
ENTERPRISE EFFECTIVENESS NETWORK (EEN) 2022 VIRTUAL SESSIONS AGENDA

Please note:

- The presentation portions of these small group sessions will be recorded to share with EEN members who cannot attend.
- The discussion portions of the sessions will not be recorded to provide the right environment for honest sharing of insights, challenges and peer practices.

A global case study demonstrating the power and value of People Analytics

- Session leader: **Max Blumberg**
- Tuesday, September 13
- 8:00am – 9:45am PT / 11:00am – 12:45pm ET / 3:00pm – 4:45pm GMT / 4:00pm-5:45pm BST

People Analytics in many companies is limited to data reporting, dashboards and visualization. While important, these activities do not reflect People Analytics' full potential to ensure that organizations have the workforce capabilities required to deliver their business strategies.

In this session, Max Blumberg will present a global people analytics project resulting in \$70m revenue increases in the first year. Max will explain how this was achieved, including:

- The executive team's involvement
- The workforce and project team communications processes used during the project
- Use of the Scientific Method to underpin the project plan
- Implementing the analytics findings as new people processes

Back to the Future of Work

- Session leaders: **Cole Napper and Alec Levenson**
- Monday, October 3
- 8:00am – 9:45am PT / 11:00am – 12:45pm ET / 3:00pm – 4:45pm GMT / 4:00pm-5:45pm BST

“The Future of Work” was already an over-hyped phrases before the Covid-19 pandemic. Since the shutdowns of 2020 and subsequent stops-and-starts on the way to a new normal, the sense of urgency around “the future of work” seems to have only increased.

This interactive session will dive into the challenges organizations face today regarding when, where and how work gets done, including:

- **Work location:** in-person, hybrid, remote
- **Synchronicity and geographic dispersion:** synchronous versus asynchronous communications; time zone challenges
- **Role structure:** (a) fully structured (full-time or part-time), (b) semi-structured (contractor or temp), (c) unstructured (gig or platform based)
- **Automation and augmentation:** human and technology interfaces and interactions

Participants will share the lessons their organizations have learned navigating the pandemic disruptions, return to office lessons, and current challenges they are addressing in workforce capabilities and effectiveness.

The Good Jobs Debate: How can we reconcile cost management with what employees want from work?

- Session leader: **Alec Levenson**
- Tuesday, November 1
- 8:00am – 9:45am PT / 11:00am – 12:45pm ET / 3:00pm – 4:45pm GMT / 3:00pm-4:45pm BST

Job design in principle takes into account what employees want from work and are willing to do, and balances that against the demands for higher productivity at lower cost. That's the ideal. The practice? Not so good. Incremental changes over time that appear innocuous often have the unintended consequence of creating discontinuous breaking points: a job can go from seeming like everything is ok one day, to having major issues arise rapidly.

This session reviews case studies from the Center for Effective Organizations (CEO) action research with companies on how jobs really get designed, including the sources of major problems that should not be a surprise yet time and again catch our leaders unaware. The discussion will focus on current talent issues facing EEN member companies and the challenges of designing jobs the right way in an inflationary environment with rapidly rising compensation.

Connecting Customer and Employee Experience

- Session leader: **Dave Millner**
- Monday, November 14
- 8:00am – 9:45am PT / 11:00am – 12:45pm ET / 4:00pm – 5:45pm GMT / 4:00pm-5:45pm BST

A customer's experience with an organization is only as good as an employee's experience; this has been a mantra for some time now but what does the research tell us about this and how have some organizations made that tangible connection. This session will cover:

- Why employee experience is just as crucial as customer experience
- Why linking customer and employee experience data is so important
- Creating business impact by turning data and insight into action