



Eric M. Bailey
President, Bailey Strategic
Innovation Group

The Cure for Stupidity: Using Brain Science to Explain Irrational Behavior

On-Demand Session

Eric M. Bailey is the bestselling author of "The Cure for Stupidity: Using Brain Science to Explain Irrational Behavior" and Managing Partner of Extraordinary Balance, one of the fastest-growing human connection consulting firms in the United States. Eric has a Master's Degree in Leadership and Organizational Development from Saint Louis University and is a lifetime learner of human and organizational behavior and has been featured on CNN, Huffington Post, Forbes, and Like a Real Boss Podcast. Eric works with Google Inc, the US Air Force, Los Angeles County, the City of St. Louis, MO, Phoenix Police Department and many more.



Michael Kim
Founder, CEO, & NIH Principal
Investigator, Habit Design

Creating Sustainable Change Management Through the Power of Habit

On-Demand Session

Michael Kim is the leading international authority on Habit Design, the behavioral discipline for accelerating habit formation he developed with researchers from Yale, Stanford, the University of Washington, and Kaiser Permanente. He is the first behavioral scientist ever awarded by the National Institutes of Health with a prestigious innovation research grant in the field of habit formation. Michael has been called "a leading authority in how organizations create sustainable behavior change" by The New York Times bestselling author Jim Collins. The recipient of the B.F. Skinner Award for Organizational Behavior Management, Kim has taught at Stanford, Harvard, and USC. He's also been featured by TED, The New York Times, The White House, The World Bank, McKinsey & Company, Fast Company, CNN, Harvard Business School, Bloomberg TV, et al. He holds a B.A. and M.P.P. with joint M.B.A. studies from Yale and Harvard, respectively.



Joe Foster
Director of Business
Operations, CFA Institue

Leading Through the Seasons of Change

On-Demand Session

Joe Foster is currently Director of Business Operations at CFA Institute. Throughout his career he has focused on improving communications, implementing organizational change, and enabling technology improvements. By combining a background in engineering, a consulting mindset, a fascination with neuroscience, and a passion for interpersonal effectiveness, he specializes in helping organizations maximize the benefits of transformation while minimizing the pain. When not working on developing client solutions, you can find Joe living a happy and busy life with his wonderful wife and two amazing boys in Richmond, VA.



CHG MGMT
GLOBAL CONNECT

JULY 14-17, 2020



Lizette M. Tucker
Organizational Effectiveness
Consultant, Point B
Consulting, LLC

What to Do When Leaders Don't Lead

LIVE Session: Tuesday, July 1. at 21:00 UTC (5:00 PM EDT)

Lizette M. Tucker, CCMP, ACC, has over 15 years of proven success as a trusted advisor to executives and teams as they navigate through often high profile and high risk organizational initiatives. A people-focused consultant and executive coach at Point B Consulting, Lizette first learned about the importance of change leadership and the ability to secure adoption in her work as a Six-Sigma Black Belt in 2003. Since that time, she has fostered a keen interest in what compels individuals toward or away from a change. She brings experience and learning in a variety of change enablement and facilitation approaches ranging from Prosci, Kotter and LaMarsh change models, to human-centered design and agile disciplines, along with brain-based methodologies from the Neuroleadership Institute. She has consulted in many industries, including financial services, retail, manufacturing, insurance, healthcare, telecommunications, and professional services. She has been active in ACMP globally and regionally since 2012.



Lisa Kempton
Sr. Development Partner,
Prosci

Global Panel on Change Leadership: Trends, Traps and Takeaways

LIVE Session: Tuesday, July 14 at 22:30 UTC (6:30 PM EDT)

Lisa Kempton is a Senior Development Partner at Prosci. Lisa is a Certified Change Management Professional (CCMP™) with over 15 years of experience delivering complex change initiatives in a range of industries including healthcare, utilities, insurance, information technology and customer care. Lisa brings her real-world experience to every engagement, along with her keen ability to translate theory into practice.



Ask Agger
CEO, Workz

Train to Win - Using Leadership Simulations to Harness Critical Change Leadership Skills

On-Demand Session

Ask Agger is CEO and Founder of the Copenhagen-based change agency, Workz. As an expert in involvement, learning games, storytelling and organizational transformations, Ask has worked for more than 20 years as a consultant and advisor to many of Europe's leading companies. He holds a Master's degree in Political Science and has also worked in the movie industry as a creative consultant and script writer. Ask has been identified as a thought leader by the International Serious Games Association and is an active keynote speaker, author, blogger and columnist.



Erica Tetuan

**Change Management &
Organization Design Practice
Lead, GP Strategies**



Matt Donovan

**Vice President, Digital
Learning Strategies &
Solutions, GP Strategies**



Holly Chasan-Young

**Founder & Chief
Troublemaker, Wonderbolt
Labs**

A 2030 Approach to Change for Workers in a VUCA World

LIVE Session: Wednesday, July 15 at 12:00 UTC (8:00 AM EDT)

Erica leads the change management and organization design practice at GP Strategies and has a range of experience driving change at commercial and government organizations. Prior to her work at GP Strategies, she led the Change Management Center of Excellence at Lowe's, where she centralized the practice of change management, led an enterprise-wide methodology change, and developed metrics and mechanisms for the enterprise to understand the timing, sequencing, and level of disruption across stakeholder groups. Prior to Lowe's she was an external consultant for two firms based out of the Washington, DC metro area: The Center for Organizational Excellence and Changels, Inc. At both firms she served as an organizational effectiveness consultant advising on change management, organizational design, performance management, technology implementations, knowledge management, and process improvement. Her work has helped c-suite professionals make better initiative-based decisions and provide the right support to stakeholders across a variety of organizations and industries.

Matt is the Vice President of GP Strategies' Global Digital Learning Strategies and Solutions division and has more than 22 years of experience crafting training and development solutions with a focus on learner and performance-driven learning. Matt has led the production of modern learning experiences focusing on relevance in the workplace. These solutions have not only been recognized through industry awards, they also have shown results in the bottom line. He has presented at national and international conferences including International Society for Performance Improvement (ISPI), ATD, e-Learning Guild, and LTEN. Matt has also been recognized as one of the Top Ten International Trainers under 40 by Training Magazine. He received a presidential citation from ISPI for his work in establishing the ISPI Annual HPT Case Competition.

Design Thinking or Innovation Theater? It's Your Choice!

On-Demand Session

Holly Chasan-Young is a Strategist, Coach, Speaker and Innovation Change Agent who helps teams conjure and create tomorrow - today. With her firm Wonderbolt Labs, Holly partners with teams across industries to make better products and services. Wonderbolt's "Strategy Academy" helps new Strategists unlock the value of Design Thinking. As Lead Mentor with Virginia Commonwealth University's Venture Lab, Holly coaches university faculty on commercializing their Life Sciences research. Holly is an organizer of the OpenIDEO Richmond Chapter, a crowdsourcing platform for social innovation, and she regularly mentors students and startups. She knows that locked inside every organization is the potential to create, innovate and change the world.



Christopher LaPata
Client Leader, Workplace Strategist,
BHDP Architecture & Planning



Jenna Geigerman
Director, Real Estate & Strategy, Citrix



Brian Marchal
Workplace Strategy
Director, Americas,
Willis Tower Watson

Crafting Change & the Worker Experience (WX): Exploring the Intersection of Proven Change Methods, UX, and the Role of Physical Space

On-Demand Session

Christopher LaPata is a Client Leader and Workplace Strategist with BHDP Architecture and Planning. Christopher is continually engaged with corporate leaders, human resource directors, IT and facilities management groups of Fortune 1000 companies helping to develop workplace strategies that leverage the workplace as a tool to drive behavior, facilitate the work process and attain business objectives. As a Prosci certified change practitioner, Chris also works with clients to align the change strategy with the project implementation strategy leading to higher rates of user adoption.

Jenna is a real estate and operations executive with 25 years of proven experience in both entrepreneurial and public companies. She excels at identifying and executing impactful change, bringing order to chaos, and leading diverse teams towards common goals. As Director, Real Estate & Strategy at Citrix, Jenna is responsible for the Raleigh-built environment, as well as global real estate and facilities services initiatives. Prior roles include leading operations for a local architecture firm, growing the national distribution network for a title insurance company, and tackling due diligence, property operations, and asset management for a REIT. She is a jack-of-all-trades with experience in almost every aspect of the commercial real estate industry. Jenna's education includes a design degree from MIT and two Master's degrees from UNC, Chapel Hill in business and planning. She serves on the board of CoreNet Carolinas, is a Past President of Triangle Commercial Real Estate Women, and is an active volunteer in many things, including the lives of her two children.



John Blake
Sr. Organizational Transformation
Consultant, Providence Health & Services



Mike Olson
Organizational
Transformation
Consultant, Providence
Health & Services



Jennifer Vernam
Manager of Org
Transformation Team,
Providence Health &
Services

The Future of Change Readiness: 5 Questions We Must Address

LIVE Session: Wednesday, July 15 at 21:00 UTC (5:00 PM EDT)

John Blake has trained, consulted, facilitated, and presented at events in over 25 countries ranging from Canada to Uganda on team and organizational effectiveness. Having completed his Master's of Adult Education in Human Resource and Organizational Development from the University of Georgia, he worked in the sports industry for 11 years as a National Representative, Executive Director, and organizational development consultant. Following this time, he focused on organizational development and global non-profit networks and partnerships with visionSynergy. His role supported multiple networks in establishing and executing strategic plans to fulfill their mission and engage their members. He has been with Providence for 4 years as a Sr. Organizational Transformation Consultant, focusing on building Change Leadership as a core competency for our leaders. He is married to Jayme, and he is the proud dad of 3 year old, Adalie, and 1 year old, Macaius, who keep him running.



Saketh Chinni
Director, Digital Strategy and
Organizational Change, Cognizant
Consulting



Wayne Burkan
Associate Director, Digital
Strategy and Organizational
Change, Cognizant Consulting



Jason Forrest
CEO, Forrest Performance Group



Mary Marshall
President, Forrest Performance
Group

Mastering Change by Breaking the OCM Mold

LIVE Session: Wednesday, July 15 at 13:30 UTC (9:30 AM EDT)

Saketh Chinni is a Director in Cognizant Consulting's Digital Strategy practice and leads its global OCM center of excellence. He specializes in realizing the value of global digital and enterprise transformation programs and has led multiple large-scale change management programs across various industries in North America, Europe and Asia. Saketh has spoken on topics around Organizational change, Digital transformations, and Future of Work, at multiple conferences, seminars, and universities. He obtained his Masters in Business Administration from Purdue University and his Bachelors in Computer Engineering from Nanyang Technological University, Singapore.

Wayne has almost 30 years' Change and Transformational experience. He consulted, advised wrote and taught transformation, change and leadership to fortune 500 companies around the world. He served on Al Gore's Reinventing the Government initiative, and has provided coaching on change and transformation to the FBI, Federal Reserve, IBM, Motorola and literally hundreds of organizations. Wayne has deep experience supporting large technology-driven OCM programs for Capgemini, LTI and most recently, Cognizant. Wayne has almost 20 years' experience as a professional speaker, and is the author of two books. Wayne has an MBA in International Finance from NYU and BA from Rutgers iDn Economics.

Mindset of a Change Warrior: Discovering Your Authentic Self

On-Demand Session

Jason Forrest is the CEO of Forrest Performance Group, the nation's fastest growing sales training company. Named one of the world's most influential sales professionals by Global Gurus, Jason is a leading authority in culture change programs and an expert at creating high-performance, high-profit, and "Best Place to Work" cultures. Jason is the winner of seven international Stevie Awards for his sales process and training programs, ranging from sales professionals to coaches to executives. He's also the award-winning author of six books, including Leadership Sales Coaching, named one of Selling Power Magazine's Top Sales Books. Jason also has a Master Practitioner's license in Neuro Linguistic Programming and is a licensed addiction counselor, allowing him to coach anyone to become a better version of themselves.

Mary Marshall is the President of Forrest Performance Group, the nation's most cutting edge sales and management training company. Mary has been an instrumental leader in shaping and helping FPG grow into an Inc. 5000 Fastest Growing Company for the last four consecutive years. Mary has been intimately involved in developing FPG's Stevie Award-winning sales, customer service, and leadership programs, and she speaks at countless events each year on FPG's unique behavioral change training model. Mary is a trainer to the trainers, a sales warrior, and a developer of game-changing brand strategy. She has a Master Practitioner's license in Neuro-Linguistic Programming, a unique behavioral change model that focuses on long term change and ultimate life improvement.



Amber Marcu
Senior Learning and
Development Specialist,
Microsoft



Swati Doshi
PM Consultant, Microsoft
(Xoriant)



Lotty Roberts
Mindful Change and
Leadership Consultant,
MIND U LTD

"Change Management Lite" in a Fast-Paced Tech Company

On-Demand Session

Dr. Amber D. Marcu is a Senior Learning & Development Specialist in the Engineering@Microsoft Learning & Insights Team within the Artificial Intelligence and Research group at Microsoft. She holds a Ph.D. in Learning Sciences, a 6 Sigma Green Belt, and is a certified ProSci® Change Management Practitioner. She grew up in academia, publishing, presenting, and teaching professors how to be both scholarly and teach phenomenally at a Research One institution. (Many went on to win awards and she's won a few herself.) In her time since academia, she's worked for two Fortune 50 companies and a Startup. Her breadth of experience includes: high-tech, healthcare, manufacturing, IT, information resources, higher education, and customer service and support. She serves on the Board of Directors of Washington Women in Need and she's a member of ATD, AECT, and ACMP.

Swati Doshi, holds a Bachelors in Computer Engineering and a Masters in Computer Science. Swati is a veteran of the IT industry with over 18 years of experience working in Microsoft Corporation, in a full time and now a consultant capacity. She's owned Project and Program Management as well as driven Test Strategy & Design in multiple product groups within Microsoft. Swati strongly values building and growing teams through active mentoring and coaching. She is currently partnering with the Engineering@Microsoft Learning & Insights Team in Microsoft, creatively combining Project Management, practical Data Analytics and Change management techniques to create a successful cross organizational team delivering tangible results for Onboarding at Microsoft.

Change and the 'F' Word

LIVE Session: Wednesday, July 15 at 22:30 UTC (6:30 PM EDT)

Based in Wellington - New Zealand, Lotty is a forward thinker in the field of Change Management and Leadership, with 20 years' experience leading and coaching people through large scale change and transformation programmes. During her career Lotty has had lots of hands on experience delivering change and building organisational change maturity, as well as setting up and leading many high performing teams. Lotty has now founded her own business, 'Mind U', where she is devoted to helping companies and individuals build the capability and 'know how' to lead and navigate themselves through change. Focusing on the mindset for change Lotty uses a combination of her hands on experience as a change expert and leader, along with her knowledge of the mind and her skills as a trained mindfulness coach, fuelled by her belief that change done well is mindfulness in action. Find out more about Lotty at www.mindU.co.nz.



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JULY 14-17, 2020

SPEAKERS **BY SESSION**



Beth Montag-Schmaltz
Founder, Owner, 71 & Change



Erin Riseborough
Consultant & Owner, 71 & Change



Karen Schartman
CFO & VP Strategy,
Kaiser Permanente Washington



Anne Schaefer
Senior Director of Insights,
Kaiser Permanente Washington

Level-Up!: A Game Changer: How a Gamified Engagement Program Led to an Organization Realizing Change

On-Demand Session

Beth is a recognized researcher, practitioner, innovator, and thought leader in the field of change management. Throughout her 20-year professional journey, she has designed and managed complex change management programs for countless strategic and high-risk corporate initiatives. Beth uses her wealth of knowledge, experience, and creative energy to guide organizations and their leaders through uniquely tailored change processes designed to produce concrete returns on their investments. Today, Beth is pioneering advances in two unique areas of change management: developing best practices for measuring and tracking change initiatives across the enterprise and building sustainable, change-capable organizations. Prior to 71 & Change, Beth was the co-founder and partner at PeopleFirm where she built a thriving change practice and oversaw all components of their change management solution.

Erin Riseborough is a skilled change manager who's known for her high-energy style and commitment to delivering excellent outcomes. Inherently curious, Erin has a talent for asking provocative questions and facilitating productive conversations. Her passion for change stems from a desire to help teams experience transition as smoothly as possible. This passion was evident as she designed and implemented the Level-Up! program at Kaiser Permanente Washington. Prior to consulting, Erin was at Recreational Equipment Incorporated, (REI) where she managed the re-launch of the REI-Outlet brand and website, and supported initiatives such as the #OptOutside campaign and sponsorship of the National Parks Centennial. Erin graduated from Eastern Washington University with a BA in Political Science and Pre-Law and holds Certifications in Executive Coaching and Human Resources Management.

Karen Schartman is the CFO and Vice President of Strategy at Kaiser Permanente Washington. In this role, Schartman is responsible for the financial planning and performance of Kaiser Permanente Washington, including Strategic Planning, Innovation and Development, Finance Operations, Network Strategy, and Capital Planning and Budgeting. She also provides financial leadership for Supply Chain, Facilities Services and Analytics. Before joining the Washington region, Schartman served as CFO for the Northwest Region from 2009 to 2016. She was responsible for accounting and financial reporting, revenue cycle management, financial planning and analysis, information management, contracting, procurement and supply chain for the Northwest Region. Prior to her role in the Northwest, Schartman served as VP of Financial Planning for Kaiser Permanente based in Oakland, Calif., as well as Executive Director of Financial Planning in Rockville, MD.

Anne Schaefer is the Senior Director (interim) of KP Insight Washington and at the time of launching Level-Up! held the position of Chief of Staff, Finance and Strategy at Kaiser Permanente Washington (KPWA). Anne has worked at Kaiser Permanente Washington (formerly Group Health) since 2008, having returned after working in Finance at Starbucks. Since returning to KPWA, Anne has worked in Finance, Provider Relations, Network Services & Care Management, Actuarial Services, and now Finance & Strategy. Anne has a BA in Studio Art and an MBA in International Business and Finance. Anne enjoys finance, analytics, and strategy - but above all, collaborating with colleagues.



Matthew Sullivan
Team Lead, Enterprise
Applications, Hyland Software

Influencing Change From Any Position

On-Demand Session

Matt Sullivan is a Team Leader in Hyland Software's Enterprise Applications department. He has worked closely with various lines of business to define their processes and deploy solutions that enable higher levels of departmental efficiency. Matt has trained multiple Hyland Employees and Customers on standard methodologies for discover, analysis, and change management. With over 10 years of experience, Matt brings a unique perspective on analyzing business processes, implementing process improvements, and guiding others on operational change.



Neil Bedwell
Founding Partner & President,
Local Industries

People First: HR & Marketing Are Your Next Growth Engines

On-Demand Session

Neil is a Founding Partner at Local Industries, a Change Marketing consultancy building culture, employee experience, and internal communication programs for some of the world's best companies. His marketing career spans 15+ years running work, teams, and agencies in London, Amsterdam, San Francisco and Atlanta. Before founding Local, Neil led global digital strategy Coca-Cola and ran the brand's digital program for the 2014 FIFA World Cup in Brazil. Neil is an advisor to multiple start-ups, a General Assembly Instructor, and a regular Forbes Agency Council contributor and keynote speaker on employee engagement and marketing disruption with appearances at The Adobe Summit, SXSW, The Economist Big Rethink, Worldz, DisruptHR, SDX San Diego, Lead Change (ACMP NE), and ACMP Atlanta. Neil also contributed to "Handbook of Advances in Marketing in an Era of Disruptions - Essays in Honour of Jagdish N. Sheth," published by Sage Publishing. TWITTER: @neilbedwell | @insidelocal



Matthew McCarty
President, MD McCarty &
Associates, LLC

Coaching for Change

LIVE Session: Thursday, July 16 at 12:00 UTC (8:00 AM EDT)

Matt McCarty has 30 years' experience in leadership and coaching. Matt is a professional speaker and an ICF certified leadership and communication coach, helping individuals and organizations discover the tools and methods to create an engaging, innovative and productive environment for their work, home, and community. Matt is passionate about leadership as service and helps leaders transform their teams, businesses, and communities through the principles of serving leadership. He especially likes working with young and aspiring leaders, helping them start their leadership journey with the right toolkit. Matt is also a certified Project Management Professional (PMP) and brings a project manager's eye for process and framework to the leadership tools he shares.



Robin Alex
Director, Global Shopper
Insights, Mondelez
International



Harry Shah
Founder & CEO, Outkreate



Colin Ceperich
Senior Change Manager,
CapTech Ventures

Unbore Your Change Communications - Leverage Visual Storytelling and Tested Content Marketing Strategies to Accelerate Change Transformation Efforts in Complex Global Organizations

LIVE Session: Thursday, July 16 at 21:00 UTC (5:00 PM EDT)

Robin Alex is Global Head of Shopper Insights at Mondelez International. Robin and his team focus on identifying growth driving insights that translate into business impact for Global Retailers. He is also on a mission to upskill the Shopper talent at Mondelez via greater shopper centricity and an outside-in mindset. Most recently, Robin served as Director, Shopper Insights for Newell Brands in Atlanta where he built, developed, and grew a Shopper Insights function enabling Newell to think externally with a Retailer's Hat. From 2009 to 2017, he was at The Hershey Company holding a variety of Leadership roles in Consumer, Innovation, Global, Mergers & Acquisitions, and Shopper Insights. Robin hails from India, grew up in Dubai, and has been in USA for past 15 years. He holds a Bachelor of Engineering in Computer Science from India and a Masters in Marketing Research from University of Texas.

Harry Shah is founder and CEO of Outkreate, a Washington, DC based Design and Digital Marketing agency. Prior to starting his own agency, Harry worked in Sales, Marketing, Corporate Strategy and Operations at The Hershey Company and Bridgestone Tires North America. Harry launched Outkreate in 2015 as a way to help enlightened business leaders extend their reach and promote their ideas through more powerful visual storytelling. Since then, Outkreate has created high-impact digital marketing and communication strategies for multiple organizations. Today, Outkreate specializes in Presentation Design, Video Development, and high-impact Design Graphics. Harry has a Masters Degree in Industrial and Systems Engineering with a focus on Organizational Change Management from Virginia Tech.

Three Agile Tools to Help Managers Stop Worrying and Start Championing the Change

On-Demand Session

Colin Ceperich is a management consultant at CapTech Ventures, where he leads complex change initiatives for large government agencies and Fortune 500 clients. He's been a recent presenter at ACMP national and regional conferences talking about the way agile and organizational change tools complement one another. He's also been helping clients to implement transformational change for more than 15 years. His certifications include: Certified Change Management Professional, Scaled Agile Framework, Project Management Professional, Prosci Change Management and Change Management Advanced Practitioner.



CHG MGMT
GLOBAL CONNECT

JULY 24-27, 2020



Donald (Don) McNeill
Assistant VP, Organizational
Change Management, Canadian
Western Bank



Glen Eastwood
Executive Vice President,
Business Transformation,
Canadian Western Bank



Angela Courtney
Senior Director, Strategy and
Performance, Ankura
Consulting Group



Sharna Fabiano
Coach and Trainer, Sharna
Fabiano Coaching

SPEAKERS **BY SESSION**

Putting the "O" in OCM - A Multi-Disciplinary, People 1st Approach at CWB Financial Group

On-Demand Session

Don is a Certified Change Management Practitioner who has over 20 years of experience in both change management and project management. Coupled with a 32-year history in Canadian banking, Don has spent much of his change management career facilitating large-scale ERP or Banking system conversions for small to mid-sized banks throughout Canada. Having stepped away from consulting to join Canadian Western Bank Financial Group as an AVP in January 2017, Don set about building an organizational change management office and discipline for the company. Don has been a member of ACMP since 2014. Don has a background in music education and industrial psychology.

Motivating Change Using Data Analytics

On-Demand Session

Angela Courtney is Senior Director of Strategy and Performance specializing in Change Strategy and Leadership with Ankura Consulting Group. She lives in Nashville and has over a decade of experience managing and leading organization transformations.

A published author, she enjoys writing and giving talks on leading change in organizations representing a cross-section of industries.

Angela received her undergraduate degree and MBA from the College of William and Mary, with Summa Cum Laude and Phi Beta Kappa honors. She is currently pursuing a Doctorate at Vanderbilt University and is certified as a CCMP, PMP, and CSM. Angela is the recipient of the 2019 Rising Star in Consulting Award for Operations Excellence and has been named a Top 40 Under 40 Leader in the Nashville business community by the Nashville Business Journal. She's the Founder of the ACMP Tennessee chapter and enjoys running, interior decorating, reading, and spending time with family.

Working Together: Connecting Leaders and Followers

On-Demand Session

Sharna is internationally recognized as a specialist in Argentine Tango. Throughout her teaching career, she has been an outspoken advocate for learning both leading and following roles independent of gender, a practice that cultivates greater empathy, inclusion, and creativity. She brings her insights from the world of social dance into companies and organizations with a training program based on the creative dynamic of leadership and followership. Together, these two complementary roles – and skill sets – build resilient, collaborative teams. In 2011, Sharna collaborated with author and thought-leader Ira Chaleff on a video presentation using tango to illustrate effective Followership strategies in businesses and organizations. In 2017, she spoke at the Hopscotch Design Festival in Raleigh, NC and in 2019 at the Global Followership Conference in Ontario, Canada. Sharna has an MFA in Dance and is a certified life coach. She lives in Long Beach, CA.



Beverly Andrews
Director, MEUUS



Janice Marcon
Director, MEUUS

How the Agile Movement is Impacting Change Managers and What to Do About it!

On-Demand Session

Bev Andrew is an experienced Change Management specialist who has devoted the past 20 years of her career to delivering business solutions across a broad range of services in a diverse set of industries. As a change practitioner Bev has extensive experience in Organisational Management - managing, developing and facilitating change in order to achieve organisational improvement and transformation. As an experienced facilitator, Bev has assisted organisations and employees prepare for change, build resilience and gain commitment. Bev has facilitated workshops, change management accredited training programs, story-boards, day-in-the-life walk-throughs and focus groups with participants ranging from executives to front-line staff.

Janice is an accomplished human resources executive with extensive experience in working with Executive Teams in aligning employees to the strategic objectives of organisations to enable them to maximise business outcomes. A key strength is an ability to build strong relationships with operational success and developing high performing cultures within organisations. In a change environment, Janice focuses on how you build excitement about the change within the organisation and take all employees along the change journey. Showing employees the importance of the change and what it means for them and the organisation as well as creating an environment that encourages employee participation to embed the change effectively. Janice possesses a style that is results driven and people focused.



Janele Lynn
Owner, Lynn Leadership Group



Joe Ranzau
Senior Manager, Grant Thornton, LLP

Change and Emotional Intelligence Leadership - A Path of Influence

On-Demand Session

Janele Lynn is the owner of Lynn Leadership Group and is a certified change management professional (CCMPTM). She provides intellectual property and support on emotional intelligence, mentoring and workplace trust to strategic partners throughout North America, South America, Europe, and Asia. She develops product lines, as well as delivers training and facilitation services. She has provided her expertise in emotional intelligence, organizational change, and mentoring to clients such as Ellwood Mill Products, EGI, JM Family, Adelphoi, Bechtel Bettis, Hansgrohe, Lockheed Martin, Crossroads Programs, Texas Children's Hospital and DDI. She is the author of The Emotional Intelligence Activity Kit and has spoken at regional, national and international conferences.

Joe is a Senior Manager in Grant Thornton's Business Consulting practice and a leader in their national Organizational Change Management team. He brings eighteen years of experience in advising a variety of clients on how to manage the human side of change through a wide range of organizational, process, cultural and technology transformations. Joe is active with ACMP as a former board member of ACMP Texas and a multi-year volunteer for the ACMP Global Conference. He is frequently called upon to bridge the gap between technology and the organization. He is a certified change management practitioner with expertise in organizational effectiveness, leadership, culture change, and program management. Joe is a frequent speaker, panelist and lecturer at a variety of local and national conferences and universities focused on organizational change management, consulting, emotional intelligence and leadership.



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JULY 16-17, 2020



Nicole Herbstein

**Change Enablement Leader,
Business Technology, Slack**



Carole Lowe

**Manager, Change
Management, VMware**



Nivedita Chandrashekar
**Senior Business Change
Specialist, VMware**

SPEAKERS **BY SESSION**

Change is Hard, Slack is Easy: Digital Transformation Isn't a Company-Wide Email

LIVE Session: Thursday, July 16 at 22:30 UTC (6:30 PM EDT)

Nicole received an MA in Speech-Language Pathology & Clinical Audiology, but went on to train in business management, human behavior design, as well as becoming a certified Appreciative Inquiry facilitator & Human Synergetics cultural practitioner. She spent over a decade at Accenture working with Fortune 50 companies in Africa, Asia, Europe and America, with a focus on change management and innovation adoption. As an official team founder in the Global Learning XPRIZE, she developed open-sourced mobile learning applications for children in Africa. Since moving to Silicon Valley, she has helped small-mid B2B companies navigate Enterprise growth, and entrepreneurs scale through immersive programs that focus on "value-based adoption". She enjoys the intersection between change and technology, especially working with tech start-ups, big and small. Most recently she works with Slack, enabling business change through technology.

Acting Like a Startup to Drive Change for a Global Workforce

On-Demand Session

As VMware's SaaS portfolio change readiness lead, Carole facilitates agile global enterprise transformation with her team in India & Costa Rica. With over 15 years gained at startups, digital and design agencies and leading technology companies, Carole has managed large enterprise projects and/or acted as a trusted advisor to strategic customers for companies like Oracle and Adobe. Carole has built four professional business community networks and presented to diverse, global audiences. She holds an MBA in Marketing and Entrepreneurship from Thunderbird, the American Graduate School for Global Management, and a bachelor's degree in Multi-Disciplinary Studies from Santa Clara University.

Nivedita is an experienced Prosci Change Management Practitioner leading impactful enterprise transformational and critical change programs such as SaaS Transformation for VMware. She has a degree in Computer Science and Engineering and a diverse eight-year work experience. Having a background in software development in a Scrum environment as well as managing large-scale change in an Agile program, she is passionate about making Change Management successful in an Agile world. She's always thinking of innovative approaches to impactful change strategies leading her to seek how one could leverage analytics to steer change in the most effective direction.



Maya Townsend
Founder/Lead Consultant,
Partnering Resources

A New View Into Change Leadership: Leveraging the Power of Networks

On-Demand Session

Maya Townsend, founder and lead consultant at Partnering Resources, helps individuals, teams, and organizations thrive in our networked world. She uses knowledge of the art and science of networks to help leaders create resilient strategy, find opportunities in complex business ecosystems, and influence change. Her clients include Fortune 500, mid-sized, emerging, and nonprofit organizations, such as Biogen, Commongood Careers, Intel, Merrimack Pharmaceuticals, MIT, NW Chocolate Festival, and Thomson Reuters. Maya is co-editor of Handbook for Strategic HR: Best Practices in Organization Development from the OD Network (AMACOM, 11/2012). Her articles have been published in strategy + business, People & Strategy, CIO, Nonprofit Quarterly, Talent Management, and other outlets. A former blogger for Inc, American Management Association, and Future of Work Enabled, Maya's company blog (<http://partneringresources.com/blog>) was recognized as "Best of the Best" by Alltop. She earned her master's degree in Organization Development from American University / NTL Institute.



Veronica Garcia
Associate Chief Information
Officer for Application
Services (ITS), USC

USC & the Drive to Change

On-Demand Session

Veronica Garcia currently serves as the Associate Chief Information Officer for Application Services in Information Technology Services (ITS) at the University of Southern California (USC). In her current role, Veronica, oversees the university's enterprise application portfolio including product strategy, business and data analysis, digital product design, enterprise data and analytics, cloud applications and software engineering. She joined the university in 2014 to establish USC's enterprise data and analytics program, serving as Director of Data and Analytics until 2019. Prior to USC, Veronica led the Business Intelligence program at the University of California, Los Angeles. Veronica holds a dual Bachelor of Arts degree in Political Science and Chicano and Chicana Studies from the University of California, Los Angeles. Outside of work, Veronica enjoys spending time with her family and has been a volunteer leader with Boy Scouts and Girl Scouts of America for over ten years.



Jennifer Ferry
Senior Director, Engagement,
Culture and Communications,
USC

Jennifer Ferry is currently the Senior Director of Engagement, Change and Portfolio Management for USC's Information Technology Services (ITS). Her expertise is in designing and directing complex, enterprise-wide, large-scale change management and organizational development initiatives. She has experience in technology implementations, organizational (re)design, business process improvement, organizational effectiveness and centers of excellence. Jennifer has also worked for Nestle, AECOM and World Bank. She has a BS in mathematics from Vanderbilt University, an MA in learning, design and technology from USC and an MS in organizational leadership and development from Fielding Graduate University. She is certified in Change Cycle, Prosci Advanced Change Management and Prosci Change Management.



CHG MGMT
GLOBAL CONNECT

JULY 14-17, 2020



Cindy Peterson
Partner, Peerless Partners



Janel Wellborn
Partner, Peerless Partners

SPEAKERS **BY SESSION**

Applying a Lean Build-Measure-Learn Mindset to Change Management

On-Demand Session

Cindy's passion is helping companies solve complex challenges at the confluence of operational effectiveness, change management, and organizational transformation. Cindy specializes digital transformation, org agility (both big and small A), and increasing employee engagement. Cindy helps companies solve complex, unstructured problems, co-create solutions, and work side by side with leaders and makers in the organization to bring solutions and changes to life. She works with organizations on discovery and root cause analysis (what is really going to be a long-term solve AND move the needle for the company?) through change implementation and determining if change is "working as designed." Cindy coaches leaders, teams, and individual through the journey, so "change" becomes the way we work.

Janel has built, managed, evolved 20+ product organizations. She does this by serving as a product coach helping executives, product managers, and cross-functional teams adopt user-centered, hypothesis-driven product development practices. She works with companies of all sizes on integrating user research & testing, experimentation & innovation, and the right level of analytics into the product development process resulting in better product decisions that solve real customer problems and drive measurable business outcomes. She does this with an eye on balancing enough rigor & maturity with motivating people to have a "run" mentality.



Victoria Grady
Director of MBA/MSM and
Assistant Professor of
Organizational Behavior,
George Mason University



Scott Spohn
Partner, People and Change,
DHG Consulting



Rachel Whitman
PhD Student, Auburn
University

Psychological Contracts and Change Management: Are These Unspoken Agreements Affecting Your Change Plan?

LIVE Session: Friday, July 17 at 13:30 UTC (9:30 AM EDT)

Dr. Victoria M Grady is the Academic Director of MSM Graduate Program and Assistant Professor Management/Organizational Behavior in the School of Business at George Mason University.

Victoria's research portfolio focuses on behavioral implications of organizations introducing and implementing organizational change —her unique emphasis is the role of Attachment Behavior and Transitional Objects within the change process. Recent research publications can be found on Bloomberg News, GovExec.com, the Journal of Change Management, and The Public Manager. Co-author of *The Pivot Point: Success in Organizational Change*, Morgan-James Publishing, 2013, co-author *Family Capitalism: Best Practices in Ownership and Leadership*, Routledge (Gower) Publishing, 2017, and *Attachment in the Workplace: Managing Beneath the Surface*, Routledge Taylor Francis Publishing, 2019. To learn more, please visit her website at www.pivotpnt.com, follow Twitter at @pivotpnt or reach out via LinkedIn. Victoria is a founding member of ACMP and is a current member of the ACMP DC Chapter.

Mr. Scott Spohn is the DHG Consulting Partner for People & Change. Scott brings nearly 25 years of experience in the planning, delivery, and management of healthcare professional services to clients of various sizes and missions. He gained this experience and leadership perspective while at several of the world's largest professional services firms, healthcare services organizations and a specialty software vendor focused on the acute care environment. Scott leads DHG Healthcare's People & Change practice where he and his colleagues assist individuals and organizations navigate the transformational change sweeping through the health and healthcare industry. Scott is the lead architect of the DHG Healthcare IAE/BSV (<https://www.dhg.com/iae/>) methodology and serves as an expert facilitator in those events.

Ms. Rachel Whitman is a Ph.D. student studying Industrial-Organizational Psychology at Auburn University under the supervision of Dr. Daniel Svyantek. Her research interests include psychological factors impacting organizational cybersecurity, the role of personality traits in academic and vocational success, and advanced analytic methods. While her first teaching experience was as a children's martial arts instructor, she currently enjoys teaching introductory statistics to undergraduate students.



Elisabeth Coates
Master Practitioner, North Highland



Ilenia Santiago
Master Practitioner, North Highland



Edward Cook
Professor, University of Richmond

How Much Change Is Too Much Change?

LIVE Session: Friday, July 17 at 12:00 UTC (8:00 AM EDT)

Elisabeth Coates and Ilenia Santiago are the global Organisational Change Management leads for North Highland, with Ilenia covering the Americas and Elisabeth covering Europe. They love to travel and between them they have visited over 100 countries.

Elisabeth has worked in change for over 10 years and has experience ranging from advising clients on change strategy and execution to building change capability and setting up change centres of excellence. Elisabeth leads the full people and change practice in the North Highland London office and won the Change Management Consultant of the Year at the MCA (Management Consulting Association) Awards in 2018.

Ilenia is a driven professional with over 20 years of experience in Organizational Change Management, Business Transformation and Human Performance. Her experiences spans a variety of industries and change management areas including advising clients through large business and technology transformations, journey management and building change capabilities in the organizations she serves.

Myth Busting That 70% of Change Initiatives Fail

LIVE Session: Thursday, July 16 at 13:30 UTC (9:30 AM EDT)

Ed a BS in Aerospace Engineering and became a Naval Aviator flying the C-2A, Greyhound achieving over 750 aircraft carrier landings. Ed received a Masters of Business Administration with a concentration in Management Accounting from Old Dominion University. After leaving the active Navy, Ed worked for both Corning and Capital One as an analyst and executive across multiple departments and led four different mergers. In 2007, Ed was mobilized by the US Navy and sent to Baghdad, Iraq where, as CDR Ed Cook, he worked in the Green Zone on the Commanding General's Staff, at the time Gen. David Petraeus. Ed was awarded the Bronze Star. Today, Ed is the cofounder of The Change Decision, a team performance. Ed holds a PhD in decision analytics and brings that discipline to the work of The Change Decision. Ed also employs his analytics expertise as a Visiting Professor at the University of Richmond.



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Austin Kirkbride
Change Manager, SVB



Beth Lowe
Operations Training & Quality
Manager, Legal & General America



Rachel Crocker
Director, Change Management,
Propeller, Inc



John LaManna
Consultant, Propeller, Inc

SPEAKERS BY SESSION

Changing Employee Onboarding: Change Management Involvement

On-Demand Session

Austin Kirkbride is a Change Manager at Change Center of Excellence Silicon Valley Bank and has been a Change Management professional for over 20 years. She is a founding member of ACMP and has served as the Technical Editor of the Standard of Change Management®, as well as Chair of the Communications Committee from 2014 to 2016, and currently serves on the Membership Committee. She is a transformation education zealot and on a mission to advance the continued evolution of change management as well as the mentorship of the next generation of Change Practitioners before she retires or dies, whichever comes first.

Beth Lowe is the Operations Training and Quality Manager at Legal & General America. Her previous experience includes working in Enterprise Change Management at State Farm, where she focused on building change management capabilities and maturity at the enterprise level. Beth is a founding member of ACMP, and she's been an active volunteer with ACMP from the start, working on the Communications, QEP, and Membership committees, and chairing the Communications committee for a two year term. She is currently a member of the Membership Committee and Chair of the QEP Governance Committee. Beth values ACMP as a place for learning from thought leaders in the change management world, as well as a place to build a network of change professionals. Beth is Prosci certified, and she completed her CCMP designation in December 2018.

Getting the Maximum Value From Change Programs: How to Know When Your Efforts Are Effective

On-Demand Session

Rachel Crocker has over a decade of experience leading change initiatives for retail, utilities & large healthcare organizations. Her change management experience includes implementing large-scale policy changes, complex process redesign and technology implementations for clients in the retail apparel and the healthcare industries. She is passionate about improving, learning and engaging, and she pairs extensive project management capabilities with relationship development skills, an analytical perspective and experience in conflict resolution. She is passionate about furthering the field of change management and volunteers on the ACMP Membership board. Currently the change management practice director at Propeller, she holds an MBA from Marylhurst University and a bachelor's degree in psychology and sociology from Oregon State University.

John LaManna is never going to agree with Thomas Edison's axiom that genius is 99% perspiration, 1% inspiration. Rather, he holds the firm conviction that great results come from people who are truly inspired, people who are wholly invested in a project's mission, and its potential success. John has a knack for finding the spark that spurs his teams on to do more. He is passionate about his beliefs and loves a spirited debate with similarly inspired people. John's career trajectory has followed his passions as well, from the music industry to entrepreneurial manufacturing and renewable energy, including roles at Vestas and the Lundquist Center for Entrepreneurship. He has an MBA from the University of Oregon and a bachelor's degree in business administration and marketing from University of Florida.