

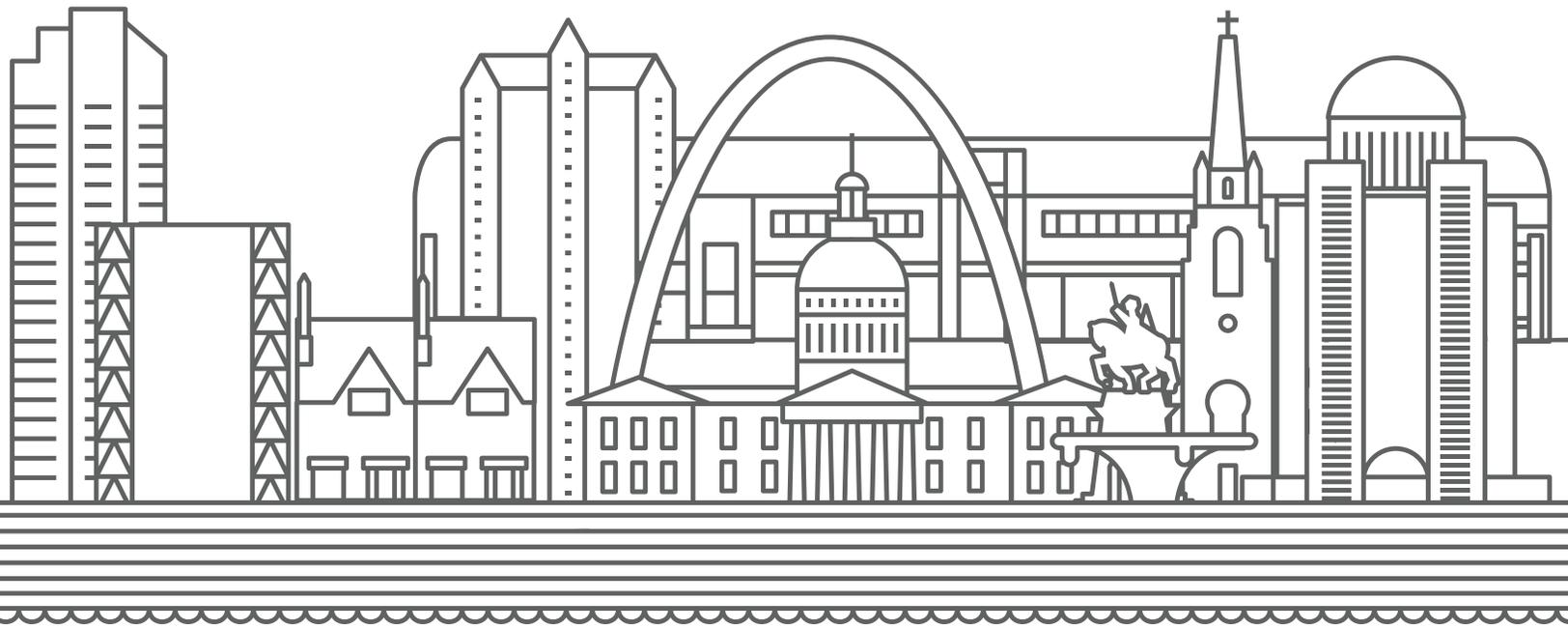


ALIGN

LEARN • SHARE • CONNECT

— 2019 —

CONFERENCE AGENDA



SUNDAY	AUGUST 25
4:00pm - 7:00pm	Registration
MONDAY	AUGUST 26
8:00am - 5:00pm	Registration
8:30am - 11:00am	Client Advisory Board Meeting (<i>invite only</i>)
8:45am - 9:30am	Technology Refresher: Learning Initiatives *
8:45am - 9:30am	Technology Refresher: Organizing Teams *
9:00am - 10:00am	Administrator Training
9:45am - 10:30am	Technology Refresher: Games and Playlists *
9:45am - 10:30am	Technology Refresher: Managing Assignments *
10:15am - 11:15am	Administrator Training
10:45am - 11:30am	Technology Refresher: Custom Content *
10:45am - 11:30am	Technology Refresher: Reporting/Learning Insights *
11:30am - 12:30pm	Lunch Buffet - Seating by Industry
12:30pm - 1:30pm	President's Address
1:40pm - 2:30pm	Overcome the Overwhelm to Launch a Great Training Program
1:40pm - 2:30pm	Spark Career Joy with Front Line Team Members
1:40pm - 2:30pm	5 Strategies for Personal Branding (and Why It Matters to Your Company & Learners)
2:40pm - 3:30pm	A Recipe for Award-Winning Program Management: Do You Have All the Ingredients?
2:40pm - 3:30pm	Content Development: The Strategy Behind the Scenes
2:40pm - 3:30pm	True Blue EQ: Developing Your Leaders' Emotional Intelligence...
3:30pm - 3:50pm	Networking Break by Industry
3:50pm - 4:40pm	Guh... Safety Training AGAIN?
3:50pm - 4:40pm	Demystifying Data for Learning & Development
3:50pm - 4:40pm	Team-Based Learning and Reporting: Adventures in Administration Setup
4:50pm - 5:40pm	BizLibrary Technology Review
4:50pm - 5:40pm	Going Beyond Utilization: Understanding Your Return
4:50pm - 5:40pm	Program Marketing: The Non-Marketer's Breakdown
6:30pm - 9:00pm	Welcome Reception

* These sessions require separate registration as seats are limited. Online registration will open July 31.

TUESDAY	AUGUST 27
7:00am - 8:30am	Breakfast Buffet
8:30am - 9:30am	Keynote Address
9:40am - 10:30am	The Making of a Mentor Program
9:40am - 10:30am	Mind the Gap
9:40am - 10:30am	Divisions of Responsibility and Continuous Learning
10:30am - 10:50am	Networking Break by Business Challenge
10:50am - 11:40am	A Tale of Two Tiers: BizLibrary's Learning Management & Content Management Platforms
10:50am - 11:40am	Building your Bench: Using L&D to Retain Promotable Talent
10:50am - 11:40am	A Peek Under the Hood: Our Content Product and Priorities
11:45am - 1:00pm	Awards Luncheon
1:00pm - 2:00pm	BizLibrary Product Roadmap
2:10pm - 3:00pm	Build a Coaching Culture: Following the Exeter Approach
2:10pm - 3:00pm	Empowerment and Engagement Through Training
2:10pm - 3:00pm	Understanding Adult Learning Needs for More Effective Training
3:10pm - 4:00pm	What Did I Learn Again? A Guide to Learning Reinforcement
3:10pm - 4:00pm	Your Role in the Change Management Process
3:10pm - 4:00pm	How to Close Your Organization's Skill Gaps by Upskilling Your Workforce
4:00pm - 4:20pm	Networking Break by Business Challenge
4:20pm - 5:10pm	Job-Specific Learning Paths
4:20pm - 5:10pm	Coaching to Reach Long-Term Performance Goals
4:20pm - 5:10pm	Confidence in Compliance Training
6:00pm - 9:00pm	Networking Event: BizLibrary's Casino Night
WEDNESDAY	AUGUST 28
7:00am - 8:30am	Breakfast Buffet
8:30am - 9:30am	Keynote Address
9:40am - 10:30am	Finding Balance between Compliance and Soft Skills
9:40am - 10:30am	Game Changers: Unlocking the Keys to Supervisor Success
9:40am - 10:30am	Train the Trainer Workshop
10:40am - 11:30am	Real Strategies to Improve Employee Engagement
10:40am - 11:30am	Take Training Further: How to Focus Your Program and Impact Business Results
11:30pm - 12:15pm	Boxed Lunch and Farewell Address



SUNDAY

AUGUST 25

4:00pm - 7:00pm

Grand Foyer

REGISTRATION

Stop by registration to receive your name badge and welcome information. Registration will remain open during the entire conference to answer any questions you have throughout ALIGN.



MONDAY

AUGUST 26

8:00am - 5:00pm

Grand Foyer

REGISTRATION

8:30am - 11:00am

Ballpark 1 (2nd Floor)

CLIENT ADVISORY BOARD MEETING

8:45am - 9:30am

Gateway 3 & 4

TECHNOLOGY REFRESHER: ORGANIZING TEAMS

This session is designed for BizLibrary administrators who have been working in the platform for more than a year. We will be discussing advanced topics and best practices in the area of team management. Pre-registration for this session will open in July via an email invitation.

Jason Wirick, BizLibrary Director of Client Success

Clayton Stewart, QA Lead

9:00am - 10:00am

Grand AB

ADMINISTRATOR TRAINING

This session will focus on basic admin training in the learning management system. We will provide administrators a refresher on the basics of the system, focused on the portal and custom content tiers of the LMS.

Anton Mitcham, BizLibrary Client Support Manager

8:45am - 9:30am

Gateway 2

TECHNOLOGY REFRESHER: LEARNING INITIATIVES

This session is designed for BizLibrary administrators who have been working in the platform for more than a year. We will be discussing advanced topics and best practices for learning Initiatives. Pre-registration for this session will open in July via an email invitation.

Alex Manolis, BizLibrary Director of Client Success

Blake Ryan, Product Owner at BizLibrary

9:45am - 10:30am

Gateway 2

TECHNOLOGY REFRESHER: GAMES AND PLAYLISTS

This session is designed for BizLibrary administrators who have been working in the platform for more than a year. We will be discussing advanced topics and best practices for creating games and playlists. Pre-registration for this session will open in July via an email invitation.

Alex Manolis, BizLibrary Director of Client Success

Blake Ryan, Product Owner at BizLibrary

9:45am - 10:30am

Gateway 3 & 4

TECHNOLOGY REFRESHER: MANAGING ASSIGNMENTS

This session is designed for BizLibrary administrators who have been working in the platform for more than a year. We will be discussing advanced topics and best practices for assignments. Pre-registration for this session will open in July via an email invitation.

Jason Wirick, BizLibrary Director of Client Success**Clayton Stewart**, BizLibrary QA Lead

10:15am - 11:15am

Grand AB

ADMINISTRATOR TRAINING

This session will focus on basic admin training in the learning management system. We will provide administrators a refresher on the basics of the system, focused on the portal and custom content tiers of the LMS.

Anton Mitcham, BizLibrary Client Support Manager

10:45am - 11:30am

Gateway 2

TECHNOLOGY REFRESHER: CUSTOM CONTENT

This session is designed for BizLibrary administrators who have been working in the platform for more than a year. We will be discussing advanced topics and best practices for custom content. Pre-registration for this session will open in July via an email invitation.

Alex Manolis, BizLibrary Director of Client Success**Blake Ryan**, Product Owner at BizLibrary

10:45am - 11:30am

Gateway 3 & 4

TECHNOLOGY REFRESHER: REPORTING/LEARNING INSIGHTS

This session is designed for BizLibrary administrators who have been working in the platform for more than a year. We will be discussing advanced topics and best practices for reporting. Pre-registration for this session will open in July via an email invitation.

Jason Wirick, BizLibrary Director of Client Success**Clayton Stewart**, QA Lead

11:30am - 12:30pm

Grand C - G

LUNCH BUFFET - SEATING BY INDUSTRY

Sit with other clients from your industry to network and discuss common challenges you are facing. Tables will be labeled by industry so be sure to find yours!

12:30pm - 1:30pm

Grand C - G

PRESIDENT'S ADDRESS

Hear from BizLibrary's Founder and CEO, Dean Pichee, about the state of BizLibrary, the future of the industry, and his thoughts about what this means for our clients. There's no better way to kick off ALIGN19!

Dean Pichee, BizLibrary Founder and CEO

1:40pm - 2:30pm

Gateway 2

OVERCOME THE OVERWHELM TO LAUNCH A GREAT TRAINING PROGRAM

Have you been given the task of developing your training program and have no idea where to begin? There are so many parts to this whole thing: LMS's, authoring tools, canned content, webinars, seminars, and don't forget compliance training! Are you overwhelmed yet? This session will give you some tools and ideas to sort through the confusion and begin to tame the training beast!

KEY OBJECTIVES

- Where do I begin?
- What is required?
- Planning your training program
- Implementing your program
- Getting buy-in
- Watching it grow!

Shelli Randolph, SpanTech

1:40pm - 2:30pm

Gateway 3 & 4

SPARK CAREER JOY WITH FRONT LINE TEAM MEMBERS

Are your front line team members frustrated because they are “passed over” for promotions? Some people stop posting for jobs because they feel they won’t be given fair consideration, or they simply don’t have the necessary skills or experience. What can we do to rekindle hope in and ownership of their careers? At MyUS, we’ve taken self-directed career development to a new level and it’s paying off for our team members.

KEY OBJECTIVES

- See how MyUS promotes self-directed career development with front line team members
- Learn to use readily available technology to inform and inspire front line team members to take charge of their careers
- Discover how to help front line team members create greener grass without leaving the yard

Robin Roach, MyUS.com

1:40pm - 2:30pm

Grand AB

**5 STRATEGIES FOR PERSONAL BRANDING
(AND WHY IT MATTERS TO YOUR COMPANY AND LEARNERS)**

In this session, discover how your stance in the learning space can move your learners and organization by owning your personal brand as a thought leader.

As a leader, you know the importance of marketing the learning experiences your function offers to team members that can enhance their on-the-job performance, thus enabling your company to meet its objectives. There are various modalities, channels, and methods you can use to spread your marketing message to spark interest and enthusiasm around learning.

My friends, YOU are one of those channels!

In this session, discover how you can use your own personal brand online to effectively spread the word about your learning function, and watch how doing so can position learning as a critical component of organizational success and galvanize your company’s learning culture.

KEY OBJECTIVES

- Define what personal branding is as we deconstruct the concept
- Identify what you can do in your industry and organization
- Assess the current state of your brand
- Deploy strategies that will enhance your brand
- Demonstrate why your brand matters to your company and learners

Thomas Harrell, Master Electronics

2:40pm - 3:30pm

Gateway 2

A RECIPE FOR AWARD-WINNING PROGRAM MANAGEMENT: DO YOU HAVE ALL THE INGREDIENTS?

This session welcomes all our learning champions: new partners, new program managers, and seasoned clients looking to grow and/or make changes to tenured programs. Join Stacey Moore for an interactive session on robust program management. We'll identify the traits needed to showcase success, allow you to assess your current standing, and provide resources to acquire what might be missing.

KEY OBJECTIVES

- A gallon of deep understanding
- 10 dollops of traits and skills needed
- Sprinkles of FUN!
- Dashes of client engagement
- A to-go order of reinforcement and application

Stacey Moore, BizLibrary Client Success Manager

2:40pm - 3:30pm

Gateway 3 & 4

CONTENT DEVELOPMENT: THE STRATEGY BEHIND THE SCENES

From selecting lesson topics to bringing them to life, the Content team leverages instructional design at every step of the BizLibrary production process. In this session, we highlight how our strategic choices drive our content and make it stronger. You'll be able to see how our content reinforces learning and helps generate an ROI for our clients. In other words, you'll see the connection between what we do and why we do it.

KEY OBJECTIVES

- How we select producer partners and the content we put in the BLC
- How we keep content timely and relevant
- The role of instructional design in content creation process
- Aspects of our content offerings that are inclusive to all types of learners and that set us apart in the industry

Lauren Pennell, BizLibrary Content Team

Betsy Kennedy, BizLibrary Content Team

2:40pm - 3:30pm

Grand AB

TRUE BLUE EQ: DEVELOPING YOUR LEADERS' EMOTIONAL INTELLIGENCE FOR STRONGER COACHING, COLLABORATION, AND CULTURE

Emotional intelligence (EQ) is the number one predictor of successful managers and leaders and must be a pivotal focus of your learning and development plan! Why? Unfortunately, the higher up one moves in a company's organizational chart, EQ decreases. Your leadership development program plays a critical role in closing the gap of this puzzling inverse relationship - which is essential to a positive, productive company culture, a supportive work climate, increased productivity, and talent retention.

Join BizLibrary's Learning and Development Manager, Libby Mullen, for a highly interactive, thought-provoking deep dive into what Libby has coined "True Blue EQ."

KEY OBJECTIVES

- Who should be involved in your leadership EQ initiative
- What is "True Blue EQ"
- Why, when, and where to start developing your leaders' EQ
- How to measure the success of your EQ initiatives

Libby Mullen, BizLibrary L&D Manager

3:30pm - 3:50pm

Arch View Foyer

NETWORKING BREAK BY INDUSTRY

Visit the tables to meet more individuals from your industry. Discussion cards will be provided for topics to brainstorm on together.

3:50pm - 4:40pm

Gateway 2

GUH... SAFETY TRAINING AGAIN?

How many times have you caught people on their phones, falling asleep, or not paying attention during compliance and safety training? Having employees take training that is not engaging can be dangerous to the employees, with increased workplace injuries, but it also has a big impact on the company's profits.

Learn how Watco Companies has been able to reduce their reportable personal injuries (RPI), lower the percentage of profit that injuries have affected, and increased their workforce size within the last two years with engaging safety and compliance training.

KEY OBJECTIVES

- Strategies to make safety/compliance training engaging again
- Ways to ensure a decrease in incidents and how to measure it
- Identifying the key factors that go into a successful safety/compliance program
- The value of tying in online and in-person sessions to safety training
- How to ensure retention and follow through with success

Cris Hatcher, Watco Companies

3:50pm - 4:40pm

Gateway 3 & 4

DEMYSTIFYING DATA FOR LEARNING & DEVELOPMENT

Our world is filled with data—from steps on your Fitbit to your credit score, data impacts your life every day. But how can we (and should we) leverage data in learning and development? This session seeks to demystify data and provide practical tips that allow you to use and benefit from data.

KEY OBJECTIVES

- The importance of data for learning & development
- What data helps learning & development measure
- How to navigate the data lifecycle

Mark Nilles, Humentum

Shreeya Banjade, Humentum

3:50pm - 4:40pm

Grand AB

TEAM-BASED LEARNING AND REPORTING: ADVENTURES IN ADMINISTRATION SETUP

At the core of BizLibrary functionality are the concepts of Learners and Teams. In this session, you'll learn about Quick Med Claims' program learning methodology of team-based learning assignments, and explore ways to configure Teams and Learners to meet both learning and reporting needs. Come prepared to share your Team setup with the group!

KEY OBJECTIVES

- Identify how team setup can facilitate learning assignments, including Certifications and Playlists
- Summary utilization data based on various learner groups
- Discover at least one way to simplify your life as a BizLibrary administrator

Edie Valencia, Quick Med Claims

4:50pm - 5:40pm

Gateway 2

BIZLIBRARY TECHNOLOGY REVIEW

Our products are constantly evolving to improve the learning experience for our users. Discover the new features we have launched since last ALIGN and how they can enhance business training within your organization.

KEY OBJECTIVES

- Review latest features of our learning platform, content platform, and BoosterLearn
- Ask questions during Q&A with the Product team
- Provide the product team your feedback on BizLibrary's new features

Chris Alton, BizLibrary Product Manager

4:50pm - 5:40pm

Grand AB

GOING BEYOND UTILIZATION: UNDERSTANDING YOUR RETURN

When organizations decide to purchase an LMS and Content, one of the key components to measure return on that investment is usually utilization. During this presentation we will challenge that mindset. We will discuss why just measuring utilization is no longer relevant and how measuring the return on expectations is a better framework

KEY OBJECTIVES

- The workplace today is in a constant state of flux, in order to be competitive we must be training and re-training our employees to stay competitive.
- Measuring utilization is not a true representation of success of your program, measuring the return on expectation is.
How to measure the return on expectation.

Libby Powers, BizLibrary Channel Sales

4:50pm - 5:40pm

Gateway 3 & 4

PROGRAM MARKETING: THE NON-MARKETER'S BREAKDOWN

From promoting a new training program for the first time to maintaining excitement for a well-established program, the right marketing strategy can drive utilization and overall program success. In this session we break down the marketing cycle into three simplistic phases – no marketing experience required! We will provide real, innovative examples to inspire your program promotions and keep it top-of-mind year-round.

KEY OBJECTIVES

- How to set a solid foundation for your program to gain buy-in from every member of your organization
- How to drive excitement surrounding the program, beyond the initial launch
- When to review, assess, and start the marketing cycle over
- Fresh ideas from your peers on each phase of the three-pronged marketing approach
- Tactical tips and new resources to take home and apply to your program

Allison Klopstein, BizLibrary Marketing Manager

Brianna O'Hara, BizLibrary Marketing Manager

6:30pm - 9:00pm
Arch View Ballroom

WELCOME RECEPTION

Network with attendees and BizLibrary employees while enjoying drinks and hors d'oeuvres.



TUESDAY

AUGUST 27

7:00am - 8:30am

Grand C - G

BREAKFAST BUFFET

Breakfast will be served ongoing from 7:00-8:30. Make sure to leave enough time to make it to the general session room for our keynote!

8:30am - 9:30am

Grand C - G

KEYNOTE ADDRESS

Justin Jones-Fosu

9:40am - 10:30am

Gateway 2

THE MAKING OF A MENTOR PROGRAM

Building an effective mentor program begins months before selecting program participants, especially if you want a fun and exciting experience for those involved! This session includes best practices for developing a mentorship program and some engaging elements to incorporate, such as a kick-off celebration and a graduation ceremony at the end.

KEY OBJECTIVES

- How to set up an application process for selecting mentors and mentees
- Strategies for pairing mentors and mentees
- How BizLibrary can be incorporated with individualized training plans for mentees, based on their personal goals

Michelle Matsche, Challenge Unlimited

9:40am - 10:30am

Gateway 3 & 4

MIND THE GAP

Today, learning professionals fall into one of two groups: "high quality service providers" or "proactive influencers." Which group are you in? Do you simply respond to requests for training, or do you proactively influence talent and business decisions? How do you decide what the learning needs are for your organization?

Closing skill gaps tops the priority list for talent developers in 2019. The starting point in making a shift towards proactive influence is gaining a clear understanding of existing business performance gaps. This session will introduce a conversation-planning tool to guide you in uncovering and defining these gaps with your organization's leadership. After attending this session, you will be able to take the first step in transforming yourself into a leader of learning.

KEY OBJECTIVES

- Initiate strategic conversations with leadership
- Determine if training is the appropriate solution
- Create learning opportunities that address knowledge and skill deficiencies
- Align learning programs to business performance gaps
- Elevate yourself and add value by influencing business outcomes

Debbie Todd, CORT

9:40am - 10:30am

Grand AB

DIVISIONS OF RESPONSIBILITY AND CONTINUOUS LEARNING

This session will review how creating divisions of responsibility in teams can encourage continuous learning for organizational team members, and lead to growth opportunities within the organization. We will share a case study for Event Network that includes examples of divisions of responsibility programs and the developmental opportunities that are provided to participating team members, as well as potential KPIs that might be utilized to measure success.

KEY OBJECTIVES

- Learn how to create divisions of responsibility that encourage learning and development
- Incorporating your LMS review of KPIs for measurement of success
- Case study of how Event Network has implemented this strategy

Angela Dawson, Event Network

10:30am - 10:50am

Arch View Foyer

NETWORKING BREAK BY BUSINESS CHALLENGE

Visit the tables to meet more individuals experiencing the same business challenges as your organization. Discussion cards will be provided for topics to brainstorm on together.

10:50am - 11:40am

Gateway 2

**A TALE OF TWO TIERS:
BIZLIBRARY'S LEARNING MANAGEMENT & CONTENT MANAGEMENT PLATFORMS**

During this session we'll discuss the main features and benefits of BizLibrary's two platform tiers - Learning Management and Content Management. We'll talk about best practices to utilize their specific features, and share case studies of how clients are achieving success with boosting utilization and increasing elective learning within their organizations.

KEY OBJECTIVES

- Learn the main benefits of utilizing the Learning Management and Content Management platforms
- Understand the unique features of each tier
- Hear best practices and case studies of clients using these platforms

Antonio Martinez, BizLibrary Client Success Account Executive

10:50am - 11:40am

Gateway 3 & 4

BUILDING YOUR BENCH: USING L&D TO RETAIN PROMOTABLE TALENT

In this session participants will learn how to align learning and development initiatives in support of career paths customized to their organization. This includes gaining leadership buy-in, defining competencies for each path, and using BizLibrary tools for program development. Participants will also learn how to measure the success of their programs.

KEY OBJECTIVES

- Using learning and development to augment career path development within the organization
- Ideas on gaining leadership buy-in and measuring and communicating success
- Strategies for equating the senior individual contributor with employees on the management track
- Tangible guides for using current resources to build a program

Tiffany Kummer, BizLibrary Director of Sales Development

10:50am - 11:40am

Grand AB

A PEEK UNDER THE HOOD: OUR CONTENT PRODUCT AND PRIORITIES

Learn about how we ensure that BizLibrary content is the most **engaging, effective, and easy to use**. Find out what's new in the library this year and take this opportunity to weigh in with your own content preferences and needs.

KEY OBJECTIVES

- Find out what makes BizLibrary's content uniquely engaging, effective, and easy to use
- Learn about what's new this year – not just the content itself, but also new tools to help you use it
- Share your own feedback and suggestions directly with the Content team

Kristin Geen, BizLibrary Product Manager

11:45am - 1:00pm

Grand C - G

AWARDS LUNCHEON

Come celebrate the achievements of fellow BizLibrary clients and learn about their programs' success. Awards will be presented for Best New Program Launch, Best Measured Results, Best Use of Learning Technology, Program of the Year, and Training Professional of the Year.

1:00pm - 2:00pm

Grand C - G

BIZLIBRARY PRODUCT ROADMAP

What's to come for BizLibrary products? Hear from Dean Pichee and Product team members about what you can expect before ALIGN 2020!

Dean Pichee, BizLibrary Founder and CEO

Chris Alton, BizLibrary Product Manager

Kristin Geen, BizLibrary Product Manager

2:10pm - 3:00pm

Gateway 2

BUILD A COACHING CULTURE: FOLLOWING THE EXETER APPROACH

Join us for an interactive session on how you can introduce coaching principles at your company using the Exeter approach. At Exeter Finance, all leaders receive training on how to effectively coach their team members. Managers are introduced to Exeter’s coaching model and encouraged to develop their coaching skills. The overall emphasis on coaching and feedback is embedded into Exeter’s onboarding program for leaders and reinforced regularly as part of a manager’s everyday responsibilities.

KEY OBJECTIVES

- We'll discuss how creating a coaching culture at your company is an effective way to develop a high-performing organization
- Define how coaching and feedback are interrelated processes
- Explain how a coaching model provides the structure and process for people managers to create their own coaching practice
- Identify key coaching competencies that can be incorporated into your leadership training programs and development initiatives

Susan Daniel, Exeter Finance

2:10pm - 3:00pm

Gateway 3 & 4

EMPOWERMENT AND ENGAGEMENT THROUGH TRAINING

How does a team of three influence, empower, and engage an entire team for a general contractor? Training is NOT a means to an end - it is a continual journey. In this session, you'll learn why and how Sachse Construction moved from a mindset of training to one of empowerment. Use their experience and methods to gain better buy-in from your leaders and empower your team through training.

KEY OBJECTIVES

- Learn about the training method at Sachse Construction
- How to market your training program successfully
- Providing visibility and transparency into your training program
- Asking for feedback and thinking of everyone as a client
- Various training methods to use

Stacy West, Sachse Construction

2:10pm - 3:00pm

Grand AB

UNDERSTANDING ADULT LEARNING NEEDS FOR MORE EFFECTIVE TRAINING

Do you notice learners leaving your training programs saying, “I learned so much! I can’t wait to use this!” Or do they say things like, “That was a waste of time!” Stop building programs that don’t transfer knowledge! This training gives you a high-level understanding of the unique traits of adult learners, plus nine effective ways to put that understanding into action when you design programs. Whether your team is all in one office or around the world; whether your team is on-site or remote, this session will give you the resources you need to start building effective and engaging learning programs.

KEY OBJECTIVES

- Change your perspective of your learning audience by exploring the five characteristics of adult learners
- Drive knowledge transfer and behavior change post-training with effective programs based on four adult learning principles
- Customize your learning program to your organization
- Use BizLibrary to design effective programs for how adults really learn
- Create learning programs that learners want to participate in!

Kate Groop, SSOE

3:10pm - 4:00pm

Gateway 2

WHAT DID I LEARN AGAIN? A GUIDE TO LEARNING REINFORCEMENT

Wondering how to reinforce training assigned to your employees? This session will explain the science around the forgetting curve and how to overcome it with simple strategies. There will be interactive games along with a demonstration of how BizLibrary can help you enforce learning reinforcement.

KEY OBJECTIVES

- Learn how the forgetting curve affects employees' learning retention
- What can be done to reinforce training so it's not lost on the job
- How BizLibrary can help with learning reinforcement

Denae Schoenherr, BizLibrary Client Success Account Executive

3:10pm - 4:00pm

Gateway 3 & 4

YOUR ROLE IN THE CHANGE MANAGEMENT PROCESS

Whether you are anticipating significant organizational changes, reeling from recent ones, or right in the midst of them, you have a choice – be an active participant in the change process or passively wait and see how it affects your program. Change scenarios vary: mergers and acquisitions, turnover in key leadership roles, layoffs (or fear of them), restructuring of company or departments, PR nightmares, the list could go on. This session will help demystify organizational change and address how to adapt and adjust your training, for the purpose of improving how your organization creates sustainable changes.

KEY OBJECTIVES

- How you can take an active role to ensure employee engagement, productivity, and retention are maintained during organizational changes
- Understand the importance of your role in managing change effectively and defining success
- How to support the three primary stakeholders: individual contributors, managers, and executive leadership

Daniel Binkholder, BizLibrary Client Success Manager

3:10pm - 4:00pm

Grand AB

HOW TO CLOSE YOUR ORGANIZATION'S SKILL GAPS BY UPSKILLING YOUR WORKFORCE

If you're struggling with closing your organization's skill gaps, I have one very important question to ask you: Are you taking full advantage of BizLibrary's solutions to upskill your current workforce?

In today's talent economy, you can't afford to wait around for high performers to come to you – you have to build on the potential already within your ranks. To fully utilize the BizLibrary solution to bridge your skill gaps, you want to focus on upskilling employees in areas like soft skills, leadership and management, software, and other business skills.

During this session, we'll discuss how to determine your biggest skill gaps and leverage BizLibrary to bridge them.

KEY OBJECTIVES

- Learn the factors that could be contributing to your skill gaps, and how to find and address the root causes
- Why focusing on your current workforce's needs can solve this challenge better than recruiting
- How to start uncovering your organization's skill gaps with a formal assessment
- How you can use BizLibrary's solutions and online employee learning to bridge skill gaps

Katie Miller, BizLibrary Marketing Specialist

4:00pm - 4:20pm

Grand Foyer

NETWORKING BREAK BY BUSINESS CHALLENGE

Visit the tables to meet more individuals experiencing the same business challenges as your organization. Discussion cards will be provided for topics to brainstorm on together.

4:20pm - 5:10pm

Gateway 2

JOB-SPECIFIC LEARNING PATHS

With every job opening and newly hired employee, training is the top influence we have to build the future of our business alongside their fellowship. In this session you'll learn about the importance of developing unique learning paths to engage your coworkers now and in the future.

KEY OBJECTIVES

- Learn the importance of engaging employees through learning paths
- Understand the steps required to put learning paths in place

Jessica Kueffer, MFA Incorporated
Abbey Duley, MFA Incorporated

4:20pm - 5:10pm

Gateway 3 & 4

COACHING TO REACH LONG-TERM PERFORMANCE GOALS

Many companies are learning how to create a "coaching culture." So what is coaching, and how do you coach? What is the difference between coaching and mentoring? In this session, you'll learn how to help employees achieve success and meet the long term goals of your organization.

KEY OBJECTIVES

- Understand what coaching is
- Learn the basic foundation of how to coach employees
- Apply inquiries, perspective, and requests within coaching

Judy Hunter, Hospital Central Services & Affiliates

4:20pm - 5:10pm

Grand AB

CONFIDENCE IN COMPLIANCE TRAINING

Let's be honest, everyone dreads compliance training - especially those who are leading their team or company to get it completed. In this session you will hear some tips and suggestions from a fellow BizLibrary administrator who led her organization to a 98% compliance training completion rate in eight weeks. We'll discuss how to communicate the expectation effectively and set appropriate timelines, along with overcoming technological challenges (such as minimal computer access and limited internet connectivity), and best practices for tracking progress and following up with employees.

KEY OBJECTIVES

- Communicating effectively with frontline staff and supervisors to ensure training is completed on time
- Choosing an appropriate timeline for your compliance training and your communication plan
- Balancing flexibility with accountability to ensure barriers to completion are addressed
- Best practices for tracking progress and measuring success from start-to-finish

Erin Sutton, Challenge Unlimited

6:00pm - 9:00pm

Arch View Ballroom

NETWORKING EVENT: BIZLIBRARY'S CASINO NIGHT

Come to the Arch View Ballroom for dinner and games throughout the evening. Each attendee will be given chips at the start of the event to use throughout the night with prizes awarded for top winners! Games include poker, blackjack, craps, roulette, and more! Don't know how to play? Not a problem! Dealers and pit bosses will be available for tutorials throughout the evening.



WEDNESDAY

AUGUST 28

7:00am - 8:30am

Grand C - G

BREAKFAST BUFFET

Breakfast will be served ongoing from 7:00-8:30. Make sure to leave enough time to make it to the general session room for our keynote!

8:30am - 9:30am

Grand C - G

KEYNOTE ADDRESS

Ken Taylor, Training Industry

9:40am - 10:30am

Gateway 2

FINDING BALANCE BETWEEN COMPLIANCE AND SOFT SKILLS

Have you ever had a learning program that was failing miserably at maintaining compliance? Or perhaps it was so compliance heavy that no one realized there was more to offer? If either of those questions resonate with you, find out how PV Fluid Products completely turned their compliance program around from an abysmal 30% completion rate on annually required OSHA topics to a 99% completion rate. On top of that, see how they moved beyond compliance and have begun connecting soft skill courses to competencies, creating skill paths for employees.

KEY OBJECTIVES

- Understand how to leverage BizLibrary content for compliance
- Learn what resources you can use to market your content
- Learn our approach for connecting competencies to courses

Sarah Truchard, PV Fluid Products

9:40am - 10:30am

Gateway 3 & 4

GAME CHANGERS: UNLOCKING THE KEYS TO SUPERVISOR SUCCESS

Your supervisors are trapped by unawareness and ineffectiveness. They run up against walls of not knowing where to go or what to do. The keys to overcoming these barriers lie in assessing the situation and devising a training plan to release them. Help your supervisors escape the chains that are holding them back from taking their management skills to the next level! Can you escape before your organization is locked out of reaching its potential?

KEY OBJECTIVES

- Identifying and prioritizing training needs of your supervisors
- Tailoring your training resources to meet specific objectives
- Creating training pathways to maximize supervisor engagement

Janelle Gregory, Church of the Resurrection

Mary Murray, Church of the Resurrection

9:40am - 10:30am

Grand AB

TRAIN THE TRAINER WORKSHOP

In this unique workshop, we'll walk through the activities and discussion points for a fully-formed training module using Competition vs. Collaboration in the Workplace as an example. You'll leave with a completed customizable PowerPoint, links to all resources, instructions and hands-on experience with all activities, resources for discussion points, and lists of follow-up content from BizLibrary. After attending this workshop, you can walk into your workplace on Monday and be prepared to present this training to your employees.

KEY OBJECTIVES

- Recognizing skill gaps
- Developing presentation skills
- Customizing training to your needs
- Ideas to increase engagement
- Using BizLibrary content as a resource
- Driving meaningful discussions

Victoria Cason, Tarrant Regional Water District

10:40am - 11:30am

Gateway 3 & 4

REAL STRATEGIES TO IMPROVE EMPLOYEE ENGAGEMENT

Despite record-breaking profits and unprecedented business successes, employers across the globe continue to struggle with engaging their employees - the average rate for employee engagement hovers around just 15% in the United States. In this session, we'll help you understand the value of an engaged employee, and offer models and practical strategies that will optimize your workforce for employee engagement.

KEY OBJECTIVES

- The importance of engaging employees, and why higher engagement will help you improve business outcomes
- Why employee engagement is not a business challenge - understanding its root causes
- Working theories based on research about what engages employees
- Strategies to take and apply in your organization

Derek Smith, BizLibrary Content Marketing Specialist

10:40am - 11:30am

Gateway 2

TAKE TRAINING FURTHER: HOW TO FOCUS YOUR PROGRAM AND IMPACT BUSINESS RESULTS

With over 8,000 videos within The BizLibrary Collection, the opportunities for ongoing development for all employees are endless. In this session, you will learn the top five training focuses for successful organizations. By the end of this session, you will be able to take ideas to expand your current training program and set milestones that give training a greater impact on business goals and results.

KEY OBJECTIVES

- How to align your training goals with business goals
- Best practices for using ongoing employee development
- The top five training focuses to help your program be successful

Olivia Heller, BizLibrary Client Success Manager

11:30am - 12:15pm

Grand C- G

BOXED LUNCH AND FAREWELL ADDRESS

Grab a bite before hitting the road and hear a short farewell address from our ALIGN leaders.

