



Human Resources Track Sessions

Monday, July 22

1:15 pm–2:00 pm

Succession Roundtable—Successes and Struggles

This roundtable discussion will focus on succession planning. With up to 50% of our workforce currently eligible for retirement, this session will take a closer look at what some of our member agencies are doing. We'll talk about achievements and challenges unique to our industry. This interactive conversation will include audience participation as we collectively look for ways to help each other address this critical risk.

3:30 pm–4:15 pm

Don't Let the Bots Get Me! (HR's Role in Supporting Technological Innovation)

AI. Nudging. Robotic Process Automation. We know these are some of the methods for harnessing data and technology to improve efficiency and the quality of decision-making in worker's compensation, but how do we advance our organizations to embrace these methods? Building a culture of innovation requires reimagining the way we structure our working teams in the business, data, and IT arenas and changing the way we train staff to work. In this session, you will learn more about the tools that are shaping the future of the industry and hear lessons learned from the speaker's experience in leading the start of this journey for Ohio BWC.

Speaker

- *Shadya Yazback, Specialist Leader, Deloitte Consulting*

Tuesday, July 23

9:45 am–10:30 am

Stakeholder-Centered Coaching

In this session, you will learn whether leadership coaching makes sense for your situation, how to hire and select coaches, self-limiting behaviors that many leaders exhibit, and the stakeholder-centered coaching process and methodology that yields measurable improvement.

Speaker

- *Jeff Ertel, Executive Coach and HR Consultant, Fahrenheit HR*

10:45 am–11:30 am

University Recruiting—Going Beyond the Career Fair

As businesses compete fiercely for the best available workers and the talent to move their companies forward, more and more talent will be recruited from university campuses. This translates to making university recruiting an increasingly important component of your overall recruiting strategy.

In this engaging session, learn how to go beyond the career fair and build strong, high touch partnerships with your target universities. This includes maximizing the relationship for both parties, maintaining meaningful relationships with campus influencers, and leveraging your relationships to optimize your university recruiting results.

Speaker

- *Julie Dietert, Senior HR Business Partner, Texas Mutual Insurance Company*
- *Jim Ziolkowski, Senior Manager, Underwriting, Texas Mutual Insurance Company*

Wednesday, July 24

1:00 pm–1:45 pm

Customer Service—It Starts With EMPATHY

What is a key component to organizational performance that is often overlooked? In a single word, it is empathy. A recent annual report states that 87% of CEOs see a direct link between workplace empathy and business performance, productivity, retention, and general business health. In addition, a majority of CEOs believe a company's financial performance is tied to empathy in the workplace, as do 79% of HR professionals. Empathy can be the differentiating factor that motivates, unites, and connects people within an

organization. It is said that empathy is like a muscle that needs to be trained to become stronger. In this age of doing things faster, multitasking, and having higher goals, it stands to reason that empathy can get lost in the workplace. In this session, we will learn how to encourage empathy in the workplace, examine what empathy sounds like and looks like, and find out how to move beyond the paralyzing effects of compassion fatigue to re-energize empathy in the organizational environment.

Speaker

- *Lisa Rike, Trainer and Master Instructional Designer, Bonfire Training*