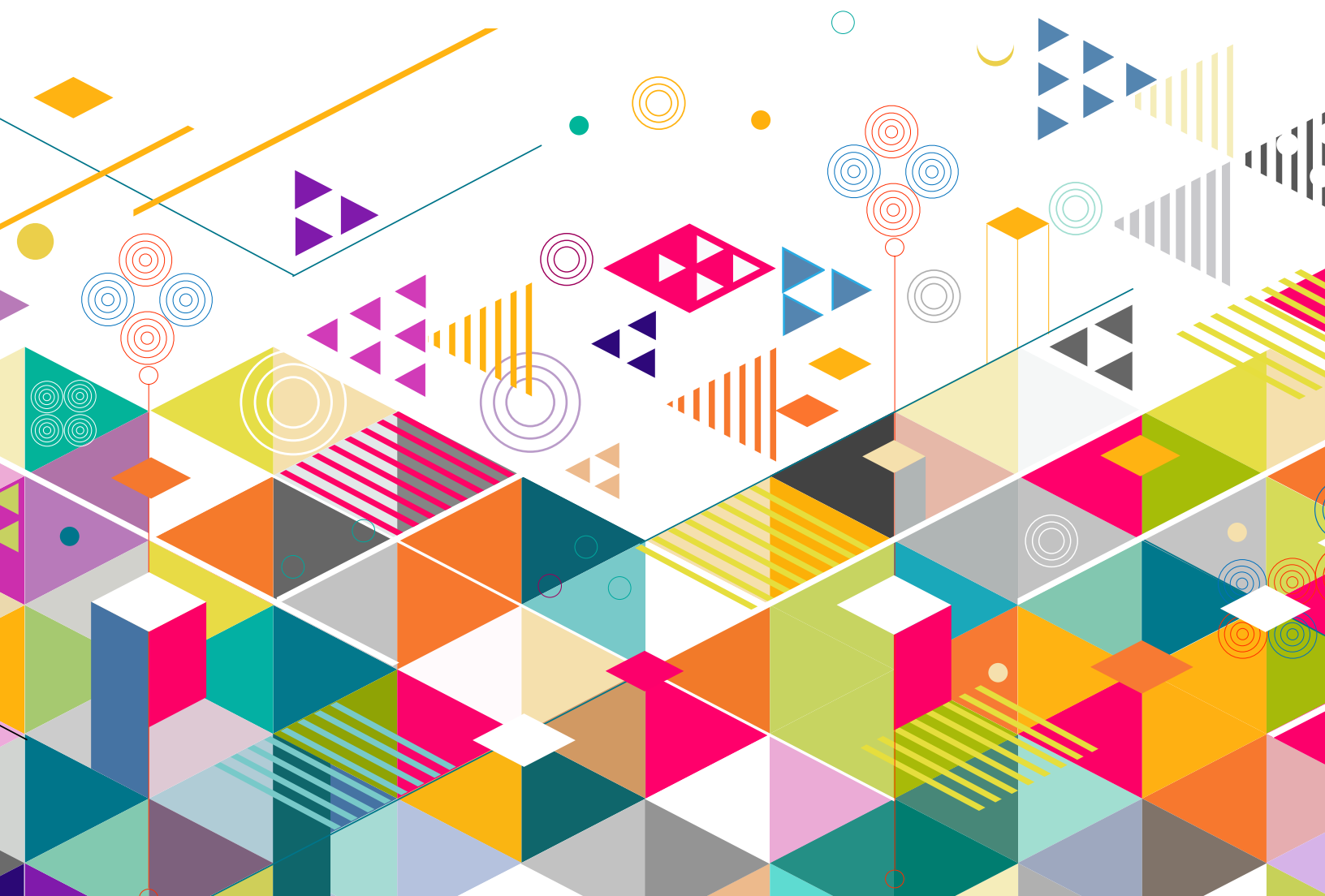# HCI

Inclusive Diversity
VIRTUAL CONFERENCE

Shaping Inclusive Workplaces Through Data, Influence, and Change Management

HCI

Event Logistics

Table of Contents

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How do I access the virtual event?
Go to **hci.org/2020ID**

You must be logged into your HCI account to view the video player on the page.
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We're here to help! Email: support@hci.org

What time zone is the virtual conference broadcast in?
The conference will be broadcast in Eastern Daylight Time.

How many credits do I earn for attending?
Registered attendees will earn 12 General HRCI and 12 SHRM Professional Development Credits (PDCs).

FAQs

For details on how to access the event and troubleshooting questions **click here***.*

Inclusive Diversity
VIRTUAL **CONFERENCE**

Shaping Inclusive Workplaces Through Data, Influence, and Change Management
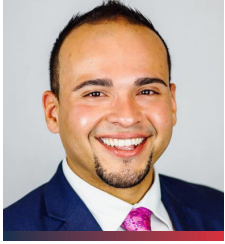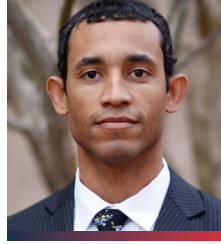
Meet Our Presenters

NICOLE ARMSTRONG

Award-Winning Gender Equity Advocate

Queen City Certified

CHEREE ASPELIN

Director, Culture and Inclusion

The Lubrizol Corporation

MIGUEL JOEY AVILÉS

Chief, Office of Diversity and Inclusion

U.S. Government

CHAVESO "CHEVY" COOK

Executive Director

MilitaryMentors.org

BILL CRAIB

Senior Vice President of Enterprise Learning

Human Capital Institute (HCI)

KATHI ENDERES

VP of Talent and Workforce Research

Deloitte Consulting LLP

CHUCK FELTZ

CEO

Human Capital Institute (HCI)

JENNA FILIPKOWSKI Ph.D.

Vice President of Research and Development

Human Capital Institute (HCI)

MARYFRAN HEINSCH

Research Analyst

Human Capital Institute (HCI)

AMY PHILBROOK

Head of Diversity and Inclusion

Fidelity Investments

Meet Our Presenters (continued)

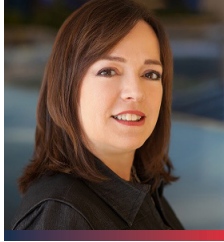### SARAH RILEY
Director, Diversity Data Strategy
Fidelity Investments

DAVID ROCK
CEO and Founder
NeuroLeadership Institute

YVONNE THOMSON
Vice President, Inclusion, Culture & Employee Experience
Symantec

DR. PAUL WHITE
Co-author of "The 5 Languages of Appreciation in the Workplace"

NATASHA MILLER WILLIAMS
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Ferrara Candy Company

HCI
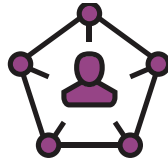
Inclusive Diversity
VIRTUAL **CONFERENCE**

YOUR ON-DEMAND HELPING HAND

Visit HCI's Inclusive Diversity Resource Center to download research, listen to podcasts, and explore even more new ideas to help you apply what you're learning during the conference back on the job.

hci.org/id-resources-2020

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DIAMOND

PLATINUM

GOLD

The **Inclusive Diversity Virtual Conference** will be broadcast from 11:00 am — 3:05 pm EDT.

Agenda at-a-Glance

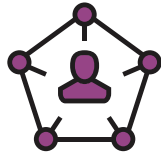| Monday April 27 — Conference Day One	
11:00–11:05	**Welcome Aboard!** Presented by: **BILL CRAIB**, Senior Vice President of Enterprise Learning, Human Capital Institute (HCI)
11:05–11:10	**Opening Remarks** Presented by: **CHUCK FELTZ**, CEO, Human Capital Institute (HCI)
11:10–11:45	**The Science of Inclusive Cultures** Presented by: **DAVID ROCK**, CEO and Founder, NeuroLeadership Institute
11:45–11:50	**MINI BREAK**
11:50–12:20	**Beyond Measurement: Using Analytics to Foster Diversity and Inclusion** Presented by: **KATHI ENDERES, Ph.D.**, VP of Talent and Workforce Research, Deloitte Consulting LLP
12:20–1:05	**LUNCH — CHAT N' CHEW** **JENNA AND MARYFRAN'S CUCINA: PASTA AND PURPOSE** Presented by: **JENNA FILIPKOWSKI**, Vice President of Research and Development, Human Capital Institute (HCI) **MARYFRAN HEINSCH**, Research Analyst, Human Capital Institute (HCI)
1:05–1:35	**Designing an Intentional Employee Experience** Presented by: **YVONNE THOMSON**, Vice President, Inclusion, Culture & Employee Experience, Symantec
1:35–1:40	**MINI BREAK**
1:40–2:10	**Growing an Inclusive Mindset in Leaders** Presented by: **CHEREE ASPELIN**, Director Culture and Inclusion, The Lubrizol Company
2:10–2:15	**MINI BREAK**
2:15–2:25	**Take Your Talent Pulse — New Insights from HCI Research** Presented by: **JENNA FILIPKOWSKI**, Vice President of Research and Development, Human Capital Institute (HCI)
2:25–2:30	**MINI BREAK**
2:30–3:00	**To Live is to D.I.E.: Diversity, Inclusion, and Equity Lessons from Special Operations** Presented by: **CHAVESO "CHEVY" COOK**, Executive Director, MilitaryMentors.org
3:00–3:05	**WRAP-UP AND CONCLUDE FOR DAY ONE** Presented by: **BILL CRAIB**, Senior Vice President of Enterprise Learning, Human Capital Institute (HCI)

The **Inclusive Diversity Virtual Conference** will be broadcast from 11:00 am — 3:05 pm EDT.

Daily Agenda

Monday April 27 — Conference Day One

11:00–11:05 **Welcome Aboard!**
Presented by:
BILL CRAIB, Senior Vice President of Enterprise Learning, Human Capital Institute (HCI)

11:05–11:10 **Opening Remarks**
Presented by:
CHUCK FELTZ, CEO, Human Capital Institute (HCI)

11:10–11:45 **The Science of Inclusive Cultures**
While an increasing number of organizations embrace the importance of diversity, practicing inclusion is often much harder. Biologically, humans need to belong—to feel included, supported, and valued by others socially. Yet inclusion can be a difficult thing to understand, measure or improve. Worse still, there are a number of conventional practices in organizations that can potentially make inclusion worse. That's where science can help.

In this science rich, yet practical session, Dr David Rock will explore the biological basis of inclusion, giving you a new way to think about it, measure it and manage it.

In this session, you will learn:
• Why inclusion has such an impact on performance
• The common traps to building an inclusive culture and how to avoid them
• The best way to go about developing inclusive practices day to day at scale

Presented by:
DAVID ROCK, CEO and Founder, NeuroLeadership Institute

11:45–11:50 **MINI BREAK**

11:50–12:20 **Beyond Measurement: Using Analytics to Foster Diversity and Inclusion**
Diversity and inclusion are not just considerations in the workforce experience, they are an increasingly important strategic priority and competitive advantage. While there are many factors of D&I strategy, we want to explore how analytics can help drive forward inclusion and diversity. Join Kathi Enderes, Vice President, Talent and Workforce Research leader at Bersin™, Deloitte Consulting LLP, as she discusses an approach to leveraging analytics to activate diversity and inclusion strategy.

In this session, you will:
• Define the critical role that analytics can play in diversity and inclusion
• Describe how to leverage analytics strategically for an inclusive culture
• List practical examples of putting this into action in your organization
• Explain the current state of diversity and inclusion

Presented by:

KATHI ENDERES, Ph.D., VP of Talent and Workforce Research, Deloitte Consulting LLP

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12:20–1:05

LUNCH — CHAT N' CHEW: JENNA AND MARYFRAN'S CUCINA: PASTA AND PURPOSE

HCI researchers want to learn about the skills and behaviors that are most valuable to you in your role. We want to hear your experience and perspectives on key capabilities and professional development for HR leaders.

To thank you for your time and input during the focus group, each participant will receive $400 HCI BUCKS to use toward any HCI product.

Presented by:
JENNA FILIPKOWSKI, Vice President of Research and Development, Human Capital Institute (HCI)
MARYFRAN HEINSCH, Research Analyst, Human Capital Institute (HCI)

1:05–1:35

Designing an Intentional Employee Experience

What do you get when you have four CEOs, two major acquisitions, and a company split in just over four years? Whiplash? An ulcer? A group of employees who feel lost and confused? The answer: all of the above! With the Accidental Employee Experience, companies wait for the dust to settle and hope that with the agility and resilience of their amazing team, things will fall back into place. But smart Internal Communications and HR teams know they need a strategy and a plan to make the "organic" magic happen. The Intentional Employee Experience requires a solid investment… a commitment to doing the hard work to create a fertile environment for your company culture to grow.

By the end of this session, you'll be able to design your own Intentional Employee Experience by:
- Uniquely positioning HR/Internal Comms to become the champions of employee experience
- Aligning functional teams, like IT and Finance, around a new way of delivering their services •
- Leading a shift from process-driven to employee-focused change management

Presented by:
YVONNE THOMSON, Vice President, Inclusion, Culture & Employee Experience, Symantec

1:35–1:40

MINI BREAK

1:40–2:10

Growing an Inclusive Mindset in Leaders

Companies spend millions on diversity programs each year with the goal to create workforces that are more inclusive. Not only is building a more inclusive workforce just the right thing to do it is also a well-researched lever to better business outcomes. However, studies also show that bias prevention training and policies rarely deliver and sometimes even make the situation worse.

What else can you do for teams and for leaders to make sure they're making the most of diverse voices? Although bias itself is hard to eliminate, it is not as difficult to interrupt. Growing an inclusive mindset in leaders and giving them the right tools and systems will help counter bias and encourage diverse perspectives to accelerate success.

In this session, you will:
- Identify the organizational indicators of an "inclusive mindset" and discover ways to assess your organization's current strengths and weaknesses
- Name the key leadership skills that support the "inclusive mindset" and generate a sense of belonging that improves business outcomes
- Learn best practices to lead for inclusion in your own workplace through implementing the right tools and systems

Presented by:
CHEREE ASPELIN, Director Culture and Inclusion, The Lubrizol Company

2:10–2:15

MINI BREAK

2:15–2:25

Take Your Talent Pulse — New Insights from HCI Research

For the 7th year in a row, HCI has conducted original studies into the trends and challenges in human capital management. In this session, HCI's head of research, Jenna Filipkowski, Ph.D., will present findings from the latest HCI Talent Pulse report. We aim to provide practitioners and decision-makers with new insights and ideas to effectively address current and future challenges at their organizations. All attendees will receive a digital copy of the research report entitled Cultivating (and Measuring) Inclusion, Belonging, and Equity at Work.

In this session, you will:
- Understand how the organizations that participated in our research cultivate inclusion, belonging, and equity at work
- Learn how these important diversity and inclusion (D&I) concepts can be measured
- Action plan to set up both an evidence and experience-based D&I function at your organization

Presented by:
JENNA FILIPKOWSKI, Vice President of Research and Development, Human Capital Institute (HCI)

2:25–2:30   **MINI BREAK**

2:30–3:00

To Live is to D.I.E.: Diversity, Inclusion, and Equity Lessons from Special Operations

Leading in high stress and/or dangerous contexts is fundamentally the same, yet qualitatively different, from leading in other contexts. These contexts are known as in extremis, defined as leading where there is physical danger or where followers believe that leader behavior will influence their well-being. Outcomes mean more than success or failure, pride or embarrassment — they can be hurt or healthy, dead or alive. The unique psychological, social and organizational demands that arise during in extremis situations is what makes leading and developing teams within these contexts very different. Arguably, these contexts produce leaders that are high performing and teams that are high functioning — desirable traits for success in any field.

If diversity is foundational for high performing teams, inclusion is the magnetism that keeps them together. Equity, then, is the condition that allows both the magnetism and high performance to be sustainable. In extremis leaders and their teams not only hire for, but continually require each of these elements to succeed in the most untenable of situations.

In addition to understanding in extremis contexts and aspects of diversity, inclusion and equity therein, development for high stress and in extremis leaders requires creating rigorous development frameworks. As such, research findings indicate building leaders that can perform during in extremis contexts requires a holistic developmental model which integrates interrelated psychological structures, capacities, traits and skills which facilitate both leaders' and followers' ability to operate in a given high stress context. This session will discuss the model, which includes five main facets: worldview, self-awareness, sense of agency/motivation, self-regulation, and social awareness. In addition to the science, this session will also discuss lessons learned and implications for developmental experiences, training, and intervention strategies from other high stakes/high stress contexts for participants to relate to their own arenas.

In this session, you will:
- Hear from a Special Operations veteran about in extremis experiences and the leadership required for our nation's highest performing defenders.
- Learn what it takes to create developmental frameworks which optimize both the individual and social characteristics for premier leaders and close-knit teams.
- Understand the combat-tested reality of diversity, inclusion, equity, and justice to apply these lessons learned to your own high-performing/high-stress contexts.

Presented by:
CHAVESO "CHEVY" COOK, Executive Director, MilitaryMentors.org

3:00–3:05   **WRAP-UP AND CONCLUDE FOR DAY ONE**
Presented by:
BILL CRAIB, Senior Vice President of Enterprise Learning, Human Capital Institute (HCI)

The **Inclusive Diversity Virtual Conference** will be broadcast from 11:00 am — 2:50 pm EDT.

Agenda at-a-Glance

Tuesday April 28 — Conference Day Two	
11:00–11:05	**Chairman's Recap and Welcome Remarks** Presented by: **BILL CRAIB**, Senior Vice President of Enterprise Learning, Human Capital Institute (HCI)
11:05–11:35	**Using Diversity Data to Drive Action** Presented by: **AMY PHILBROOK**, Head of Diversity and Inclusion, Fidelity Investments **SARAH RILEY**, Director, Diversity Data Strategy, Fidelity Investments
11:35–11:40	**MINI BREAK**
11:40–12:10	**Fostering Inclusion During Organizational Change** Presented by: **NATASHA MILLER WILLIAMS**, Head of Diversity and Inclusion at Ferrara Candy Company
12:10–12:15	**MINI BREAK**
12:15–12:55	**The Vocabulary of Inclusion: The 5 Languages of Appreciation** Presented by: **DR. PAUL WHITE**, Co-author of "The 5 Languages of Appreciation in the Workplace"
12:55–1:40	**LUNCH — IN VERMONT**
1:40–2:10	**Building a Culture of Belonging: A Toolkit for Driving Inclusive Conversations with Managers** Presented by: **MIGUEL JOEY AVILÉS**, Chief, Office of Diversity and Inclusion, U.S. Government
2:10–2:15	**MINI BREAK**
2:15–2:45	**Inclusive by Design: Disrupting Gender and Racial Bias in Recruitment and Hiring Practices** Presented by: **NICOLE ARMSTRONG**, Award-Winning Gender Equity Advocate, Queen City Certified
2:45–2:50	**CONFERENCE WRAP-UP** Presented by: **BILL CRAIB**, Senior Vice President of Enterprise Learning, Human Capital Institute (HCI)

The **Inclusive Diversity Virtual Conference** will be broadcast from 11:00 am — 2:50 pm EDT.

Daily Agenda

Tuesday April 28 — Conference Day Two

11:00–11:05   ### Chairman's Recap and Welcome Remarks
Presented by:
BILL CRAIB, Senior Vice President of Enterprise Learning, Human Capital Institute (HCI)

11:05–11:35   ### Using Diversity Data to Drive Action
Data is a powerful tool in shaping D&I strategy—but if you don't dig deep enough, it can be misleading and lead you to costly, misguided solutions. Uncovering the real value in the data requires often second and third level analysis. In addition to WHAT you're measuring, WHERE you measure matters, too.

In this session, Amy and Sarah will share their experiences in defining KPIs, D&I data methodology, and most importantly, turning that data into action.

Hear from Diversity & Inclusion leaders at Fidelity Investments on:
- Best practices and key watch-outs for measuring D&I efforts that avoid potential pitfalls
- Extracting the most valuable story in the data through secondary analysis
- How to avoid being blindsided by a hypothesis
- Blending data with stories to paint a true picture of experience • Presenting data to gain leadership buy-in

Presented by:
AMY PHILBROOK, Head of Diversity and Inclusion, Fidelity Investments
SARAH RILEY, Director, Diversity Data Strategy, Fidelity Investments

11:35–11:40   ### MINI BREAK

11:40–12:10   ### Fostering Inclusion During Organizational Change
The average company has experienced at least five enterprise-wide changes in the past three years — with more to come. While change can be nerve-wracking, it's during these times that a company, its teams, and its employees can grow together and be more inclusive.

Organizational change offers opportunities to increase diversity, unite people, and empower everyone to lift their voices. This doesn't happen by accident; it takes intention, and leaders must invest in the effort and resources that inclusion requires.

In this session, you will learn the value of diversity and inclusion at the center of change initiatives.

In ths session, you will learn:
- How to leverage the value of diversity and inclusion in organizational resilience
- How to empower all employees to be transparent and contribute during times of change to better engage and retain talent
- Tangible steps to lead your organization to embrace more diverse points of view which improves decision making, attracts new talent, and increases innovation

Presented by:
NATASHA MILLER WILLIAMS, Head of Diversity and Inclusion at Ferrara Candy Company

12:10–12:15   ### MINI BREAK

12:15–12:55

The Vocabulary of Inclusion: The 5 Languages of Appreciation

Many employees don't feel like they are "part of the team" and a primary reason is they don't feel appreciated or connected to the organization. Once leaders understand the fact that not everyone feels valued in the same ways, they can learn how to communicate appreciation in the ways that are meaningful to each person. Appreciation, however, is not just about making employees "feel good," communicating authentic appreciation significantly affects the health, functioning, and profitability of companies. Discover why most employee recognition programs aren't effective in increasing employee engagement and learn how to train your leaders and team members in communicating authentic appreciation to one another, so each person feels truly valued.

In this session, you will learn:
- The practical impact of how authentic appreciation impacts the functioning and profitability of organizations
- How to differentiate between employee recognition and authentic appreciation
- How the 5 languages of appreciation can help leaders create a more inclusive culture with a new vocabulary of meaningful messaging

Presented by:
DR. PAUL WHITE, Co-author of "The 5 Languages of Appreciation in the Workplace"

12:55–1:40

LUNCH — IN VERMONT

1:40–2:10

Building a Culture of Belonging: A Toolkit for Driving Inclusive Conversations with Managers

A study reflected that 94 percent of people have worked with someone toxic during the course of their careers. It is estimated that toxic workplaces cost $23.8 billion annually. In a fresh and entertaining style, Miguel Aviles, Chief of Diversity and Inclusion of an 80,000 people organization will share transformational principles that will equip D&I Leaders to implement strategies to transform toxic leadership into inclusive leadership.

As the nation undergoes dramatic demographic change, leaders still struggle to understand how to reach the goal of increasing inclusion and belonging. So how can we, from any level, facilitate an inclusive workplace culture that allows employees to thrive? How do we create our way into transformative inclusion and belonging?

This session will identify specific steps and actions you can take to create a workplace culture with psychological safety. You will learn the steps that can help you facilitate the right workplace interventions to drive engagement, increase performance and create a culture of belonging. Through captivating stories and thought-provoking exercises, this session will provide you with the tools needed to facilitate the right workplace interventions to increase employee engagement and performance amid chaos.

In this session, you will learn:
- The specific steps and actions to create a workplace culture that allows everyone to thrive.
- How to facilitate the right workplace interventions to increase employee engagement and performance
- Coaching and influencing techniques to increase inclusion
- How to analyze how one's identity shapes his or her views, values, and perception in the workplace
- The behaviors that enhance the use of one's self as an agent of change
- How to anticipate employee needs, concerns, and objections

Presented by:
MIGUEL JOEY AVILÉS, Chief, Office of Diversity and Inclusion, U.S. Government

2:10–2:15

MINI BREAK

2:15–2:45

Inclusive by Design: Disrupting Gender and Racial Bias in Recruitment and Hiring Practices

Gender and racial equity in the workplace are no longer talking points, they are standards demanded by your next hire, your board of directors, your loyal customers. This interactive workshop will explore the ways in which bias is often unintentionally built into our recruitment and hiring practices. From job descriptions to the interviewing process, diversity and inclusion changemakers will be provided with low-cost strategies to disrupt gender and racial bias in organizational systems in order to attract best-in-class talent.

You will learn:
- The policies that work and the well-intentioned policies and practices that fail to increase workplace diversity
- Actionable insights and tools to expand your candidate pool and promote gender and racial equity in the hiring process
- Hands-on practice developing and implementing an interview rubric designed to mitigate bias

Presented by:
NICOLE ARMSTRONG, Award-Winning Gender Equity Advocate, Queen City Certified

2:45–2:50

CONFERENCE WRAP-UP

Presented by:
BILL CRAIB, Senior Vice President of Enterprise Learning, Human Capital Institute (HCI)