

Monday, September 28	9:00 AM - 12:00 PM	Pre-Conference Workshop: Change Lab 2026: Human-Centered Culture & Making Change Stick in the AI Era Speaker: Patricia Katz, MNP *Additional fee applies
	9:00 AM - 12:00 PM	Pre-Conference Workshop: One Change, Five Populations: The Science of Lasting Adoption Speaker: Jessica Billiet, Excelsior Professional Services *Additional fee applies
	1:00 PM - 4:00 PM	Pre-Conference Workshop: Leading Change in the Era of AI: Turning Digital Disruption into Strategic Advantage Speaker: Brittainy Hall, Kotter *Additional fee applies
	1:00 PM - 4:00 PM	Pre-Conference Workshop: Staying People First in the AI Era: The Role of Readiness Essentials Speakers: Amy Hirtle & Katie Burke, Mariner *Additional fee applies
	4:15 PM - 5:30 PM	Opening Keynote: The New Rules of Change: Why Yesterday's Playbook No Longer Works Speaker: Michael Bungay
Tuesday, September 29	5:30 PM - 7:00 PM	Welcome Reception
	8:00 - 9:00 AM	Breakfast & Exhibits
	8:30 - 9:00 am	Ask Me Anything: Practicing Change in the Real World Speakers: Tara-Lee Ainsworth, Sue Dolloff, Amy Hirtle, John Matoso
	9:00 AM - 10:00 AM Advanced	The Change Dashboard You Need Doesn't Exist Yet. Give Us 40 Minutes. Speaker: Alexandra Hartman
	10:00 AM - 10:30 AM	Sponsored Session: If AI Was Fully Embedded in Your Change Team Today: A Live Look at the Future of Change Delivery Speaker: Kevin Jones
	10:30 - 11:00 AM	Break & Exhibits
	11:00 AM - 12:00 PM Advanced	Decision Drag in the Age of AI: How Change Leaders Move Work Forward When Clarity Doesn't Keep Up Speaker: Amy Stephens
	11:00 AM - 12:00 PM Intermediate	Reinventing Change from the Inside Out: How We Built an AI Agent Ecosystem to Transform Our Practice Speakers: Brian Knoll & Matt Csaki
	12:00 - 1:00 PM	Lunch & Exhibits
	1:00 PM - 2:00 PM Intermediate	From Gen X to Gen AI: Bridging Your Teams Across Time, Tech & TikTok Speaker: Luke Goetting
	2:00 - 2:30 PM	Break & Exhibits
	2:30 PM - 3:30 PM Advanced	Beyond Adoption: The Strategic Role of Change Leaders in an AI-Driven World Speaker: Nicole Pacquet
	2:30 PM - 3:30 PM Intermediate	Human + Artificial Intelligence: Using AI to Elevate Change Leadership and Advance Practice Speaker: April Callis-Birchmeier
	3:45 PM - 4:15 PM	Networking & Exhibits
	4:15 PM - 5:15 PM Advanced	Designing the Adoption System: How We Helped Microsoft Make AI Stick Speaker: Lewis Curley
	TBD	Dine Arounds
Wednesday, September 30	8:00 - 9:00 AM	Breakfast & Exhibits
	9:00 AM - 10:00 AM Advanced	Change Leaders Are Missing from AI Governance, And That's Why Transformations Fail Speaker: Sapna Malhotra
	9:00 AM - 10:00 AM Intermediate	AI and the Change Professional: Balancing Acceleration and Integrity Speaker: Phil Buckley
	10:00 - 10:15 AM	Break & Exhibits
	10:15 AM - 11:30 AM	Closing Panel: Practical AI Applications for Change Management Speakers: Betsy Bond MCMP, Gaurav Gupta, Lewis Curley Moderator: Rich Batchelor, MCMP



Detailed listings for the pre-conference workshops and concurrent breakout sessions follow, in schedule order. The opening keynote (Michael Bungay Stanier) and the closing panel appear in the Overview agenda.



Change Lab 2026: Human-Centered Culture & Making Change Stick in the AI Era

Speaker: Patricia Katz, MNP

When: Mon, Sep 28 · 9:00 AM – 12:00 PM

Format: Pre-conference workshop (3 hours)

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Session Description

Change practitioners are being asked to deliver results faster than ever in digitally connected workplaces where AI is redefining roles, workflows, and expectations. Yet transformation often stalls when traditional, directive approaches create confusion, uneven adoption, and fatigue. While organizations find new, rapid ways of innovating, the needs of people are still the same as they have always been – clear information, opportunities to engage, readiness, and respect as partners in success. Building organizations that are more adaptive, resilient and agile without losing the human-centered value of change management is paramount.

This interactive practitioner lab explores how to strengthen human-centred leadership practices that improve alignment, adoption, and sustained execution. Participants begin by examining a common pattern in fast-moving environments: leaders focus on outcomes and direction, while people are left to interpret what the change means and how to respond. This gap often leads to misalignment, resistance, and inconsistent results. The session introduces a different approach—one that integrates leadership, culture, and day-to-day behaviours to build change capability into the DNA of the organization.

Learning Objectives

1. Deepen understanding of defining success as adoption outcomes rather than project milestones to help balance the need for speed and humanize change
2. Identify where and why transformation efforts are breaking down
3. Build capabilities to support change leaders through uncertain times when traditional leadership doesn't work
4. Reframe a real change challenge using human-centred principles
5. Equip participants with discussion starters to explore Human-Centred Culture & Making Change Stick in the AI Era in your workplace.

Speaker Biography

Patricia Katz is a Senior Manager with MNP's Consulting Services team in Winnipeg, with over 15 years of experience supporting organizations through complex transformation initiatives. She specializes in change management, communications, and building leadership capability to drive successful adoption of strategic priorities.

Patricia has worked with a range of public and private sector organizations, helping leaders navigate uncertainty and align culture, behaviour, and strategy during periods of significant change. She is known for designing practical, creative approaches that engage people in transformation and translate complex concepts into clear, actionable steps. She brings a collaborative, pragmatic approach to her work, helping organizations connect strategy to behaviour and achieve meaningful, sustained results.





One Change, Five Populations: The Science of Lasting Adoption

Speaker: Jessica Billiet, Excelsior Professional Services

When: Mon, Sep 28 · 9:00 AM – 12:00 PM

Format: Pre-conference workshop (3 hours)

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Session Description

Organizations often approach transformation with a single communication plan, a single training strategy, and the expectation that everyone will adopt change at the same pace. In reality, people embrace change differently. Some are eager to experiment, while others wait for evidence, seek certainty, or rely on trusted colleagues before changing the way they work. Effective change leaders recognize these differences and intentionally design strategies that leverage the natural diffusion of adoption across the organization.

In this interactive workshop, participants will explore the Diffusion of Innovation model alongside insights from behavioral science and neuroscience to better understand the motivations, barriers, and decision-making patterns of each adopter population. Rather than creating multiple change strategies, participants will learn how to incorporate differentiated interventions into a single, scalable adoption strategy that builds momentum over time. Using a real-world case study of a 30,000-employee global life sciences organization scaling AI capabilities, participants will identify opportunities to engage each adopter population, develop an enterprise adoption playbook, and learn practical techniques for accelerating lasting adoption that can be applied to AI initiatives and virtually any organizational transformation. Grounded in established research from change management, behavioral science, organizational psychology, and neuroscience, this workshop provides practical tools leaders can immediately apply within their own organizations.

Learning Objectives

1. Apply the Law of Diffusion of Innovation to identify adopter populations and intentionally incorporate differentiated interventions into an enterprise change strategy.
2. Explain how principles of behavioral science and neuroscience influence the motivations, decision-making, and adoption behaviors of different adopter populations.
3. Develop a practical adoption playbook that leverages the natural diffusion of change to accelerate lasting adoption across enterprise transformation initiatives.

Speaker Biography

Jessica Billiet, MBA, PMP, MCMP, CCMP, CPTD is the Founder of Excelsior Professional Services, where she helps organizations accelerate AI adoption, navigate enterprise transformation, and build future-ready workforces. She has partnered with Fortune 500 organizations across healthcare, technology, manufacturing, aviation, and financial services to lead workforce transformation, change management, and leadership initiatives. Jessica specializes in combining behavioral science, neuroscience, and change management to help leaders drive lasting adoption and measurable business outcomes. Her expertise includes enterprise AI adoption, workforce modernization, leadership enablement, and large-scale organizational change. An international speaker and author of *Longevity Leadership*, Jessica is passionate about helping organizations understand that successful transformation is not just about technology. It is about people, leadership, and creating the conditions for lasting change.





Leading Change in the Era of AI: Turning Digital Disruption into Strategic Advantage

Speaker: Brittainy Hall, Kotter

When: Mon, Sep 28 · 1:00 PM – 4:00 PM

Format: Pre-conference workshop (3 hours)

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Session Description

Every organization wants to use artificial intelligence to gain a competitive advantage. But the current reality is pretty bleak: According to a 2025 Gartner survey cited by Forbes, 72% of organizations report breaking even or losing money on their AI investments. It's easy to blame the tech, but no one is talking about the real roadblock in the AI adoption gap: how humans instinctively respond to massive disruption.

The truth is, AI transformation is occurring in a "high anxiety" context. Global uncertainty, technology that is advancing rapidly, and media coverage focusing on job displacement all trigger "Survive" responses in the people who will be central to realizing the impact of AI's potential.

In this workshop, you'll take a sharp look at your own AI applications, assessing them against vital AI Tensions for Leading Change that need to be kept in balance. You'll learn from vivid cases that bring to life AI change leadership in action, applying practical takeaways to your own AI "live case." You'll learn concrete approaches for building change momentum for AI, from activating "Thrive" responses in others, to unlocking the power of short-term wins and experimentation. You'll leave with tools, practices, and important mindset shifts that turn fear-based AI resistance into confident, everyday AI success.

Learning Objectives

1. Apply AI tensions for leading change to drive balanced AI implementation
2. Identify concrete strategies for reducing Survive responses to AI changes and uncertainty
3. Apply clear actions for activating Thrive responses to AI applications for yourself and your team
4. Identify and overcome barriers for AI-driven change
5. Generate and celebrate short-term wins that build momentum for AI application

Speaker Biography

Brittainy Hall is the Lead Facilitator at Kotter, where she specializes in equipping leaders and organizations with the capabilities required to navigate complex, large-scale transformation. Grounded in decades of empirical research conducted at Harvard Business School, Brittainy's facilitation style brings Kotter's Science of Change to life through interactive, high-impact learning experiences. She partners with global organizations across industries to shift workforce behaviors, build learning agility, and accelerate strategy execution. As a Kotter Change Certified master facilitator, she has extensive experience guiding practitioners from theory to tangible business impact.





Staying People First in the AI Era: The Role of Readiness Essentials

Speakers: Amy Hirtle & Katie Burke, Mariner

When: Mon, Sep 28 · 1:00 PM – 4:00 PM

Format: Pre-conference workshop (3 hours)

Session Description

Today's organizations are navigating large scale, high impact transformations in an environment defined by speed, complexity, and constant disruption, accelerated further by artificial intelligence. As AI reshapes roles, workflows, and expectations, change professionals and organizational leaders are increasingly challenged to make sense of what still matters when tools, techniques, and methods are in constant evolution.

This workshop introduces a people readiness lens as a stabilizing and enduring foundation for effective change. Rather than focusing on specific tools or prescriptive and complex methodologies, participants will explore the essential, human centered elements of change management that remain constant, even as AI transformation brings established practices into question.

The session highlights how grounding change efforts in simplified fundamentals enables greater clarity, confidence, and effectiveness across complex enterprise environments. Our goal is to expand the reach of effective change management across teams, leaders, and initiatives, without sacrificing rigor or outcomes.

Through interactive discussion and experience based exercises, participants will practice identifying early indicators of low readiness, diagnosing underlying readiness challenges, and applying practical actions that support individuals, teams, and leaders before disruption escalates. Emphasis is placed on approaches that are simple, practical, and repeatable, allowing change capability to extend beyond expert practitioners and become embedded within the organization.

Grounded in established change management standards, this session demonstrates how foundational readiness principles can complement formal methodologies and evolving technologies alike. Designed for both experienced practitioners and emerging change leaders, the workshop offers a way to re center change practice on what endures – supporting organizational agility and effectiveness amid ongoing transformation and technological advancement.

Learning Objectives

1. Assess and diagnose people readiness for change: Attendees will identify indicators of low change readiness, diagnose underlying causes, and determine where individuals or groups require targeted support.
2. Develop targeted, actionable readiness plans: Attendees will be able to design simple, scalable readiness and action plans by defining key actions, ownership, and desired outcomes.
3. Anchor change leadership in enduring essentials amid AI driven transformation: Attendees will learn to identify and apply the enduring constants of effective change management, enabling consultants and organizational leaders to stay grounded and effective as AI transformation reshapes organizations, and continually challenges traditional tools and methods. — no technical background required.

Speaker Biography

Amy Hirtle is a Senior Change Management Consultant with more than 11 years of experience supporting complex transformation initiatives across government and the private sector. A Certified Master Change Management Professional (MCMP™), she is known for combining strategic insight with a people-first approach to help organizations navigate digital innovation, operational change, and business process improvement.

Amy has led initiatives in cybersecurity, healthcare, social development, and public service modernization, with roles at Mariner Innovations, the Government of New Brunswick, and Service Nova Scotia. She brings strong expertise in change planning, communications, stakeholder engagement, training delivery, and performance measurement. Amy holds a Bachelor of Public Relations from Mount Saint Vincent University and a Certificate in Business Analysis from Dalhousie University, and is an award-winning, human-centered change leader.





The New Rules of Change: Why Yesterday's Playbook No Longer Works

Speaker: Michael Bungay Stanier

When: Mon, Sep 28 · 4:15 PM

Format: Opening Keynote Session

Session Description

Here's what nobody's admitting about organizational change:

The old playbook is broken.

You've seen the statistics. You've lived through the didn't-really-work transformations. You've watched smart people with good intentions create expensive disasters.

Organizational change isn't just faster and messier and more relentless than it used to be.

It's fundamentally different.

And yet most of us are still trying to navigate with yesterday's map.

The uncomfortable truth?

If you're leading change and feeling the pressure, what you're missing isn't more advice.

There's already an avalanche of it out there: trademarked methodologies, bestselling frameworks, TED talks that promise breakthrough insights. Some of it's terrible. Much of it's mediocre. Most of it feels like it was designed for a world that no longer exists.

Even the brilliant stuff only gives you part of what you need.

What's missing is the operating system update.

It's time to learn the new rules.

In this workshop, you'll discover:

- Why you need to master two completely different spheres of change — and why the gap between them is wider than you think (this alone will save you months of frustration)
- Why Easy Change tactics not only fail for Hard Change, but actually make things worse — and what to do instead
- The four foundational truths about change that everyone tries to sidestep — because they're inconvenient, uncomfortable, and absolutely essential

This isn't theory. It's not another framework to add to your collection. It's practical wisdom distilled from thirty years in the trenches of organizational change.

Speaker Biography

Michael Bungay Stanier is best known for *The Coaching Habit*, the best-selling coaching book of the century. His other books include *How to Work with (Almost) Anyone*, which is about building the Best Possible Relationship with key people at work. He's part of the MasterClass faculty, and is the host of the Change Signal podcast. Michael was a Rhodes Scholar, and was recently admitted as a Thinkers50 Coaching Legend ("the Oscars of Management").

Learn more at [MBS.works](https://mbs.works).





Ask Me Anything: Practicing Change in the Real World

Speakers: Tara-Lee Ainsworth, Sue Dolloff, Amy Hirtle, John Matoso

When: Tue, Sep 29 · 8:30 AM

Session Description

As breakfast starts at 8:00am, please bring your meal and join us for this half-hour, live Ask Me Anything (AMA) session, designed for early-career change management professionals who want to move beyond theory and build confidence in day-to-day practice. Hosted by a panel of Master Change Management Professionals, the session creates an open, interactive forum to explore what it really means to practice change.

Participants are encouraged to bring real questions, scenarios, and challenges—from stakeholder resistance and communications missteps to prioritization, role clarity, and working with sponsors. Panelists will share practical insights, lessons learned, and candid advice drawn from years of hands-on experience leading change across organizations and industries.

Expect a highly engaging, conversational experience focused on learning through real examples—not slides.

Learning Objectives:

- Explore how experienced change leaders approach and lead change in real-world settings
- Gain practical tips for navigating common early-career challenges
- Hear honest perspectives on what works, what doesn't, and why
- Build confidence in applying change management tools and approaches





The Change Dashboard You Need Doesn't Exist Yet. Give Us 40 Minutes.

Speaker: Alexandra Hartman

When: Tue, Sep 29 · 9:00 AM

Track / Level: Advanced —Advanced (7–9 years)

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Session Description

Your next best change dashboard doesn't exist yet - because no one has built it for your org, your stakeholders or your exact scenario. Until now. In this session, we build one together. Live. From scratch. With your input. In under 40 minutes. You will walk out with a working, AI-powered change dashboard you can use the same week. No templates. No theory. No waiting. Just watch what's possible - and imagine what you could build before lunch tomorrow.

Learning Objectives

1. Reframe AI adoption as a cultural change challenge — not a technology implementation problem — and identify human-centered approaches that address identity threat, resistance and psychological safety at the stakeholder level.
2. Distinguish between static deliverable creation and custom AI-powered solution building, and articulate what that shift means for the change advisory role.
3. Apply a live AI-powered diagnostic tool to assess cultural readiness, map stakeholder resistance patterns and generate targeted leader actions for a real change scenario.
4. Identify at least one immediate opportunity to build a custom AI change tool for a current project — no technical background required.

Speaker Biography

Alexandra "Allie" Hartman, MA, MS, CCMP®, MCMP™ is the AI Transformation Project Manager and Change Lead at AgileOne, Founder of The Change Curiosity Lab and ACMP Global Board member. She has been recognized for her work bridging human-centered change practice with practical AI integration. She no longer believes in better templates and deliverables. She believes in building better approaches, tools and ways of working to support change practitioners and leaders in an AI era.





Sponsored Session - If AI Was Fully Embedded in Your Change Team Today: A Live Look at the Future of Change Delivery

Speaker: Kevin Jones

When: Tue, Sep 29 · 10:00 AM

Session Description

What does a new colleague need on day one? Context. An understanding of the organization, the project, the people, how the team works, and what has already been decided.

The same principles apply when bringing AI into change management.

In this live demonstration, we'll work through a fictitious project based on a real client engagement and explore what happens when AI has access to the right project context, organizational data, methodology, standards, and guardrails.

Rather than talking about what AI could do, you'll see it working inside a change management platform: interpreting source material, helping structure a change project, supporting analysis and planning, translating strategy into stakeholder-specific actions, and helping practitioners create the content needed to execute.

We'll also explore where AI can save time, where practitioner judgment remains essential, and why the quality of the context you provide matters.

Walk in curious. Walk out with a practical view of how AI can support change management today, and what needs to be in place to use it well.

Learning Objectives

1. Identify the conditions needed for AI to contribute effectively to change management, including organizational context, project data, methodology, standards, and appropriate guardrails
2. Distinguish between work AI can accelerate or inform and decisions that still require practitioner judgment, including how AI can support activities such as change analysis, planning, stakeholder engagement, communications, and impact assessment while keeping practitioners responsible for validation and decisions
3. Apply a practical approach to preparing AI for change work, using principles similar to onboarding a new colleague: provide the right context, define expectations, establish ways of working, and maintain appropriate human oversight

Speaker Biography

Kevin Jones is CEO of Matae North America and a change practitioner with more than a decade of experience delivering large-scale transformations across life sciences, healthcare, and energy. He works with change practitioners and executives to create greater visibility across the portfolio of change affecting their organizations and people, helping connect change efforts to measurable adoption and business outcomes.

Kevin is particularly focused on how AI can help practitioners increase their capacity, elevate the visibility and value of their work, and spend more time supporting the people experiencing change. His approach is fundamentally people first, helping organizations make change something people can actively shape rather than simply endure.





Decision Drag in the Age of AI: How Change Leaders Move Work Forward When Clarity Doesn't Keep Up

Speaker: Amy Stephens

When: Tue, Sep 29 · 11:00 AM

Track / Level: Advanced —Advanced (7–9 years)

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Session Description

AI is accelerating analysis, but not decision clarity. In change environments, this creates decision drag — slowing adoption, alignment, and execution. This session introduces a practical diagnostic and decision support approach to strengthen how decisions are made within change initiatives. Participants will also learn to use AI as a thinking partner to clarify tradeoffs, assess risks, and strengthen communication — without outsourcing judgment.

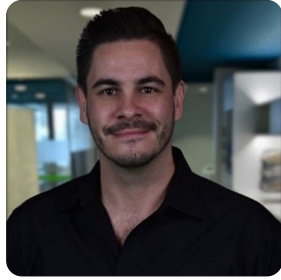
Learning Objectives

1. Identify sources of decision drag within a current change initiative using a structured diagnostic tied to alignment, ownership, and visibility.
2. Apply a practical decision support approach to move work forward while maintaining stakeholder alignment, communication clarity, and execution momentum in AI-accelerated environments.
3. Use targeted AI prompts to clarify decisions, assess risks, and strengthen communication in support of change adoption.

Speaker Biography

Amy Stephens is an organizational change management (OCM) practitioner, executive coach, and founder of Arif Consulting. She helps leaders navigate complex change, strengthen decision-making, and improve adoption. A former leader at Accenture, Booz Allen Hamilton, and PwC, she is the author of Practicing Bravery with MOXIE.





Reinventing Change from the Inside Out: How We Built an AI Agent Ecosystem to Transform Our Practice

Speakers: Brian Knoll & Matt Csaki

When: Tue, Sep 29 · 11:00 AM

Track / Level: Intermediate —Intermediate (3–6 years)

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Session Description

What happens when change practitioners build AI agents to reinvent their own practice? This session shares how Accenture's Journey & Change Mgmt COE designed 10 specialized AI agents mapped to every stage of the change lifecycle, embedded them into an interactive playbook, and enabled practitioners to shift from producing artifacts to driving alignment and influencing strategy. Attendees will see a live demo, explore before-and-after workflows, and leave with a framework for their own practice.

Learning Objectives

1. Describe how specialized AI agents can be designed and mapped to each stage of the change management lifecycle to accelerate deliverable creation while preserving practitioner expertise and judgment.
2. Evaluate the impact of an agent-powered playbook on change delivery by comparing traditional workflows with AI-augmented approaches across stakeholder analysis, communications, training, and measurement.
3. Apply a structured framework for identifying where AI agents add the most value in their own change practice and develop an initial action plan to begin integrating agentic AI into their workflows.
4. Articulate the enablement strategies required to drive adoption of AI agents, including the cultural and mindset shift that repositions practitioners from deliverable producers to strategic change advisors.

Speaker Biography

Brian Knoll is an Insights and Enablement Change Lead in Accenture's Journey & Change Management Center of Excellence. He co-designed and deployed the team of specialized AI agents mapped to the change management lifecycle and led the transformation of the J&CM Playbook into an interactive, agent-powered resource. Brian has presented at ACMP Change San Diego 2024, ACMP Midwest Change 2024, and ACMP New England 2024.

Co-presenter: Matt Csaki.





From Gen X to Gen AI: Bridging Your Teams Across Time, Tech & TikTok

Speaker: Luke Goetting

When: Tue, Sep 29 · 1:00 PM

Track / Level: Intermediate —Intermediate (3–6 years)

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Session Description

Three forces are reshaping organizations: AI is revolutionizing operations, the "silver tsunami" risks decades of expertise walking out the door, and Gen Z and Millennials now make up two-thirds of your workforce. Join Future of Work expert Luke Goetting for a high-energy, interactive session that turns these collisions into competitive advantage — with strategies you'll implement Monday morning.

Learning Objectives

1. Apply AI-powered strategies to capture institutional knowledge before it walks out the door — ensuring organizational wisdom survives generational transition.
2. Design co-mentoring and skills-sharing programs where knowledge flows in every direction regardless of title or tenure.
3. Bridge generational communication gaps by understanding how Baby Boomers, Gen X, Millennials, and Gen Z each prefer to share and receive information.
4. Build psychological safety that makes cross-generational collaboration feel natural rather than forced.

Speaker Biography

Luke Goetting is a globally recognized Future of Work keynote speaker and author of *Unlocking NextGen Talent: How to Connect, Engage, and Future-Proof Your Workforce in the Age of Digital Natives & AI*. He has captivated audiences at TEDx, DisruptHR, and events across four continents — including the Business Change & Transformation Conference in London, the Global Project Management Forum in Riyadh, and the Nexus Workforce of the Future Conference in San Antonio.





Beyond Adoption: The Strategic Role of Change Leaders in an AI-Driven World

Speaker: Nicole Paquet

When: Tue, Sep 29 · 2:30 PM

Track / Level: Advanced —Advanced (7–9 years)

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Session Description

As AI accelerates the pace and complexity of change, organizations need more than implementation plans. They need change leaders who can create clarity, influence strategy, and support adoption without overwhelming people. This session explores how change practitioners can strengthen their advisory role, build trust in uncertainty, and apply practical human-centered approaches to lead change more effectively in an AI-driven world.

Learning Objectives

1. Explain how AI is changing the pace and complexity of organizational change.
2. Identify how change practitioners can strengthen their role as strategic advisors.
3. Apply practical approaches to build clarity, trust, and alignment during change.
4. Use human-centered leadership practices to support adoption and reduce overwhelm.

Speaker Biography

Nicole Paquet is a change strategist, TEDx speaker, author, and Managing Director of NPL Advisory. She helps leaders and teams navigate disruption with clarity and practical action. Nicole advises organizations through complex change, teaches university courses in communications, strategic management, and change leadership, and speaks on leadership, uncertainty, and human-centered change.





Human + Artificial Intelligence: Using AI to Elevate Change Leadership and Advance Practice

Speaker: April Callis-Birchmeier

When: Tue, Sep 29 · 2:30 PM

Track / Level: Intermediate —Intermediate (3–6 years)

[Visit Website](#)

Session Description

Artificial intelligence is rapidly reshaping how organizations communicate, decide, and adapt. For change professionals, this creates both opportunity and responsibility. This session explores how AI can strengthen change practice through stakeholder insight, communication support, and earlier identification of readiness and resistance. Participants will see practical examples of AI in action and learn how to apply these tools in ethical, human-centered ways that elevate leadership.

Learning Objectives

1. Identify practical ways AI can support change management work, including stakeholder analysis, communication planning, and adoption support.
2. Use AI-generated insights more effectively to spot patterns in stakeholder sentiment, readiness, and resistance.
3. Apply human-centered and ethical principles when using AI in change work, especially in communication and decision support.

Speaker Biography

April is the recipient of The Change Awards Lifetime Achievement Award, Global Guru in Organizational Culture, and bestselling author of *READY, Set, Change!* She's led organizational change for more than two decades. As an author of the global Standard for Change Management, she leverages her expertise and experience to work with organizations to ensure successful project outcomes. April is an ACMP QEP providing *READY, Set, Change!* Workshops and Training, and CEO of Springboard Consulting.





Designing the Adoption System: How We Helped Microsoft Make AI Stick

Speaker: Lewis Curley

When: Tue, Sep 29 · 4:15 PM

Track / Level: Advanced —Masterclass (10+ years)

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Session Description

As AI becomes embedded in enterprise work, the challenge for change leaders is no longer how to launch initiatives, but how to design for sustained adoption. This session explores how KPMG, in collaboration with Microsoft, developed an integrated approach to adopting agentic AI — one that treats leadership, change, and operating model design as a continuous system of reinforcing levers rather than a set of discrete activities.

Learning Objectives

1. Describe how adoption can be intentionally designed as a system, rather than driven through isolated change activities or time-bound initiatives.
2. Explain the role of leadership as an adoption mechanism, including how leader behaviours, routines, and decisions materially shape sustained AI use.
3. Apply insights from a real Microsoft engagement to rethink how adoption is monitored, reinforced, and evolved over time in their own organizations.

Speaker Biography

Lewis Curley is a Partner in KPMG's People & Change practice, working at the intersection of AI, technology, and large-scale change. With over 20 years of experience across North America, Europe, and Asia, Lewis helps organizations navigate moments of significant disruption — where new technology demands new leadership, new skills, and new ways of working. His work focuses on elevating leadership capability and advancing people practices, in the context of AI-enabled transformation.





Change Leaders Are Missing from AI Governance, And That's Why Transformations Fail

Speaker: Sapna Malhotra

When: Wed, Sep 30 · 9:00 AM

Track / Level: Advanced —Advanced (7–9 years)

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Session Description

Organizations adopt AI governance frameworks, but change leaders are missing. The result? Governance on paper, chaos in practice. This session reveals why AI transformation is fundamentally an organizational change problem, not a technology problem. Learn how to translate governance into adoption using the R.O.A.R Framework™: surface fear, overcome resistance, alter structures, build resilience. Discover 5 verification habits that spot governance gaps before they derail transformation.

Learning Objectives

1. Identify the three critical gaps in AI transformation (verification collapse, change management blindness, governance theater) and spot them in your own organization.
2. Apply the R.O.A.R Framework™ to translate board-level AI governance into change management artifacts that drive real adoption.
3. Deploy 5 verification habits that change leaders can use immediately to ensure AI governance is real, not theater.
4. Build organizational resilience by connecting AI strategy to workforce transformation, stakeholder alignment, and tangible business outcomes.

Speaker Biography

Sapna Malhotra, CMC, CPA, ICD.D, transforms organizations navigating Digital & AI adoption by strengthening critical thinking where technology and trust intersect. With 25+ years leading large-scale digital transformations for Fortune 100 companies and \$1.5B+ in managed investments, she creates practical tools connecting governance to adoption. Founder of Digiruptor™ and creator of the R.O.A.R Framework™, she helps change leaders verify trust, build resilience, and deliver real business outcomes.





AI and the Change Professional: Balancing Acceleration and Integrity

Speaker: Phil Buckley

When: Wed, Sep 30 · 9:00 AM

Track / Level: Intermediate —Intermediate (3–6 years)

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Session Description

AI is rapidly reshaping the role and value of change professionals. Their core challenge is not adoption, it is judgment. Used well, AI can significantly increase output, insight, and speed. Used poorly, it can erode originality, weaken critical thinking, and compromise professional credibility. This session explores how change professionals can balance performance and ethics for AI-enabled change work. Using a principle-based decision framework, they will explore the choices they must make.

Learning Objectives

1. Evaluate where AI enhances change work and where it risks weakening judgment, originality, or trust.
2. Apply a principle-based decision framework to balance speed, quality, and ethics.
3. Establish clear personal boundaries for AI use aligned with personal and professional standards.

Speaker Biography

Phil Buckley has 35 years of experience guiding organizations through complex, high-stakes transformations based in Canada, the U.S., and the U.K. Phil has held senior leadership roles at Cadbury and Kraft Foods, including Global Organizational Change Director, Americas VP Organizational Change, and VP HR Canada. The author of two award-winning books, *Change on the Run* and *Change with Confidence*, Phil is the founder and president of the Change with Confidence consulting firm in Toronto.





Closing Panel: Practical AI Applications for Change Management

Speakers: Betsy Bond, MCMP | Lewis Curley | Gaurav Gupta

Moderator: Rich Batchelor, MCMP

When: Wed, Sep 30 · 10:15 AM

Session Description

This closing panel will explore practical AI applications for change management, bringing together perspectives from applied practice, organizational transformation, and research. The discussion will examine how AI can support the human side of the change, planning, stakeholder analysis, communications, adoption, ethics, and responsible change practice. The session, with representation from the ACMP Board, Kotter, KPMG, and Prosci, will close the conference by connecting ACMP's audiences' priorities to the profession's future direction.

Speaker Biographies

Betsy Bond has been teaching Prosci programs since 2016, and as an early adopter of artificial intelligence, Betsy leads Prosci's AI certifications, AI workshops and AI collaborations with partner organizations, helping leaders and practitioners apply AI thoughtfully and practically to the people side of change. Betsy brings over 30 years of experience in leading change for businesses and has a passion for teaching and coaching change management and leadership. Betsy lives in Newfoundland, Canada, has climbed Kilimanjaro, and has travelled to about 110 countries!

Lewis Curley is a Partner in KPMG's People & Change practice, working at the intersection of AI, technology, and large-scale change. With over 20 years of experience across North America, Europe, and Asia, Lewis helps organizations navigate moments of significant disruption — where new technology demands new leadership, new skills, and new ways of working. His work focuses on elevating leadership capability and advancing people practices, in the context of AI-enabled transformation.

Gaurav Gupta is a Managing Director and Head of R&D at Kotter, where he leverages 20 years of experience in strategy execution, change leadership, and organizational development to help businesses execute their transformation efforts. He is also the co-author of *Change: How Organizations Achieve Hard-to-Imagine Results in Uncertain and Volatile Times*. Gaurav holds degrees from Middlebury College and Cornell University.

Alexandra "Allie" Hartman, MA, MS, CCMP®, MCMP™ is the AI Transformation Project Manager and Change Lead at AgileOne, Founder of The Change Curiosity Lab and ACMP Global Board member. She has been recognized for her work bridging human-centered change practice with practical AI integration. She no longer believes in better templates and deliverables. She believes in building better approaches, tools and ways of working to support change practitioners and leaders in an AI era.

