

WORKFORCE

an HR World Event



November 9-11, 2020 | Kissimmee, FL

Workforce L&D 2020: Social Learning to Captivate. Motivate. Educate.

Workforce L&D 2020 is traveling to Kissimmee, Florida's Gaylord Palms Resort & Convention Center outside of Disney Springs, one of the East Coast's premier tourist destinations, and the agenda is jam-packed with inspiring keynotes, intensive workshops, and inspiring learning trends talks to help attendees address today's most pressing and important workforce learning and development issues, such as:

- Learning in the flow of work
- Developing an interactive and successful mobile-first learning strategy
- LaaS for delivering more customizable technologies, integrations, services, and solutions to employees
- AI-driven systems offering personalized—and deep—learning options
- Manager training and development
- Soft skills training
- Social learning
- Employee-educator partnerships—from apprenticeships to continuing education
- Artificial intelligence for increasing human potential
- Change management and leadership coaching
- Leveraging social events—internal networking, forums for informal conversations, and cultural socialization—as a training method

OVERVIEW TAB:

When you attend Workforce L&D, you will learn how to:

- Develop an L&D strategy to support your organization's training, employee engagement, and retention goals through 2025
- Apply the 70 20 10 learning formula to build a high-performance workforce
- Use social events to foster informal learning experiences
- Train Millennials to boost their productivity *and* job satisfaction
- Explore employee-educator partnership opportunities
- Create personalized progression paths with adaptive learning experiences
- Initiate KSA-boosting manager training and development
- Use AI for better L&D results
- Effectively use workplace productivity tools to address in-the-flow-of-work L&D-related initiatives
- Incorporate tiered training methodologies, including discussion groups, role play, and simulation for better workplace security and workplace violence prevention training
- Apply EQ and soft skills-based training principles for better occupational performance

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Who Should Attend?

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

Program Highlights

It's imperative that organizations—regardless of size—develop training programs that will align with shifting workforce dynamics and leverage the latest science-backed tactics.

It's estimated that virtual reality (VR) in corporate training will reach a value of \$2.8 billion by 2023. And, while the improvement of technology and accessibility grows, it's important for organizations to keep their sights set on using VR to focus on SMART goals, appropriate hardware and software, components that encompass all learning styles, real-time assessments and actions, and supplemental training materials and experiences.

Also, gone are the days when L&D professionals worked in organizational silos. To succeed, training managers must forge strategic partnerships with the C-suite, IT, budget and finance, operations managers, sales, customer service, and external stakeholders.

Today's L&D professionals also need more data-driven people analytics to guide decision making regarding upskilling. But, budget and bandwidth can be barriers to implementation as many organizations lack the resources to have a dedicated team of instructional designers and learning specialists on hand to optimize training efforts.

Workforce L&D 2020 is designed to position learning and development professionals for success in their efforts across training modes (classroom, mobile, virtual reality training, etc.).

Pre-Conference Workshops, 11/9/20

Preconference Registration & Continental Breakfast

7:30 a.m. – 8:30 a.m. (AM Only) **High Impact Leadership Coaching**

8:30 a.m. – 11:30 a.m. (*Refreshment break from 10:00 a.m.– 10:15 a.m.*)

There's no question that the most effective leaders have sharp coaching skills and use them to teach, empower, and motivate their team members to work together toward a common goal. This skills-based, experiential workshop will equip you with core coaching skills, perspectives, and behaviors to leverage the most important asset inside any organization—your people. This session is designed specifically for those who want to hone their coaching skills to powerfully influence the members of their own teams, as well as for mentors who want to provide valuable guidance to their mentees. You'll learn how to:

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- Quickly identify what differentiates top performers from others
- Become crystal clear about your role and responsibilities as a mentor, leader, and coach
- Influence your team and drive higher levels of performance
- Apply a practical 5-step coaching process to implement with your team immediately

PM Preconference Registration

12:00 p.m. – 1:00 p.m.

(PM Only) Developing an Interactive and Successful Mobile-first Learning Strategy

1:00 p.m. – 4:00 p.m. (*Refreshment break from 2:30 p.m. – 2:45 p.m.*)

Today's business learners can be impatient, distracted, or overwhelmed. And, there's one thing they're likely to have at their fingertips at any given time: their mobile devices. This intensive workshop will teach you how to develop an engaging mobile-first learning strategy to meet the social and training needs of today's workforce. You'll learn how to:

- Use games, videos, and other easily digestible learning nuggets to gain—and keep—adult learners' attention
- Enhance a 24x7 learning strategy with learning on the go options that provide your workforce with the flexibility to learn whenever and wherever they want—regardless of device type
- Identify ways to incorporate just-in-time answers to your mobile learning strategy for more personalized experiences
- Audit learning courses to determine which are ripe for microlearning chunks optimized for mobile
- Measure the impact a mobile-learning strategy has on employee engagement and retention

Day 1 Main Conference, 11/10/20

Registration, Continental Breakfast, & Exhibits Open

7:00 a.m. – 7:55 a.m.

Opening Remarks

7:55 a.m. – 8:00 a.m.

Opening Keynote | L&D Strategy 2025—and What You Should Do Right Now to Prepare

8:00 a.m. – 9:00 a.m.

Workforce L&D kicks off with an insightful look at where to devote your resources as a learning and development professional so you can craft a plan to support your organization's training, employee engagement, and retention goals through 2025. This will include up-to-date information on the impact several emerging issues will have in the coming years, including LaaS (learning as a service), social learning, curated learning paths, neuroscience and cognitive learning theory, voice-powered learning, machine learning, and more.

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Learning Trends Talks

9:10 a.m. – 10:25 a.m.

#1. Applying the 70 20 10 Learning Formula

9:10 a.m. – 9:25 a.m.

The 70-20-10 formula gives organizations a way to pivot from training to performance, with a goal of delivering a more holistic learning experience. This *Learning Trends Talk* will explain the 70-20-10 breakdown and how to use it to build a high-performing workforce by paying closer attention to opportunities for on-the-job experiences and socialization at work.

#2. Using Social Events to Foster Informal Learning Experiences

9:30 a.m. – 9:45 a.m.

Internal networking and forums when done right can be a great way to ensure workplace cultural socialization and enhance formal workplace training. This *Learning Trends Talk* will teach you how to ramp up on using social events to boost engagement, a sense of mentorship and camaraderie, and employee contributions overall.

#3. How to Train Millennials to Boost Their Productivity and Job Satisfaction

9:50 a.m. – 10:05 a.m.

This *Learning Trends Talk* will provide actionable tips for enhancing Millennial workers' productivity and overall work satisfaction. You'll learn how to:

- Manage your Millennial workforce, including how to set work structure, as well as individual and business expectations
- Engage in better management and coaching strategies tailored specifically for Millennials

#4. Exploring Employee-Educator Partnerships

10:10 a.m. – 10:25 a.m.

This *Learning Trends Talk* will explore how to take a proactive approach in developing strategic relationships with high schools and colleges to create better educational/workforce alignment, so that employees entering the workforce already have the qualifications necessary to excel and existing employees can obtain continuing education credits to foster individual professional growth and better support your business needs.

Networking, Refreshments, & Exhibit Break

10:25 a.m. – 10:45 a.m.

Personalized Progression Paths: How to Build Adaptive Learning Experiences to Benefit Employee Development and the Organization as a Whole

10:45 a.m. – 12:00 p.m.

What does the latest research reveal about how top companies are using adaptive and personal learning to increase

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employee engagement in sales, leadership, compliance, and other training areas? This session will reveal timely information on this as well as real-life examples on how to create and deliver personalized training that meets the workforce's differing needs so you can curate a training portfolio that's diverse enough to provide a truly individualized learning experience platform that will support your underlying recruiting, performance-management, and retention efforts. You'll leave this session with an action plan for incorporating personal progression paths into your L&D strategy, so employees are regularly setting practical goals that align with business needs and their own professional development desires.

Networking Lunch (Provided) & Exhibits

12:00 p.m. – 1:00 p.m.

Manager Training and Development Fundamentals to Boost Their KSAs

1:00 p.m. – 2:15 p.m.

Everyone wants effective managers but how do you get to a point where the employees between company leadership and the rank-and-file workforce are delivering? To succeed at manager training and ongoing development requires you to engage them in a rigorous and practical curriculum that helps them capitalize on their knowledge, skill, and abilities (KSAs). This session will provide a framework for training managers so they're competent at honing those KSAs and are proficient in:

- Non-verbal and verbal communication
- Recognizing individual behavioral differences among their team members
- Mentoring and coaching
- Fostering employee engagement and productivity in a way that aligns with your workplace culture

Networking, Refreshments, & Exhibit Break

2:15 p.m. – 2:30 p.m.

Learner Analytics: Using AI for Better L&D Results

2:30 p.m. – 3:45 p.m.

To succeed at L&D requires 3 things: The ability to measure, adapt, and personalize learning experiences. And, artificial intelligence (AI) may be beneficial for all three. For instance, AI can track an employee's behavior when engaging in a corporate training program—letting you know how quickly—or how slowly—he or she “gets” it and can put workers on a feedback loop to promote improvement. AI can also personalize training content to best suit an employee's needs and help devise better questions to test adult learners' unique learning styles and respective paces. This session will teach you how to take the information gleaned from AI and turn it into strategies for improving learning program design and delivery for your workforce.

Closing Day 1 Keynote – *to be announced soon!*

3:55 p.m. – 4:55 p.m.

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Networking & Exhibits Reception

5:00 p.m. – 6:00 p.m.

Day 2 Main Conference, 11/11/20

Continental Breakfast & Exhibits

7:00 a.m. – 8:00 a.m.

Breakfast & Learn

7:30 a.m. – 7:45 a.m.

In the Flow of Work—How Workforce Productivity Tools Are Turning into Workforce Learning Platforms

8:00 a.m. – 9:00 a.m.

Slack, Microsoft Teams, Salesforce, Workplace by Facebook. These and others may have started out as workforce productivity tools, but they're quickly emerging as learning platforms of tomorrow. Day 2 of *Workforce L&D* kicks off with a look at how to leverage platforms like these for better learning results in the flow of work.

Security and Workplace Violence Prevention: How to Incorporate Tiered Training Methodologies through Discussion Groups, Role Play and Simulations for Better Results

9:10 a.m. – 10:25 a.m.

This session will explore simulation, role play, and discussion groups to provide interactive and performance-oriented tiered training to create and manage a better security and workplace violence prevention program. After this session you'll be able to successfully deliver security and workplace violence prevention training to key stakeholders based on their respective roles with the organization and evaluate your training program performance. You'll also be able to:

- Develop security and workplace violence prevent content that is most relevant for non-supervisory team members, supervisors and managers, and organizational leadership
- Launch effective role play, simulation, and discussion groups best suited for each type of workplace learner on the issues of security and workplace violence prevention
- Evaluate how to incorporate traditional and non-traditional risk mitigation training approaches into your workplace violence prevention strategy
- Measure the effectiveness of your security and workplace violence prevention training program

Networking, Refreshments, & Exhibits Break

10:25 a.m. – 10:45 a.m.

EQ and Soft Skills for Better Occupational Performance

10:45 a.m. – 11:45 a.m.

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High emotional intelligence (EQ) is often linked to top performance. And, when individual contributors possess sought-after soft skills, the business's bottom line benefits. In a time when society has become more focused on mindfulness and self-awareness, it follows that workforce learning and development managers should also be making strides toward ensuring that the workforce has the EQ currency for affecting positive business results. This session will teach you how to:

- Recognize how EQ has evolved in the workplace
- Make a pitch to the C-suite on why developing employees' soft skills and overall EQ is an investment worth making
- Evaluate which employees already show signs of having a high EQ, and thus, may be good candidates for positions of management and leadership
- And much more!

Social Learning Wrap-up

11:45 a.m. – 12:15 p.m.

Before heading out, you'll have the opportunity to share and reflect on key conference takeaways during this wrap-up social learning activity!

Conference adjourns 12:15 p.m.

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Agenda subject to change.

Sessions less than 1 hour in length are not eligible for HRCI/SHRM credit.

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