: Bringing it all together for the learner.

In 2017, Cox underwent a massive transformation in Learning by bringing together learning from all divisions into one comprehensive LMS, eliminating 7 other redundant systems in the process. By 2018, Cox found that more was needed to engage learners by bringing them a Learning Experience and not just a Learning System. The New Learn@Cox Experience was born from this realization. Join us to discover how Cox was able to successfully bring together many elements, always with a focus on the Learner, to deliver a best in class Learning Experience.

SUMTOTAL LEARNING MANAGEMENT
8:45 a.m. - 9:30 a.m.

**The Discover College Commitment: A Full-ride Bachelor's Degree Program for Employees**

By [Jon Kaplan](#) Vice President, Learning & Development - Discover Financial Services

Credit card giant and direct banking company, Discover Financial Services, offers its more than 16,500 employees the chance to earn a bachelor's degree from one of three different fully-accredited universities by covering 100% of the cost of tuition, required fees, books and supplies. Jon Kaplan, vice president of training and development at Discover, will discuss the program and the motivation behind it. Learn how this unique benefit not only helps Discover recruit and retain employees in a tight labor market but also how it aids in preparing employees for a wide range of career opportunities inside or out of the company.

- **SUMTOTAL GROWTH EDITION**
- **SUMTOTAL LEARNING MANAGEMENT**
- **SUMTOTAL TALENT MANAGEMENT**

8:45 a.m. - 9:30 a.m.

**Pain In The SaaS: Navigating Best Practices in Administrator Training**

By [Nancy Terry](#) Senior LMS Administrator - University of California, Office of the President, [Cathi Leon](#) Training Analyst - St. Luke’s Health System, [Robert Browne](#) Manager, Instructional Design - BAE Systems

This session is designed to feature, maximize, and role model the synergy that comes from participation in the SaaS User Group. After a brief overview of the group, panelists will share their experience from the Fall 2018 SaaS User Group Working Session where 5 companies came together and tackled major pain points. The panel will discuss how each company has been addressing the training of SumTotal learns administrators. Each panelist will also share a best practice adopted from the Fall meeting and the benefits it has seen since implementing the shared best practices. The panel will close with a room-wide discussion on everyone’s highs and lows with keeping the administration workforce trained in a constantly evolving SaaS environment.

- **SUMTOTAL LEARNING MANAGEMENT**

8:45 a.m. - 9:30 a.m.

**Continuous Performance Management: The Future of Performance Management at St. Luke’s**

The traditional performance review process is flawed because of misaligned expectations and delivery. St. Luke’s expects our annual performance appraisal to be a look back on employee performance and an opportunity to learn and develop. In reality, the vast majority, if not all of these opportunities become backward-looking reviews and appraisals on work done and do not focus on how leaders can develop and achieve our goals. These once per year reviews are widely ineffective and are often subjective. This session will show how St. Luke’s is making the change to a continuous performance management culture utilizing SumTotal’s Talent Modules.

- **SUMTOTAL TALENT MANAGEMENT**

8:45 a.m. - 9:30 a.m.

**What’s the Buzz? A fresh marketing approach enabled Hitachi Consulting to launch Percipio and overcome resistance to on-demand learning.**

By [Tiffany Mudric Ahlers](#) Global Manager, Learning Management Systems - Hitachi Consulting, [Karin Levitt](#) Global Director, Learning & Development - Hitachi Consulting

To successfully launch Percipio, Hitachi Consulting faced two significant challenges: 1) transform our company’s traditional learning culture, and 2) convince people that the Percipio on-demand learning environment was truly different. At this session we’ll show you how a fresh approach to marketing and communication created a positive buzz about Percipio and drove a high user adoption and satisfaction rate.

- **PERCIPIO**

8:45 a.m. - 9:30 a.m.

**Learning Ignites with Gamification!**

By [Christina Treadway PhD](#) Director, Learning and Leadership Development - Black Knight, Inc.

We will demonstrate how Black Knight is using Gamification to increase learner engagement and participation in our core learning programs.

- **SKILLSOFT**
8:45 a.m. - 9:30 a.m.

**Applied Analytics: How to Modernize Your Reporting Efforts to Drive Value in Learning**

By Laura Rexford Director, Value Engineering - Skillsoft, Alex Campbell Customer Success Manager, Skillsoft

Many organizations struggle to measure the impact of learning in a meaningful capacity, as it can be unclear how to quantify that impact. Despite all the data that is available, gathering the right insights can be difficult, and being able to link them back to the business in a contextual manner is exceedingly rare. In this session, we will explore how to identify meaningful metrics found in learning data, and discuss how those metrics can be given value-based context. To illustrate this, we will lean on several examples that include: • How we were able to creatively demonstrate savings across metrics like speed to performance, billable hours saved, learner productivity and more, using (anonymized) real examples of client-facing deliverables. • An examination of whether or not there is correlation between usage of Skillsoft’s off-the-shelf content, and publicly available business performance metrics. We would also be examining the different levels of correlation between high-performing organizations, against the average.

- SKILLSOFT

8:45 a.m. - 9:30 a.m.

**Domtar + SumTotal & Skillsoft = True Partnership**

By Holly Fox Sr. Learning and Development Strategist - Domtar Paper Company, LLC, Sarah Waltman Senior Director, Talent Management - Domtar Paper Company, LLC

How Domtar built a plan with SumTotal and Skillsoft to not only to maximize our utilization of our current products, but also drive our organization into the future.

- SKILLSOFT

8:45 a.m. - 9:30 a.m.

**Highly Regulated Training meets Professional Development – One Platform**

By Tiffany Summerville Associate Director, Human Resources - Acorda Therapeutics, Inc., Phillip Wilson-Camhi LMS Administrator - Acorda Therapeutics, Inc., Ira Starr Director IT Compliance and Validations - Acorda Therapeutics, Inc.

Acorda is utilizing the Learn platform throughout our organization. The solution is used with our highly regulated departments who have to follow stringent FDA regulations as well as for corporate and professional development training. This journey has included extensive validation efforts as well as transitioning from the Saas to Hosted platform during implementation. Due to our highly regulated industry, we have to ensure that the system has been tested and validated in order to pass FDA inspections.

- COMPLIANCE

8:45 a.m. - 9:30 a.m.

**Skilling Up for the AI Revolution**

By Jeff Provost Cofounder & Chief Learning Officer - Wintellect

For most enterprises, success hinges on employing talented software developers and IT personnel. But the software landscape is evolving quickly. The value of a developer who isn’t constantly learning and refining his or her skill set diminishes rapidly. One part of the solution is providing access to high-value training resources. Another part is targeting your efforts to make sure you are skilling up in the right areas. In this session, Wintellect’s cofounder and Chief Learning Officer, who has personally trained more than 10,000 developers at Microsoft, presents a technical overview of machine learning and AI, two areas which are producing some of the most exciting innovations in software engineering today - and areas that can be leveraged in ways that you might not expect.

- TECHNOLOGY & DEVELOPER

9:40 a.m. - 10:25 a.m.

**Emerging Leader Experience at ManpowerGroup**

By Denise Accuardi Global Manager Virtual Learning - ManpowerGroup

Skillsoft’s Digital Transformation Collection and Leadership Development Program were the products offered during the pilot for the Emerging Leader Experience at ManpowerGroup. Skillsoft collaborated with the leaders of the Experis brand to create a webinar to kick off the program. Skillsoft also helped ManpowerGroup with the launch, marketing, and results gathering of the pilot to roll up to leadership to gain buy in for the content globally.

- LEADERSHIP
Driving an Advisory Board of Learning Leaders

The discussion will revolve around how Mark Emmel drives L&D buy-in across multiple departments on campus... a few details as follows: For the initial year of the Learning & Development Advisory Board, Mark identified specific individuals across campus who he knew were engaged in providing or organizing training. And to round out the group, Mark asked for volunteers — people who were interested in professional development on campus. People expect to be able to provide input, and the three advisory board responsibilities in the charter sum it up pretty well: 1. Represent employee feedback and experience in program development, evaluation and improvement. 2. Serve as program champions by supporting the attendance and completion of L&D initiatives. 3. Facilitate communication about L&D initiatives and resources to the campus community.

Designing Effective Personalized Leadership Development Strategies
By Brian Mulliner Director, Organization and Talent Development - Raymond James Financial

Are your Leaders prepared to take your firm successfully into the future? Leaders are one of the most critical links in helping your company achieve and execute its strategy. Unfortunately, many traditional leadership development programs fail to produce lasting impacts on a leader's behavior resulting in marginal business results. What if you could design effective targeted leadership development strategies to cultivate exceptional leaders? Leaders who adopt consistent long-term behavior change, achieve improved business results and support business goals and strategies?
Within this workshop we will discuss:
• Defining the why: Career growth, professional development, behavior and/or skill development
• Personalizing the plan: Exploring interests and aspirations, strengths and opportunities, personal and organizational needs, goals and performance trends
• Identifying experiences: Curating the right blend of development experiences, feedback, exposure and education
• Supporting continued development: Building the right blend of support, expectation and accountability, review and reflection, and reward and recognition

Ready, Set, Jump: Managing a nine version upgrade and a global roll-out in a single effort
By Lori Dixon Manager, Enterprise Learning Services - International Paper Company

In 2018, International Paper Company embarked upon a huge transformation effort by upgrading its SumTotal LMS nine versions, impacting 53,000 employees worldwide. This Session will take you through the planning, execution and implementation activities of that massive effort.

Solving Organizational Challenges with SumTotal Learn
By Mark Smith Organizational Development Leader - Clean Harbors Environmental Services, Kyle Peavler Vice President, Training & Development - Clean Harbors Environmental Services

As an organization looking to move from ad-hoc training to integrated learning, this session will explain how we were able to leverage the SumTotal Learn platform to solve business challenges and change senior leader mindsets about corporate education. We will have specific “real-world” examples on how we overcame organizational obstacles with the help of SumTotal.

Talent Management & Talent Acquisition - Latest Innovations & the Road Ahead
By Kristie Wilfix Senior Director, Product Management - SumTotal Systems

Interested in all things Talent Management and Talent Acquisition? Then this is the session for you! Come join SumTotal Product Management as they walk you through an overview of the latest enhancements to the SumTotal Talent Management and Talent Acquisitions products as well as future product plans. Also, come ready to engage with the SumTotal Product Management team because they want to know your ideas.
9:40 a.m. - 10:25 a.m.

Latest Innovations in Growth Edition
By Jim Polisson Senior Director, Product Management - SumTotal Systems

Join us as we highlight enhancements to Growth Edition that were introduced since Perspectives 2018 and discuss themes for the future.

PERCIPIO

9:40 a.m. - 10:25 a.m.

The Great Migration - our journey from LMS modules to Percipio enterprise
By Megan Gage Manager, Employee Development - Intuitive Surgical, Kallan Christensen Talent Development Specialist, Programs and Data - Intuitive Surgical

The new world of work is here and development needs are changing quickly. Intuitive employees are now looking for ownership of their professional growth allowing them to control when, where, and how they learn. Hear about how a small L&D team in the heart of Silicon Valley responded to this need for their 5,800 employees globally to provide on-demand development in a variety of ways. Learn about our experience moving from a small set of Skillsoft online modules to getting executive support for a robust enterprise-wide platform, Percipio. We’ll share how we defined our challenge, set a vision for the future, and developed marketing materials for a global launch. Join us to see real examples of our customized Percipio site, marketing materials, custom channels, and user resources – not just the way of what we did, but even more about the how.

PERCIPIO

9:40 a.m. - 10:25 a.m.

Merging Cultures and Learning Platforms at Emera/TECO
By Joseph Malta Learning Management Systems Administrator - Emera Inc.

This session will show how Skillsoft was utilized as a platform for merging company cultures and e-learning platforms at Emera/TECO. By moving everyone to a single learning platform we were able to deploy and measure critical compliance courses system wide. We will share best practices for change management and leveraging the success of the initial compliance courses to expand the reach of e-learning and transition the organization from instructor led training to a blended approach.

SKILLSOFT

9:40 a.m. - 10:25 a.m.

Career Development: Overcoming the Challenge at Sysco
By Ray Jackson Learning & Development Manager - Sysco, Kristin Chesnutt Learning & Development Specialist - Sysco

Not seeing much voluntary usage of your LMS and learning resources? Despite best efforts and a dedicated team, Sysco struggled with a history of sporadic usage and limited enthusiasm for learning, as well as an LMS with a negative word-of-mouth reputation. How did they manage to virtually reverse this widespread mindset in just a few months? This presentation will cover how the Sysco Learning & Development team designed and implemented a custom career development toolkit to not only fulfill an associate ask, but also re-frame the existing LMS and Skillsoft learning resources to revitalize enthusiasm and increase interest and usage.

SKILLSOFT

9:40 a.m. - 10:25 a.m.

We know what you’re thinking, ‘A seamless, accelerated integration? No way! But we did it! Come see for yourself!
By Julie Camfield Talent Management Operations Lead - Bayer

What do you get when one company acquires another company? A seamless Skillsoft integration of course! This session is a two-for-one deal where you get to travel along Bayer and Monsanto’s journeys to discover how they independently leveraged Skillsoft and were able to combine forces to provide a unified learning experience for their employees. Join us to get an exclusive look into how two distinct companies were able to achieve: One Skillsoft contract. One learning platform. One learning culture. One company. By attending this session you will walk away with:
• Experiencing our journey through Skillsoft’s learning model; starting from supplementing to targeted to strategic to integrated.
• Knowledge on how we successfully leveraged Skillsoft’s Digital Transformation content.
• Having seen a live look into a Learning Academy. Not exactly sure what a Learning Academy is? Come and find out!

SKILLSOFT
9:40 a.m. - 10:25 a.m.
Diving Into the Data to Maximize your Compliance Training Program
By Cynthia Eckles Learning & Development Specialist - Alteryx

Compliance and safety professionals are constantly evaluating the effectiveness of their compliance programs and analyzing data is an essential part of this process. Data analytics can be used to not only help increase the efficiency of the program, but also help identify and act as an early indicator for potential risks that lurk within the organization. Join Alteryx’s Cynthia Eckles as she discusses the benefits to data analytics and how it can be used to gain deeper insight into program completion rates and the emerging risks that can threaten your organization.

COMPLIANCE

9:40 a.m. - 10:25 a.m.
Teaching Today’s Crucial Technology in a Virtual Lab Environment
By Cliff Kemp Professor - Indian River State College

How quick and easy it is to be up and running with your Skillsoft Virtual Lab and the 24/7 support for you and your students. No extra overhead for instructors to set up and maintain the virtual labs giving them more time to focus on what they teach. Skillsoft virtual labs have an extensive library of virtual labs to choose from that can be customized for your class. Because the virtual labs are web-based, the 24/7 access your students will enjoy is an invaluable feature that gives the ability to work on the labs at their convenience and making this an ideal solution for online courses as well as in class.

TECHNOLOGY & DEVELOPER

10:25 a.m. - 10:55 a.m.
Networking Break

10:55 a.m. - 11:35 a.m.
UPS Marketing Strategy
By Melissa Hillerich Learning Technologies Specialist - UPS

Our presentation will focus on our successes and challenges with marketing content to our users and how Skillsoft has contributed to the success of our marketing strategy. We will review who we market to, how we market to our users; what content we market; when we market to them; where we market the content and why the need to have a marketing strategy.

SKILLSOFT

10:55 a.m. - 11:35 a.m.
Stand Up and Foot Forward! A JOURNEY TO BUILDING A LEARNING ORGANIZATION
By Duane White Enterprise Learning and Development Manager - Delta Dental

How do you create a Productive Learning Culture where what and how employees learn is driven by the right learning opportunity, capability, and environment? See how Delta Dental is preparing to deliver the right development opportunities that will attract and retain the best talent and support achievement of business goals.

PERCIPIO

10:55 a.m. - 11:35 a.m.
Aligning Just-In-Time Training to Organizational Needs & Customer Success
By Samantha Ahrens Sr. Princ. Project Management Specialist, Learning Solutions - Veritas Technologies, Kevin Lloyd, PMP Manager, Strategic Learning Systems - Veritas Technologies

The journey from Talent Management (cr. 2005) to a Digital Learning Environment is a road with a lot of bumps, sharp turns, and stop lights. Veritas is not there yet, but we are transforming learning. Our global technical support engineers consume hundreds of hours of technical product-related education every year. Like your company, the challenge is transforming an antiquated learning environment while helping our employees grow their product expertise AND ensuring a continuous flow career development education. Veritas has all the common challenges that you may be facing. In this interactive session, we'll share our collective experiences, and you'll learn from the two professionals at the heart of the same transformation that you may be headed towards tomorrow -- or going through today.

SKILLSOFT
**Increasing the Emotional Intelligence Level of Leaders**

By **Claude Werder** Vice President and Principal HCM Analyst - Brandon Hall Group, **Cliff Stevenson** Principal Analyst - Brandon Hall Group

More than 20 years after psychologist Daniel Goleman introduced the concept of emotional intelligence, its relevancy is particularly important in developing today’s business leaders. Research shows the need for leaders to have a high degree of emotional intelligence. Research and analyst firm Brandon Hall Group believes it should be a foundation of leader development at all levels of an organization. Emotional intelligence involves self-awareness, self-management, empathy and social skills. Individuals are motivated, inspired by, and will follow leaders with whom they can relate and form a strong personal connection. You will leave the session understanding: • The substance of emotional intelligence. • The importance of EI as a foundational leadership skill at all levels of your organization that can boost employee engagement and retention. • The importance of EI in building organizational awareness so you can understand how decisions are made and how to influence them. • Steps you can take to improve your emotional intelligence.

**Sharpen Your Leadership Edge: How to successfully launch Percipio for leadership development**

By **Rafal Bartkow** HR Manager, Learning and Development - Maple Leaf Foods

Join us to learn how Maple Leaf Foods strategized for the launch of the new leadership development program with Percipio. You will learn: 1 - How we conducted a needs assessment exercise 2 - How we secured leadership sponsorship 3 - How we developed and launched a marketing campaign to build momentum, engagement and drive adoption (both in the HQ and geographically dispersed manufacturing plants)

**Implementing and Aligning Skillport for the Needs of the SC Technical College System**

By **Jeff Laws** HR Manager - Tri-County Technical College

Tri-County Technical College collaborated with Skillsoft to launch Skillport as a pilot for one year. The results of the pilot was such a drastic change that the Chief HR Officer peer group representing institutions from across the State of SC felt it as unquestionable to jump on board. The SC Technical College System’s Presidents voted to fund this initiative and the collaborative efforts began through competency mapping, strategically setting up libraries and content, and building common compliance for the entire system. While all of this was taking place, we also held multiple training sessions in person and online to train HR administrators on the system and aid in their implementation process. We now have the Skillsoft LMS in place across the system and are moving forward by creating and sharing learning programs, custom content, and best practices being used and future planning discussed on a monthly basis.

**From Ground to Cloud: Moving from On-Premise to a Software-as-a-Service**

By **Jim Poisson** Senior Director, Product Management - SumTotal Systems

Have you ever thought about moving your LMS from an on-premise deployment to a SaaS model? If so, then come listen and learn from two remarkable organizations, Jackson National and the University of Washington Medicine, who have gone through this exact migration process. Our speakers will discuss the business objectives behind their reason to move to SaaS what they encountered along the way. They will also share practical advice if you too are considering migrating.

Moderator: Jim Poisson, Senior Director of Product Management, SumTotal

Panelists:
- Kirk Arnold, Manager of Elearning, Shelter Insurance
- Douglas Bushong, Learning Management Portfolio Manager, University of Washington Medicine
- Steven Smith, LMS Administrator, Jackson National

**SumTotal Learning Management**
10:55 a.m. - 11:35 a.m.
Percipio Experience Services (PES) Customer Panel
By Brent Colescott, Sr. Director, Business Strategy & Transformation - SumTotal

Join our panelists as they discuss how they are using Percipio Experience Services (PES) with SumTotal Learning Management. We'll discuss what PES is, the goals of our panelist's programs, their progress with PES, and provide lessons learned from their experiences. If you are considering implementing PES with SumTotal, this is the Perspectives session to attend.
Moderator: Brent Colescott, Senior Director of Business Strategy and Transformation, SumTotal
Panelists:
Marianne Bernardes, Director, Learning & Development Council, Cox Enterprises, Inc.
Derek Blake, Senior Director, Global L&D, PSAV
Malory Gauerke, Training Coordinator, Moraine Park Technical College
Scott Petrie, Learning Tools Manager, Talent Management, BAE Systems

10:55 a.m. - 11:35 a.m.
Reporting Roundtable – Enhancing SumTotal Reporting to better meet your reporting requirements
By Craig Fearon, Senior Director, Product Management - SumTotal Systems

Reporting is a critical component of your SumTotal solution. Join SumTotal Product Management in this interactive roundtable session to provide your suggestions for enhancing and improving SumTotal Reporting. In addition to your feedback and input, Product Management will provide insight into new and innovative options that we have been working on to enhance your reporting experience.

10:55 a.m. - 11:35 a.m.
Simple and Scalable Performance Evaluations: From Inception to Implementation and Beyond
By Kristin Chase, Sr. Director, Organizational Development - Universal Parks & Resorts

Universal Parks & Resorts and SumTotal partnered to develop the Performance Snapshot, a simplified and scalable performance evaluation solution to meet the needs of large organizations like theirs with significant numbers of employees in hourly roles. Come on a journey to hear about the birth of the idea, development partnership, and implementation. This was part of a larger strategic company initiative to create a “one stop shop” for leaders to easily engage with performance and development tools. Best practices and lessons learned along the way will be shared.

10:55 a.m. - 11:35 a.m.
Building a Learning Culture with the LMS
By Julie Lamb, PHR, SHRM-CP - Smith Seckman Reid, Inc., Blake Mohler, Training and Development Manager - Smith Seckman Reid, Inc.

SSR uses Growth Edition to aid in new hire on-boarding, administering learning plans and tracking all of their instructor lead learning. By thinking of unique ways to utilize the LMS they have been able change the culture around learning, They're explaining the “why” behind the learning, rather than just assigning courses.

10:55 a.m. - 11:35 a.m.
Immersive Experiential Learning with VR and gamification—An innovative experiment for client centricity
By Helen Peng, Vice President, Talent Acquisition and Development - Sun Life Financial

In 2017, Sun Life Financial introduced their top 100 Global Leaders an immersive, ground-breaking learning initiative through VR technology. This session will explore how VR can be used to innovate in business world and create emotional connection with clients. During this session the following topics will be discussed: • Technology enables virtual human technology and social simulation • Designing and creating compelling experiences for leader development • Potential future application
10:55 a.m. - 11:35 a.m.
Designing and Maintaining Health & Safety Compliance Content & Curriculums: Not for the Faint of Heart
By Shaun Newsome Manager of Training & Development - Northwestel
Navigating Health & Safety (H & S) compliance needs, tracking completions and reporting on them is a common training challenge and the topic of much discussion among training professionals. Less discussion is devoted to how an organization might go about identifying hazards, mapping training content to hazards, and then building H & S curriculums. In this presentation, information will be shared on the process used to complete an organizational wide hazard analysis and how the results were used to build H & S curriculums by job title.

COMMUNITY

11:45 a.m. - 12:30 p.m.
The Path from Potential to Igniting Your Leadership: How using Skillsoft Content Transformed our Leadership Development Program
By Kyla Hood Senior Manager, Leadership Development - Sunrise Senior Living, Patti Mirallegro Senior Director, Learning and Development - Sunrise Senior Living
At Sunrise, our Leadership Program design is based around YOU and your personalized growth. During this session, we will walk you through how we structured our program, including how leaders select 6 out of 13 competencies for their individual team members to learn, and how we help them apply their learnings through practice and mentorship. Come join us to learn how we centrally designed the program using Skillsoft content mapping with the Business Skills blended learning library for a true story that YOU too can implement with your organization.

LEADERSHIP

11:45 a.m. - 12:30 p.m.
Utilizing Skillsoft to Streamline your Company’s Compliance Training
By Jennifer Benson Coordinator of Online Professional Development - Tarrant County College District
Find out how Tarrant County College District increased their Compliance Training completion rate by 12% in one year! This session will provide you with tips and ideas on how to utilize Skillsoft as a one-stop shop for your Employee Compliance training.

LIBRARY AND UNIVERSITY

11:45 a.m. - 12:30 p.m.
From LMS to Ecosystem: Going Beyond Implementation
By Debbie Richards Senior L&D Analyst - NCI Building Systems Inc
How do you create a learning ecosystem that becomes part of corporate culture, aligning compliance, talent development, and business goals? Failure to establish governance and processes to evaluate the health of your learning infrastructure often leads to student abandonment and limits the value of L&D. This session will cover the keys to a successful learning ecosystem. Using a case study, we will discuss what should happen in year two, three, and beyond to nurture an environment where learning and performance support are embedded into users’ daily lives.

SUMTOTAL LEARNING MANAGEMENT

11:45 a.m. - 12:30 p.m.
Leveraging xAPI to Power a Centralized Learning Ecosystem
By Tammy Rutherford Director of Accounts and Marketing - Rustici Software
This session will focus on how Discover is leveraging xAPI as a key component in bringing their learning ecosystem to life. xAPI experts from Rustici Software and DominKnow will provide their insights and discuss how you too can start thinking about xAPI within your organization.

SUMTOTAL LEARNING MANAGEMENT
11:45 a.m. - 12:30 p.m.
Optimizing SumTotal for Global Customer Education
By Sarah Robinette Global LMS Administrator and Implementation Lead - 3M Company, Lisa Edstrom Global Health Care Academy Leader - 3M Company

3M Health Care has deployed the SumTotal Learn platform to optimize our global customer learning and training ecosystem. In addition to a new desktop experience, they partnered with SumTotal to customize the mobile app solution to support this program. The new user experience has served as a best practice model and is being implemented across the 3M enterprise. The 3M Health Care Academy team will share their insights and learning as well as key customer insights.

SUMTOTAL LEARNING MANAGEMENT

11:45 a.m. - 12:30 p.m.
Organization Maturity Index – What is it and why you need to leverage this valuable tool.
By Brent Colescott Sr. Director, Business Strategy & Transformation - SumTotal

Come to this session and learn about the Skillsoft Organizational Maturity Index which has been designed to help organizations advance their strategies and in turn, produce superior outcomes. The framework is based on observations of more than 6,700 organizations 45 million employees. This diagnostic will gauge your current maturity level across nine indicators.

SUMTOTAL TALENT MANAGEMENT

11:45 a.m. - 12:30 p.m.
Join Western Asset Management along their Journey to the Learn LMS
By Jeff Emanuell Training Specialist - Western Asset Management Company

Come hear Jeff Emanuell, Training Specialist at Western Asset Management Company, discuss how Western Asset managed their migration from Maestro to SumTotal Learn. Learn why SumTotal was their vendor of choice, discover the business objectives behind their reason to migrate to enterprise learning, find out what they encountered along the way, and hear practical advice if you too are considering migrating.

SUMTOTAL GROWTH EDITION

11:45 a.m. - 12:30 p.m.
The Future of Percipio
By Potoula Chresomales SVP, Product Management - Skillsoft

Potoula Chresomales, SVP of Product Management & Innovation, will share the Percipio roadmap and seek input and feedback on new product concepts. This interactive session and Q&A will include the User Personas that are the foundation of the Percipio UX design. It will include a deeper dive into prototypes of new learner experiences including (1) Aspire Journeys, which are role-based learning paths with assessments and hands-on lab activities. She will demonstrate how Percipio will support (2) skills badges with OpenBadge compliant portable badges, (3) team-based learning with new Manager Role, and (4) LMS Integration across major platforms with strong discovery and new pre-curated learning paths. The session will also review (5) partnerships that add breadth and depth to the content catalog, (6) Admin promoted content and homepage configurability, (7) automated personalized notifications to engage learners, (8) new dashboards to provide deep insights on learner behavior. Join the discussion and shape the future.

PERCIPIO

11:45 a.m. - 12:30 p.m.
Beyond the Illusion of Inclusion: How to Develop Truly Inclusive Leaders
By Oiga Yakimakho Director, Leadership and Organizational Development - Special Olympics International, Denis Ooolan Chief, Organizational Excellence - Special Olympics International

Give your team a jolt of inclusive energy! People with disabilities present untapped potential as teammates, staff and leaders. People with an intellectual disability show incredible agility, bravery and emotional intelligence, and stay in their job 3.5 times longer than their non-disabled co-workers. D&I initiatives that focus on changing attitudes and establishing proper support systems can make a huge difference. Special Olympics offers unique integrated leadership development to people with and without disabilities through the award-winning Leadership Academy and other growth opportunities. Come to learn proven practices of supporting people of all abilities to become effective leaders and workplace contributors!

SKILLSOFT
11:45 a.m. - 12:30 p.m.
**THE MEANING OF EVERYTHING IN 40 MINUTES OR LESS. Spoiler: It's the people.**
By Alan Lyons Employee Development Specialist - Toronto Transit Commission

Initially, we expected our Skillsoft programs to allow employees to learn skills that would impact our business in a positive way. These business results have exceeded our expectations, but more importantly, they've had a deep and meaningful impact on the lives of employees. As we move into the digital age, we are reminded that the human element of learning should never be underestimated. TTC will share how they have utilized Skillsoft to develop successful L&D programs for employees, including its 9,000 unionized workers. Alan will share the whole impact these programs have had on the TTC's business and its people.

- **SKILLSOFT**

11:45 a.m. - 12:30 p.m.
**Re-Start Your University**
By Ronald Reid Senior Training Specialist - Crane Worldwide Logistics, Bryan Bean Global Training & Development Manager - Crane Worldwide Logistics

In 2016, the learning management system at Crane Worldwide Logistics was non-existent and only a place to take compliant training. Unfortunately, our learners didn’t know what was behind the curtain and we, as an organization, decided to hit the restart button. We launched our new site, Crane University, in February 2017 and our traffic from learners continues to increase as we market to our learners, build learning programs with multiple modes of content and receive considerable buy-in from our Senior Leadership. In fact, Senior Leadership has now made learning a part of our organization by requiring all employees to complete at least two trainings quarterly outside of our normal compliant training. We are truly becoming a learning organization at Crane Worldwide Logistics. In this session, we plan to share our experience in restarting Crane University, discuss marketing strategies and the buy-in process from Senior Leadership.

- **SKILLSOFT**

11:45 a.m. - 12:30 p.m.
**The Future of Compliance Training: Market Trends and Opportunities**
By Norman Ford VP Compliance Products, Skillsoft Compliance

Prepare for the year ahead as shifting policies, increased global regulations and emerging technology start solidify. Hear from the Skillsoft Compliance team, led by Norm Ford, as they discuss future trends for compliance training and provide a first look at the Skillsoft Compliance development plan.

- **COMPLIANCE**

11:45 a.m. - 12:30 p.m.
**Offering a Career Path to Management Opportunities for Top Performers**
By Mark Monaghan VP, Global Learning - iQor

The sQholar program, launched in Q1 2017, was intentionally designed to help identify high potential candidates who demonstrate a desire to progress in their career, have natural leadership abilities and are team oriented. Based on our pulseQhrex survey results, career progression and growth are key factors in employee retention and engagement. This 6-month program is a mix of eLearning provided via our Skillsoft Leader Library and Team Building exercises all of which are in alignment with iQor University and our Leadership Competency model. The sQholar program received top honors both 2017 and 2018 at HR.com’s LEAD Awards.

- **LEADERSHIP**

12:30 p.m. - 1:30 p.m.
**Networking Lunch**
1:30 p.m. - 2:15 p.m.

The Making of WSDOT’s Leadership Development Program
By Alvinia Miao Workforce Development Manager - Washington State Department of Transportation (WSDOT), Sherie Miller Workforce Development, Information Technology Specialist - Washington State Department of Transportation (WSDOT)

Part of what makes a career at WSDOT so rewarding is our shared drive to continuously improve our organization and ourselves. We’re proud to announce Learn Forward, WSDOT’s new 5-track leadership development program. It is part of the WSDOT Learn Skillssoft program. This exciting opportunity allows all WSDOT employees – regardless of level or position – to develop leadership qualities to improve internal communication, cooperation and workflow while empowering an individual’s professional development.

You will learn:
• The exciting journey creating WSDOT Learn Forward and the essential components to consider as you develop a new or enhance your current leadership program.
• How to inspire your organization by creating opportunities to expand individual and combined knowledge through a blended learning environment.
• The benefits of tailoring Skillssoft features to appeal to your workforce.

LEADERSHIP

1:30 p.m. - 2:15 p.m.

Leveraging Percipio for structured learning programs: The Management Academy at PAE
By Julie McGowan Vice President, Corporate HR Operations & Talent Management - PAE, Yvette Johnson Learning and Development Manager - PAE

In July of 2018, PAE launched its first Corporate-wide, comprehensive Management Academy through Percipio. Leveraging Percipio content, as well as, content curated from other resources, custom channels were created to allow Management Academy participants easy access to courses and supplemental resources specifically selected to address core skill and competency areas. This presentation will discuss lessons learned starting with the inception of the program through the upcoming phase two roll-out to an additional 800 global people managers.

PERCIPIO

1:30 p.m. - 2:15 p.m.

Creating a Culture for Success: Learning & Development in Healthcare
By Lane Miller Senior Manager, Talent Development - Erickson Living, Ian Brown Vice President, Organizational Development - Erickson Living

Organizations with a transformative culture of learning thrive. Cultivating a culture of learning requires integration of learning into the operations and priorities of the business: it is more than training classes. In this session, Joe Machicote, Erickson Living’s chief human resources and chief diversity and inclusion officer, and Ian Lee Brown, vice president of organizational development, help define the roles that everyone in the organization should play in creating this culture—from L&D and HR professionals, to managers and leaders, to the employees themselves. The drive toward a culture of learning supports faster time to market, improved enterprise agility and is a valuable engagement and retention tool for your most important asset—your talent. Joe and Ian will discuss cultural transformation and learning strategies from Erickson Living that are helping the organization and its leaders become more connected, agile, and that are driving innovation and the growth of the company. They will provide strategies and guidelines that help improve the organization’s learning culture and its competitiveness within its given market. Additionally, they will discuss some challenges their company faced in driving these strategies and that other organizations have and may face in the process of change.

SKILLSOFT

1:30 p.m. - 2:15 p.m.

Get Promoted! Demonstrate the value and vision of your learning program to your organization
By Jeff Lyons Senior Vice President, Global Professional Services - Skillssoft

The value of learning & talent development in an organization can be a difficult thing to demonstrate to leadership. Because of this, justifying/defending your program budget can be hard. In this session we’ll outline some techniques to enable you to demonstrate the value your program is having on your organization’s performance and approaches to successful communicate your programs vision, goals and strategic road map to your executive team and other organizational stakeholders.

SKILLSOFT
1:30 p.m. - 2:15 p.m.
Adapting Your Skills for the Cloud
By Don Pezet Co-Founder, CIO and Edutainer - ITProTV

Innovations from cloud providers like Microsoft and Amazon have IT pros scrambling – seemingly on a regular basis. It's exciting, since these services offer capabilities far beyond what was available to most organizations in the past. However, that excitement comes with a price: IT professionals must continually update their skills to include cloud services or risk becoming obsolete. In this presentation, we will examine the skills required to transition from traditional on-premises deployments directly into the cloud. We will also identify some of the general IT skills that professionals should be focusing on to ensure their continued success going forward.

1:30 p.m. - 2:15 p.m.
Simplifying Skillsoft Books access with LTI
By Andrew Anderson President & CEO - Library and Information Resources Network

In order to support our members during the migration from the legacy Books24x7 platform to the new Skillport BI platform, LIRN has developed an OLSA integration in our LIRNproxy solution to make this transition painless. This integration bridges the gap between the proxy's native LTI support and the OLSA API, enabling seamless integration of Books content directly into the school's LMS platform. Learn how this integration was performed, key considerations in designing an integration that could work across unrelated student populations, and how LIRN manages our Books subscription at a consortial level for the benefit of our members.

1:30 p.m. - 2:15 p.m.
The Curator's Lab: Challenges, Trends, and Best Practices
By Maria Nicholas Senior Manager, UX Strategy and Research - Skillsoft

Bersin by Deloitte defines content curation as both an art and a science. How can L&D professionals develop strategies to distill relevant high-quality content quickly, contextualize and organize it effectively, and develop robust learning journeys that motivate learners? Join us for a guided peer discussion on the content curation landscape. We'll share recent survey results on curation trends and facilitate an open dialogue/brainstorm on challenges, opportunities, and best practices. Take advantage of this opportunity for constructive collaboration and learn from your peers!

1:30 p.m. - 2:15 p.m.
Creating a Better Learner Experience with Skillsoft and SumTotal
By Brandon Wolfram HR Manager - Learning & Performance Solutions - SaskTel

Since 2015, SaskTel has utilized Skillsoft and SumTotal to provide professional development options to employees under tight budget constraints. By leveraging Skillsoft content inside SumTotal Learn, SaskTel has improved the learner experience and more than doubled Skillsoft total accesses over the course of three years. Topics covered: - Configuring Skillsoft settings in SumTotal - Blended learning paths using Skillsoft and custom content - Tailoring Skillsoft to users with Audiences and Training Plans - Utilizing the Development Wizard - SumTotal vs. Skillsoft mobile app considerations

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Learning Management: Latest Innovations & The Road Ahead
By Jim Poisson Senior Director, Product Management - SumTotal Systems

In this session we will review a sampling of the latest enhancements to SumTotal Learning Management as well as review the themes and current product roadmap going forward.

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Adapting Your Skills for the Cloud
By Don Pezet Co-Founder, CIO and Edutainer - ITProTV

Innovations from cloud providers like Microsoft and Amazon have IT pros scrambling – seemingly on a regular basis. It's exciting, since these services offer capabilities far beyond what was available to most organizations in the past. However, that excitement comes with a price: IT professionals must continually update their skills to include cloud services or risk becoming obsolete. In this presentation, we will examine the skills required to transition from traditional on-premises deployments directly into the cloud. We will also identify some of the general IT skills that professionals should be focusing on to ensure their continued success going forward.

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Simplifying Skillsoft Books access with LTI
By Andrew Anderson President & CEO - Library and Information Resources Network

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Leveraging What You Have in the Toolbox!

By Rita Floyd Director of Organizational Development - Trustmark National Bank, Laura Polk VP & Training Manager - Trustmark National Bank

We will delve into the toolbox and pull out the resources we are presently using to encourage and engage our workforce in their development journey. Whether it be Performance, Succession, 360, or Learn, we will share our best practices with you and would welcome other SumTotal users to come and discuss best practices regarding any of the tools they are using or want to hear about.

SUMTOTAL TALENT MANAGEMENT

The Power of Aligning the Learner Experience Platform to Core Values

By Gloria Pakravan Head of People Strategy & Performance - Toronto Police Service, Shari Mackay Staff Sergeant - Toronto Police Service

Toronto Police Service core values and competencies were launched in January 2018 as part of a business strategy towards a modernized community-centric policing service. These new core values and competencies are being interwoven into every aspect of the employee’s lifecycle – from recruitment, performance, development and recognition. Together with the launch of the Core Values and Competencies, Toronto Police launched Percepio – a curated library of courses, videos and audio books aligned to the competencies. It was evident early on that there was a hunger for learning at Toronto Police, with an unprecedented number of requests for Percepio access. Quickly, all licenses were consumed for the pilot year and more needed to be purchased, with a large number waitlisted. Coming to 2019, Toronto Police is eager to be using custom channels for competencies/core values, as well as leadership and management development.

PERCEPIO

Global Solutions to Employee Engaged Safety

By Mike Palmer Vice President, Health and Safety Services - EnSafe

Fully invested and engaged employees play a critical role in ensuring not only the safety of themselves but the safety of those around them as well as the company they work for. This is why organizations across the global are continuously seeking better ways to engage employees into their workplace safety programs. Come join Mike Palmer, VP of Health and Safety Services at EnSafe, as he presents global philosophies in achieving employee engagement, discusses both the intangible and tangible benefits of implementing an employee engaged philosophy and examines commonly experienced challenges of initiating and sustaining employee engagement. Through functional, real-world examples, the session will equip safety professionals with methods to engage employees in routine safety processes that can easily applied at their organizations.

COMPLIANCE

Meeting Compliance and Capabilities with Online Training for First Responders

By Richard Bryson Program Manager - New Jersey Office of Homeland Security and Preparedness

NJ LEARN is a complete learning management system for New Jersey sworn and certified first responders. The implementation in 2004 (through GeoLearning) was designed to administer training on a 24 x 7 x 365 day basis, with recommendations from New Jersey Domestic Security and Preparedness Task Force Legislation. Two previous versions of Maestro, and now Growth Edition provide asynchronous training, resources, and critical record keeping for its users. Primary LMS users are certified firefighters, emergency medical technicians and medics, and sworn law enforcement. Of the 85,000 active accounts, approximately 44,000 primary users are law enforcement, comprising about three-quarters of the New Jersey law enforcement community. Courseware for the LMS has been purchased, borrowed and loaned, and developed in-house to satisfy our OHSP Mission; to address current threat environments, compliance and standards; and to meet core capability and response gaps identified by FEMA’s Threat and Hazard Identification and Risk Assessment (THIRA). Since inception user transcripts record over 1.4 million training completions at no cost to New Jersey First Responders.

SUMTOTAL GROWTH EDITION

Enabling Diversity & Inclusion in the Modern Workplace Panel

By Stacey Gordon Chief Executive Officer - Rework Work, Jennifer Brown President & Chief Executive Officer - Jennifer Brown Consulting, Su Joun Principal - Diversity@Workplace Consulting Group LLC, Heidi Abelli Senior Vice President, Content Product Management - Skillsoft

Thought leaders in the area of diversity and inclusion, Jennifer Brown, Stacey Gordon and Su Joun will participate in a closing keynote panel on enabling diversity and inclusion in the modern workplace moderated by Skillsoft’s Heidi Abelli.

COMPLIANCE LEADERSHIP LIBRARY AND UNIVERSITY PERCEPIO SKILLSOFT SUMTOTAL GROWTH EDITION SUMTOTAL LEARNING MANAGEMENT SUMTOTAL TALENT MANAGEMENT TECHNOLOGY & DEVELOPER