



**2018 HDI Leadership Forum Events**

**Dates: June 11- 14, 2018**

**Location: One Ocean Resort | Atlantic Beach, FL**

**Group: Retail Forum Group**

**Facilitator: Amy Eisenberg | amy.eisenberg@ubm.com**

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**Monday**

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**7:00 pm – 8:30 pm     Networking Reception**  
**All Leadership Forum participants are encouraged to attend this social activity. There will be appetizers and drinks available.**

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**Tuesday**

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**7:45 am – 8:30 am     Breakfast**

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**8:30 am – 9:00 am     HDI Welcome**  
*Presenter: Allyson Rollins*

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**9:00 am – 10:15 am     Successes and Challenges: Roundtable Discussion**  
*Facilitator: Amy Eisenberg*  
**Each attendee will introduce themselves and share their most recent success or challenge with the group. We will be selecting the top three challenges from the group for a solve my problem session later in the day.**

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**10:15 am – 10:30 am     Break**

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**10:30 am – 12:00 pm     Top 3 Challenges: Solve My Problem Workshop**  
*Facilitator: Amy Eisenberg*  
**We will take the top 3 challenges from the morning session and facilitate a solve my problem workshop. We will split into groups and create 3 stations (challenges) rotating by group to each one and creating solutions to the problems**

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**12:00 pm – 1:00 pm     Lunch**

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**1:00 pm – 2:45 pm     Hiring Practices| Job Descriptions: Interactive Session**

*Facilitator: Amy Eisenberg*

**Participants should come prepared to share the interview questions and job descriptions they use in hiring analysts and other team members. What does your recruiting process look like? How often does the work not align with the job description? Who is responsible for writing the job descriptions? Who does the interviewing? Are you trained to conduct job interviews? Who does the training? How often are the job descriptions updated? Do you have specific questions for each candidate? How do you conduct interviews, group, panel, one on one, how do you assess each candidate? What about note taking within interviews? How do stay consistent? What is HRs involvement?**

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**2:45 pm – 3:00 pm     Break**

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**3:00 pm – 5:00 pm     People Management: SME**

*Presenter: Bill Thallemer*

**What can you do as a leader to keep your team motivated and positive while boosting morale in a world of change. What techniques can assist with employee engagement? The workplace is populated with various personalities and work styles what are some ways to build a team environment despite the differences? How do you best recognize diverse personalities and work styles? When it comes to change in process or tools what is the best way to gain buy in from employees? What are ways to approach organizational change to align expectations with buy in of that change amongst employees? making sure you are asking the right question to gain buy in to the shared vision. With every change in process or tools buy-in is essential.**

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**5:00 pm – 6:30 pm     Free Time**

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**6:30 pm – 8:30 pm     Group Dinner**

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**Wednesday**

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**7:45 am – 8:30 am     Breakfast**

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8:30 am – 9:15 am	<b>Group Workshop / Session/ Activity</b> <i>Facilitated by: Allyson Rollins or SME</i> <b>This will consist of circuit discussions, SME Workshop or another group activity.</b>
9:15 am – 9:30 am	<b>Break</b>
9:30 am – 10:15 am	<b>Case Study: Disaster Recovery Plan and Process</b> <i>Presenter: TBD</i>
10:15 am – 10:30 am	<b>Break</b>
10:30 am – 12:00 pm	<b>Automation: Roundtable Discussion</b> <i>Facilitator: Amy Eisenberg</i>  <b>Automation through AI, Lean management to make things more efficient to better manage time. Utilization at a level 0, routine tasks how can you best automate. When to know how to minimize the admin side of the process. We do not want automation to cause more work. When is the right time to have automation within tools and groups? Level setting, where are you seeing this best being used? How do you best align automation with the groups and gain buy in from other departments?</b>
12:00 pm – 1:00 pm	<b>Lunch</b>
1:00 pm – 2:30 pm	<b>Metrics: Roundtable Discussion</b> <i>Presenter: Group</i>  <b>What are you doing with metrics? What do you measure and why? Come prepared to share the techniques you are using to report on performance of your team and to report up! Have you changed your approach to metrics in the past year? What are you sharing with executives? Metrics topic, quality service – survey results When measuring quality service what is the right percentage?</b>
2:30 pm – 2:45 pm	<b>Break</b>
2:45 pm – 5:00 pm	<b>Site Tour</b>

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5:00 pm – 5:30 pm    **Free Time**

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5:30 pm – 7:00 pm    **Group Reception**

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**Thursday**

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7:45 am – 8:30 am    **Breakfast**

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8:30 am – 9:30 am    **New Tools: Roundtable Discussion**

*Facilitator: Amy Eisenberg*

**Come prepared to share your favorite tools, new and old. What are you currently using? How does the tool impact your daily tasks? Are there any apps that you favor? What do you use it for?**

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9:30 am – 10:30 am    **Celebrate Success: Case Study**

*Presenter: TBD*

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10:30 am – 10:45  
am    **Break**

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10:45 am – 11:30  
am    **Facilitated Open Discussion / Parking Lot / Future Topics**

*Facilitated by: HDI Forum Facilitator*

**This is an opportunity for open discussion regarding challenges faced, successes experienced, tools, RFPs, vendors, etc. Take this time to ask questions of your peers, share ideas or generate topics that are not mentioned on the agenda. What are some current issues you are facing that you would like to discuss? Use your post-it notes to capture your thoughts throughout the day not pertaining to the agenda items. Utilizing the parking lot area in the meeting room, stick your topic, idea or question in the designated area to be discussed at this time during the day.**

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11:30 am – 12:00  
pm    **Leadership Forum Closing**

*Facilitated by: Allyson Rollins*

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