NTXSHRM ANNUAL CONFERENCE
AUGUST 24-26, 2020

Presentation Title Speaker Date and Time Presentation Overview	Pending HRCI/ SHRM Recertification Credits
Envision the Future, Change the Future, Be the Future. Becoming a Change Leader in the New World of Work	**1.0 Hour**
Julie Burch – Keynote Speaker	
Monday, 9:00 – 9:45 a.m.	
Change is happening at breakneck speed: the competition is tougher, the customer is more sophisticated, margins are shrinking, entire industries are disappearing, and everybody is downsizing—trying to do more with less. And as always, HR is leading the way. In this dynamic, highly interactive, and enlightening seminar Julie Burch will show you how to keep ahead of change, not just keep up. Julie will help you to see that change is a constant, so we MUST embrace it to succeed. In this dynamic, high energy, and highly interactive session the audience will get ideas and techniques to succeed at the change game and so much more! Julie will entertain them and educate them! They will leave with solid, real world techniques they can apply immediately to handle change like a pro! The audience will learn: • To Identify and Master the 3 Key Areas of Change • Why Change is a Constant in Today's Business Environment and How to Embrace it • Master the 3 Areas Where You Have the Power in the Change Process	
Winning the War for Profit: Developing Leaders Where It Really Matters	**1.0 Hour**
Penny Miller	
Monday, 10:00 – 10:45 a.m.	
Summary: If you could improve the profitability of your organization by 48%, would you invest the time and money to make it happen? Of course, you would. Properly selecting, training, and supporting your front-line supervisors is an investment that pays off. In this presentation, we'll explore how to design a program to help our supervisors be the kind of leaders that can develop an engaged workforce. Objectives: • Understand the importance of first-line supervisors • Know the competencies that lead to success as a supervisor • Understand the components of a training and development program for first-line supervisors.	
Navigating New and Existing FMLA Challenges	**1.0 Hour**
Alexis Knapp	
Monday, 10:00 – 10:45 a.m.	
This program will focus on some of the most significant challenges HR and business professionals are facing in managing the realities of FMLA—whether the organization uses a third-party administrator or does it all in-house. Topics will include unique issues during this pandemic, including FMLA and FFCRA for employees missing work due to COVID-19, but also more traditional FMLA issues, including medical certification and recertification challenges, handling employees who do not cooperate with the FMLA process, common missteps employers make in managing FMLA, and more.	

HR: Victim, Villain, or Hero? In the Talent Shortage Saga	1.0 Hour
Ryan Kohler	
Monday, 11:00 – 11:45 a.m.	
As you seek to slay the beast that is the talent shortage, how is your HR team helping or hurting you? Is your HR team falling victim to the talent shortage, believing there's nothing they can do, refusing to try anything new or different, and just throwing more money at job boards in a lame attempt to find qualified candidates? Are they intentionally playing villain in the talent shortage saga, writing boring and overly legal job ads, ghosting qualified candidates, and more focused on making the application process easier for them and not the applicant? Or do you have a team of heroes, believing they can make a difference, craftily creating a unique and compelling "job product", trying new things, and 100% focused on making the application process easy and thrilling for the jobseeker? Join hiring expert Ryan Kohler as he teaches how HR can help OR hurt your company and the blueprint to heroically beat the talent shortage. With a team of HR heroes possessing the right approach to hiring, the talent shortage is a blessing - helping you stand in stark contrast against the HR victims and villains as the ultimate place to work. HR Professionals will learn how to align their HR team to support their organization's goals, how to know if their team is helping or hurting their cause, and the exact steps to make your HR person or team an army of hiring heroes and the indispensable talent engine driving your company's successful future. Workplace Application: Attendees will learn how HR can act as victim, villain, or hero in the face of the talent shortage and how to avoid failure by succeeding in hiring. Objectives: 1. Company leaders and executives learn how failures in hiring don't lead to an HR failure--it leads to a company's failure. 2. Executives and HR leaders discover where and how HR can actually hurt their efforts to hire the best people and how to tell if they're currently acting like a victim, villain, or hero in the quest to hire in the face of a talent shortage. 3. HR professionals learn the five steps necessary to become the hero of hiring and the biggest reason for the company's success. Attendees will learn how HR can act as victim, villain, or hero in the face of the talent shortage and how to avoid failure by succeeding in hiring.	
Coaching Leaders in Sensitive Employee Relations Situations	1.0 Hour
Michael Mirarchi	
Monday, 11:00 – 11:45 a.m.	
Professionals will learn how to coach leaders to resolve a wide variety of policy violations and misconduct by employees fairly and professionally. **Learning Objectives** • How to coach your leaders in effective employee relations practices that minimize employer and personal liability • Scripted responses to use in sensitive employee relations situations • How to avoid senior managers saying to HR "You should have anticipated this" after an avoidable legal claim	

ADAPTATION of Leadership: "Sticks and stones may break my bones but words will never hurt me."	**1.0 Hour**
Julian Sado	
Monday, 12:00 – 12:45 p.m.	
"Sticks and stones may break my bones, but words will never hurt me". Unfortunately, that is not the case. Words do hurt and, in a physical way. In this seminar, Leaders will learn how employee communication and engagement are the key factors in retention, morale and overall company brand and production. This is not a typical session as you become consciously aware of the cultural shift with career perception, the repetitive way we have managed the workforce, and why it needs to change with the new type of employee. You will receive a crash course on Neuroscience and NLP in a practical, interactive, and FUN way so that you may apply these new insights and strategies. What words affect you and your team or client's health • Self-talk and how it attracts others • Increase engagement through NLP • Lead and develop employees without creating stress • Interaction with employees and peers for a positive experience. Key take away points include: • 7 Key Neuro-linguistic Programing (NLP) Ways to Impact Your Clients' Subconscious in a Positive Way • 10 Ways to Improve Your Critical Self-Talk • Emotional Intelligence - Process and Its Physical Implications • Practical Real-Life Applications and Tools to Accelerate and Sustain Engagement Efforts	
Reject Cancel Culture and Embrace Inclusion: Learn the Art of Building Bridges	**1.0 Hour**
John Bobb-Semple	
Tuesday, 9:00 – 9:45 a.m.	
The impact of 2020 on company culture will be felt for generations worldwide. The current pace of change is creating an opportunity for difficult conversations over the virtual water cooler. As leaders living in the tension between values and accountability, learning and progress, how do you overcome the challenges of too much and not enough? This session will discuss the power of empathy to build bridges through self-reflection, proximity, and direct engagement. • There is no change in shame. • Bridges don't begin until there is a gap below them. • Empathy does not require perfection; it requires humility, accountability, and grace.	
More Than a Manager: Becoming a True Leader	**1.0 Hour**
Mallory Herrin	
Tuesday, 10:00 – 10:45 a.m.	
Excellent management skills are great, but management skills and experience doesn't automatically turn anyone into a true leader. In this session, participants will begin their path to true leadership as they learn what it means to be a leader, the qualities of great and effective leaders, how to build credibility and trust with their teams, leadership styles, and leadership techniques. Part 1: What is a leader, really? • Defining leadership: It's not the title you have, it's the way you influence, motivate, and direct others. • Review examples of great leaders	

- Qualities of great and effective leaders: Core values (courage, integrity, vision, etc.) and the focus shift required (seeing/designing the big picture, anticipating challenges, fostering a people-first culture, continuous learning/improvement)

Part 2: It Starts with Trust
- The importance of trust and credibility for leadership
- Building trust and credibility through stepping back, agility, transparency, and communicating with emotional intelligence/empathy

Part 3: Leadership Styles
- A look at 4 common and effective styles of leadership to use in the workplace: Laisses-Faire, Autocratic,
- Bureaucratic, Democratic - and when to use them

Part 3: Leadership Techniques
- Review of powerful leadership techniques and tips on how to effectively execute them
  - Listening
  - Motivating
  - Delegation
  - Developing and empowering others through coaching

There will be audience participation as well as "homework".

Data Driven Decision Making	**1.0 Hour**
Cory Yeager, Anthony Colantino, and Dan King	
Tuesday, 10:00 – 10:45 a.m.	

The Value of Benchmarking

1. Why is it important to perform benchmarking exercises for your Health & Benefits plan?
   a) How does your plan rate against your peers?
      a. Overall spend – Individual, Family, Companywide, OOP (individual/family)
      b. Plan comparison, HDHP, HRA, FSA, Etc.
      c. Employee/Employer Contribution levels
   b) Where does your plan fall? 25th, 50th, 75th, 90th percentile? (in all categories)
      a. In/Out of network
   c) Actuarial Value
   d) Voluntary Offerings
      a. Are you keeping up with generational, demographic, and industry expectations?
   e) Pharmacy Spend Benchmark

Analytics & Health Plan Financial Management

1. Why is it important to monitor the financial performance of a health plan?
   a) Due diligence
   b) Maintain market competitiveness
   c) Strategic planning
   d) Improve the Health & Welfare of employees & their families
2. Self-funded plans vs. Fully-Insured Plans
   a) Different funding mechanisms
   b) Different plan fiduciary
   c) No difference to members using the healthcare system
   d) Same goals for managing costs
3. How can you monitor the financial performance of your health plan?

a) Choosing an analytics/reporting system	
b) Determine Key Elements needed to stay informed	
c) Data for claims expenses	
d) Data for non-claims expenses, contra-expenses, and revenues to the plan	

4. Prerequisites for Enlightening Analysis (Stephen Few)
   a) Aptitudes and attitudes of effective analysts
   b) Traits of meaningful data
5. MMA's iCAF analytics
   a) i -- Information & investigation
   b) C -- Cause & effect
   c) A -- Assessments of change
   d) F -- Financial decisions
   e) Design and telling the "financial story"
   f) 50 questions

Vendor Solutions

1. Improving benefits literacy
2. Reducing healthcare spend through employee education
3. Driving engagement and participation

Delivering Value to the Modern Workforce: Realigning your approach to employee wellbeing	**1.0 Hour**
Kirstie Settas-Jones	
Tuesday, 11:00 – 11:45 a.m.	
Employees are your greatest asset. But do they feel that way? They will if your organization's culture and wellbeing programs send that message. An integrated wellbeing strategy that makes employees feel good — even brag about — their employer, can significantly impact employee attraction and retention and, possibly, the business outcomes. Willis Towers Watson's 24th Annual Best Practices in Health Care Study found that while only 39% of employers say they have made progress enhancing employees' total wellbeing over the last three years, employers are expecting to double that figure in the next three years with 86% planning to enhance employees' total wellbeing. This figure, begs the question: what are top employers doing to enhance their organization's wellbeing strategy? Join us to review how to build a sustainable wellbeing strategy for your organization. During the session we will review: • What is an effective wellbeing program, and why it's so important to have one that works for your specific organization? • Realigning your approach to employee wellbeing so that it connects the physical, financial, emotional, and social components with visible leadership support? • The ways in which a good wellbeing program positively affects attraction, retention, engagement, and productivity?	
READY, Set, Change!	**1.0 Hour**
April Callis-Birchmeier PMP, CCMP	
Tuesday, 11:00 – 11:45 a.m.	
Accelerate and Simplify Organizational Change Management. Organizational Change Management is defined as moving an organization and its stakeholders from the current state to a future state. The extent to which people are ready, willing, and able to adopt change is a key indicator of success.	

READY, Set, Change! provides a framework which compliments traditional organizational change initiatives with an intense focus on advanced preparation and integrated support. Discover a simpler and faster approach to help individuals and organizations understand and adopt change, to ensure business objectives are met. *Takeaways:* • Describe the benefit and develop the change narrative to help • people get onboard with change. • Identify stakeholder groups and use targeted support to address • change resistance. • Use the READY, Set, Change! five-point model to increase change • adoption and initiative success. • The insights shared during this interactive and engaging session will be reinforced through a free copy of the READY, Set, Change! Stakeholder Assessment.	
Level Up and Create more Influence as a LeadHR	**1.0 Hour**
Bruce Waller	
Tuesday, 12:00 – 12:45 p.m.	
Grow your influence and grow as a Leader in a virtual world of work! The world has changed since COVID-19 arrived. Many people are now working differently, working from home, and don't feel as connected as they have prior to this pandemic. Welcome to the new world of work. In the past, many HR professionals have been so busy helping other professionals they haven't invested time in their own leadership development. Now is the time to work on you… work on your leadership and most importantly your influence in the workplace… INFLUENCE is defined as "a person or thing with the capacity or power to have an effect on someone or something." We want to have an effect on positive change, and it takes influence to make this happen. We can level up our influence in several ways such as volunteer leadership, social media engagement and team member investment to just name a few. However, it all starts with making the decision to level up or get better every day. It's time to develop ourselves to create more influence and make bigger impact in the workplace. There is nothing new under the sun, but there are strategies we can use in a purposeful way to "level up" our leadership influence and accelerate as a LeadHR in the Leadership Lane! 3 things participants will learn… 1. Network to Connect, Volunteer to Grow! (Leveling us as a Volunteer LeadHR). 2. Recording and Sharing your Stories to engage your team using Milemarkers. 3. Developing more influence by using Social Media strategies.	
Synchronicity: Connecting your Team for Optimal Results!	**1.0 Hour**
Shannon McKain	
Wednesday, 9:00 – 9:45 a.m.	
In 2020 we have a plethora of artificial intelligence, data, and analytics yet still feel phenomenally disconnected in the workplace. How do we create better interoffice relationships and more relatable connections with our clients? In this keynote you will • **Learn** effective methods on how to synchronize your team • **Build** better Emotional Intelligence • Develop **leadership** skills to lead a more productive department and **connect** with your ideal client	

Recover from "screw ups" and turn them into "set ups" for Future Success	1.0 Hour
Kathryn Orford	
Wednesday, 10:00 – 10:45 a.m.	
Description: We aren't robots, we're human beings, so it's inevitable that along the way you're going to make mistakes. How you respond in those moments will have a massive impact on your emotional state, your productivity, and your ability to move forward with confidence. Let's face it... if you allow your inner critic to run the show you're doomed. On the other hand, if you put your emotions on the back burner, work out what when wrong...and more importantly what to do differently next time, you'll be in a far better position to regroup, review and correct and move forward with confidence. In this Break Out Session you'll learn: - HOW TO TAKE CHARGE OF YOUR THOUGHTS BY RE-PROGRAMMING YOUR INNNER CRITIC AND NEGATIVE SELF TALK AND TURNING IT INTO A CHEER SQUAD. - WHY FAILING CAN BE A GOOD THING. - HOW TO RE-FRAME SCREW UPS. (The meaning you give something has a massive impact on not only your emotional state but your ability to move forward with confidence and conviction.)	
Translating Business Planning, Strategy and Performance Management into Business Excellence	1.0 Hour
Bob Cartwright	
Wednesday, 10:00 – 10:45 a.m.	
The effective development and delivery of excellent products and services oftentimes starts with an aligned business strategy, a great game plan, effective leadership, and engaged employees. By attending this presentation, participants will be provided key information on how to execute effective business strategy, business planning, operational and business performance measurement, and performance management processes that can be utilized to execute smart business goals and key initiatives. In addition, participants will learn how these strategies can lead their organizations to business excellence. Learning Objectives: - Participants will learn the key tenants of what makes an effective Business Strategist, Planner - and Leader - Learn how to translate key business strategic planning, goal setting, and the identification of key - business initiatives into highly effective performance management plans and processes - Learn how to develop and execute a performance management process and translate this - information into effective short-term / long-term actions and business plans.	
Is My Compensation Data an Almanac, a Novel, or a Crystal Ball	1.0 Hour
Bo Stults	
Wednesday, 11:00 – 11:45 a.m.	
The development and display of HR or People analytics play a critical role in addressing the challenges of containing costs, remaining competitive, all the while developing a high performing workforce. The primary roadblock facing most organizations today, is creating people "probabilistic" analytics as well as business analytics and presenting them in a way that they have an impact on the business's decisions. HR professionals must also ensure that the measures and the display of the data go straight to the heart of what executives need to know and align with the overall business strategy. Program Learning Objectives:	

1. Common Metrics in the HR and Compensation Space 2. Display of Data and Dashboard Does and Don'ts ("Pies are for Desert") 3. Moving Data from Reference, to Telling a Story, to Predicting the Future 4. Alignment with the Business Strategy 5. Blending HR and Business Data; Data Communication with Impact 6. Example Dashboards in Current Use at the University of Texas Medical Branch in Galveston 7. Question and Answer Session	
The Business Case for Becoming a Second Chance Employer	**1.0 Hour**
Mike Coffey	
Wednesday, 11:00 – 11:45 a.m.	
Almost one in four American adults have been arrested or prosecuted for a criminal offense. While many of these are minor instances of little concern to employers, many employers are uncertain about whether to hire individuals with more serious offenses, potentially missing out on a reliable and available talent pool. In this presentation, we will dive into the statistics and studies surrounding criminal offenses, recidivism, and employment as we review the benefits to businesses from considering and hiring qualified former offenders for positions. We will also review risk-evaluation and mitigation techniques employers can use in making fair and well-informed hiring decisions. Problem Addressed: Employers' uncertainty about whether and how to hire former offenders Learning Objectives: 1. To understand commonly used statistics about former criminal offenders. 2. To understand the legal issues surrounding employers' consideration of criminal history. 3. How to fairly and effectively evaluate risks associated with hiring former offenders. 4. How to make the business case for hiring former offenders.	
Trust as the Foundation for Organizational Culture	**1.0 Hour**
Alice Dendinger	
Wednesday, 12:00 – 12:45 p.m.	
A maxim we've all heard is, "People do not leave a job--they leave a boss." In reality, however, they leave an organizational culture that supports that bad boss. if employees in a workplace do not feel a sense of trust and belonging--which is, first and foremost, their leaders' responsibility--they will not stay. As stewards of a company's culture, leaders must ensure that employees are confident in the trust they place in that leadership and in each other. But just what does that kind of trust look like and how is it achieved? This session is for those who have a position of leadership or influence as a leader at any level. In this session, participants will: • Learn a model for organizational culture and recognize the critical importance of the values, beliefs, and activities of the organization in building trust. • Understand the real definition of trust, the need to incorporate vulnerability-based trust into the workplace, and how to determine "worthiness of trust." • • Gain tips and tools on how to increase vulnerability-based trust in the workplace culture.	
Total Available Recertification Credit Hours	**18 Hours**