

## LEARNING DESIGN & DELIVERY

**Chris Lumia**  
Stellar MLS

### **The Top 5 Mistakes of Customer Training Programs**

In today's economy, with so many companies converting to subscription models, developing impactful customer training programs is critical to ensure customer engagement and retention. However, customer education is a relatively new subset of Learning & Development, and limited resources exist to empower "accidental customer trainers". This session will review the 5 common mistakes of customer training programs, compare and contrast best practices in training an external audience versus employees, and apply aspects of the ATD Capability Model to the creation of impactful customer training programs.

**Lori Ann Roth**  
Learning and...Reflective  
Growth

### **Using Qualitative methods to Evaluate Learning**

Evaluating learning impact using qualitative methods may sound boring to some, but Lori will make this session fun by using a case study and relevant exercises. We will determine if you need to use new methods to evaluate your learning programs and experiences. The participants will be able to sift through a ton of qualitative data to develop themes that can be used to evaluate learning programs. Learn how level 1 evaluations CAN be helpful to assess learning and make training experiences better.

**Scott Luberto**  
ATLAS Navigator

### **One Size Fits One: A Step-by-Step Guide to Personalized Skill Development**

Everything in our lives is becoming more personalized, yet many organizations struggle to provide a personalized development experience. Instead, they roll out one-size-fits-all training that fits no one well. In this session, you will learn how to personalize development by creating competencies in alignment with your corporate strategy. You will be able to use these to assess both enterprise and individual strengths and opportunities. Now, imagine walking into the CEO's Office armed with data on which specific skills the organization needs to focus on to achieve its goals. Better yet, you had a plan on how you were going to close the skill gaps by providing personalized development to each associate. And to top it off, you had a way to measure the effectiveness of your training over time. This session will provide you with a step-by-step guide (including resources) to make that a dream a reality.

## LEARNING DESIGN & TECHNOLOGY

**Kala Cadwell**  
KnowBe4

### **Trials and Triumphs of the Talking Head**

From Youtube to TikTok to Instagram, people are drawn to videos of someone sharing an idea, a thought, a story, a moment in time. In this session, learn how to capitalize on this trend by incorporating talking head video into your training. Discover useful tips to help prepare your content for the green screen. We'll cover tips on scripting, filming, and putting it all together in ways that increase engagement and learner retention.

**Kala Cadwell**  
KnowBe4

### **Using Animation to Bring Life to Sensitive Subjects**

Training seems easy. That is until you have to discuss touchy, sensitive, or mundane topics. In this session, we will discuss how using animation and adding personality can give life to an otherwise lifeless topic. We'll also present best practices to help you ensure your animation elevates instead of detracts from your content..

**Robb Bingham**  
Converging Solutions

### **Leveraging Animated Video for more Engaging Learning**

Are your learning audiences being lulled to sleep when you present learning objectives at the top of your course? There's a better way to communicate what the audience will learn while motivating them to dive into your training courses. In this session, you will see several examples of how learning designers have taken the thrill of learning to a new level for their audiences. Attendees will also have the opportunity to learn principles for evaluating the variety of animation tools currently on the market that will help them make better decisions before investing time and money in any of them, and get some practical experience starting to write a succinct script that will set you up for success with your early animation efforts! Feel free to bring learning objectives for a current course you are designing, along with your laptop, and get a jump-start on your first animated video script during this session!

## TALENT LEADERSHIP

**Jared Narlock**  
Peaceful Powered  
Leadership, LLC

### **Talent Development Isn't a Nice to Have, It is a Strategy Must**

Are you ever asked to provide Return on Investment for your Talent Development program? Have you run into barriers building robust succession planning in your organization? Building Talent and Leadership Development programs with a strategy focus provides easy answers to both these questions. In this learning session at Florida ATD Suncoast, learners will be shown a step by step, tested and proven process, for building talent profiles and leadership metrics dashboards into Talent and Leadership Development Programs. This process takes organizational learning initiatives from a nice to have into an embedded strategy that ensures there is not only a seat at the table for Talent Development, but a clear understanding by Executive Leadership how investment in current and future leaders' growth can help ensure a deep and robust organizational strategy and change management process. Join this session as we share what development opportunities we began and what development opportunities we only had to adjust each time organizational strategy shifted.

**Jill Plaice**  
Lumina Learning USA

### **Has Covid-19 Changed Who We Are and How We Work?**

This session will share the experiences of COVID-19: Emotionally, Physically, Risk Taking, and critical life events. It will explore the impact of COVID-19 on working life: Remote working, Connection at work, Technology, and Socio-economic variables (e.g. Income). As well as explain psychological measures of: Adaptive Big Five Personality traits, Maladaptive Big Five Personality traits, Positivity, Emotional Intelligence, and Adaptability and Resilience at work. We will also cover the general state of health including Risks to Mental Health.

**Mim Senft, GBA AAI  
CWWS**  
Motivity Partnerships,  
Inc. and GW4W

### **Resilient Leadership: Connecting the Physical and Mental**

Our work cultures continue to be impacted by all the change around us that are coming at a faster and faster pace. Being able to respond to change in a way that positively impacts teams can help organizations protect their competitive edge. That requires a deeper understanding of what mental resilience actually is, what it means for yourself and your team, and how to take action steps to create more mental resilience into how work gets done on a daily basis. This workshop will provide you with a framework for yourself and for your organization to create more resilience through times of crisis and uncertainty. We'll touch on how this can be incorporated into onboarding, benefits design, leadership training and how it is connected to company culture. There is no doubt changes will continue to challenge organizations. Creating more resilience, the ability to learn and bounce forward, can make organizations thrive.

## PERSONAL DEVELOPMENT

**Blair Bloomston**  
Game On Nation

### **The Value of Resilience and Connection In Uncertain Times**

When the new normal is unfolding everyday, staying resilient, inspired, and connected can make a difference for your team's success. This uplifting, interactive session leverages the power of game-based, experiential learning to model best practices for authentic connection across all levels of your organization, from attracting new talent to honoring tenured team members. With an innovative, gamified approach to growing your team's adaptability under pressure, you'll learn how to foster connection in a way that isn't forced, and that leads to lasting employee engagement and buy-in. With powerful stories of achieving under pressure, and tangible exercises and communication techniques you can immediately take back to your workforce, this session will help your organization value resiliency and professional connection as a driver of inspiration and opportunity, no matter how uncertain the moment.

**Katie Nall**  
NallEdge Co

### **Dissolving WAFFLES - Worries, Anxiety, Fear, Frustration, Lethargy, Exhaustion, and Stress**

Everyone feels some stress every day. Stress is the number one contribution factor to medical visits. In this session, you will learn how to identify stress, where it is landing in your body, and examine different techniques to manage and eliminate stress.

**Kimberly Schneiderman**  
Randstad RiseSmart

### **Fresh Ideas for Setting and Achieving Goals**

Goal setting is for everyone. Some of us are highly experienced at identifying our goals, making those goals a priority in our life, and going after them with strong, executable plans that result in success. Others of us might find we need a booster shot on the topic. We'll talk about concepts that you likely haven't considered when thinking about goals. After all, when was the last time you thought of themes such as: why, pyramids, vision boards, rings, I&A, GRASP, reporting, NO!, just for today, horses, and partnerships? Bring your pen and paper – you may just find yourself taking notes, jotting ideas, and recommitting to those ideas and goals you set this year!