

## TALENT MANAGEMENT TRACK



**Keri Higgins-Bigelow**  
livingHR

*10:30 am – 11:30 am*

### **Driving Performance by Creating a Consumer-Like Talent & Learner Experience**

Build a modern learning strategy to enhance your learning experience. You already know you need a modern, meaningful, and useful learning strategy. Approaching learning and performance with this mindset will accomplish three critical goals for your organization. It will:

- drive a better talent experience,
- support real-time performance, and
- positively impact your culture as one of continuous learning and improvement.

Through real-life examples, we will teach you how to implement an impactful strategy to humanize and personalize your learning experience while aligning it with the consumer experience we've all come to expect.



**Barry Altland**  
Head, Heart and Hands  
Engagement Collective

*12:30 pm – 1:30 pm*

### **Meaningful Interactions to Deepen Engagement and Drive Performance**

In the haste of the "take care of today's business" mindset pervasive in hospitality environments, the art of the meaningful conversation shared between leaders and their team members has the potential to be overlooked.

During this interactive learning session, hospitality learning leaders will explore the touchpoints along the employment life cycle that spark deeper engagement, from the Discovery conversation, to offering Feedback, and sharing in a Coaching relationship.

Learning leaders in hospitality will also apply the concept of meaningful conversations directly to their own learning initiatives to uncover methods for dramatically increasing learning – application - business results.



**Jennifer Currence**  
OnCore Management  
Solutions

*1:45 pm – 2:45 pm*

### **Creating a Leader-Coach Culture**

The successful organization of today is much different than it was at the turn of the millennium. The consistency of technological change is pushing organizations to move faster and more efficiently. The age-old methods of reviewing performance simply doesn't keep up with the changes that organizations need to stay current. Enter the leader-coach. Coaching with organizations ensures communication, connectivity, and performance efficiency, all of which make a strong enhancement to an organization's productivity and financial performance. Learn a new model to create leader-coaches within your organization.