

Agile Transitions: Effective Change Management Strategies

How We Made Hybrid Working Work and Continue to Do so: A Case Study

Beverly Zoeller, Prosci Certified | United States
Director, Organizational Change Management, UHY Consulting

This session will unveil essential success strategies for change management tailored to the agile project delivery method. Discover how to seamlessly transition business team members to agile methodologies by learning from real-world lessons and adaptations. This session is designed to empower program change practitioners with insights needed to embrace agile delivery with confidence and effectiveness.

Learning Objectives:

- **Master Change Management in Agile:** By the end of this session, you'll be equipped to apply the core principles of change management in the context of agile adoption. You'll understand your pivotal role in fostering an agile culture and learn strategies to cultivate adaptability within your organization.
- **Overcome Transition Challenges:** Gain the ability to identify and articulate the most common hurdles organizations encounter when shifting to agile methodologies. You'll be prepared to navigate these challenges with informed strategies.
- **Implement Practical Techniques:** Leave the session with actionable techniques to develop and enhance your change management strategy for agile delivery programs.

Melanie A. Brimson | South Africa
Managing Director, Alternotion Consulting

Illustrative ice-breaking activity, storytelling to set the context, presentation of the case study followed by a poll to decide what to discuss further, and three ten-minute facilitated discussions on the topics the audience votes to discuss.

Learning Objectives:

- Identify the key levers to successful Hybrid Working.
- Put together a fit-for-purpose Hybrid Working Strategy.
- Understand critical issues and opportunities for leaders and managers in Hybrid Working.

Adapting for Impact: Insights from the First-ever Report on the State of Change Management in the United Nations System

Research Award: An Investigation into the Influence of Leadership During Technological Changes at Nippon Telegraph and Telephone (NTT) Data, South Africa

Lucy Braun | Germany

UN Lab for Organizational Change and Knowledge (UNLOCK), UNSSC

Join us as we delve into insights from the inaugural State of Change Management in the UN System report, conducted by the UN Lab for Organizational Change and Knowledge (UNLOCK). This presentation offers a comprehensive overview of the key challenges, trends, and best practices shaping the landscape of change management within the United Nations - as it accelerates UN 2.0, its system-wide transformation to better help Member States in facing unprecedented global shifts and achieving the Sustainable Development Goals by 2030.

Learning Objectives:

- Understand the uniqueness of managing change in the United Nations.
- Learn about the purpose and benefits of gathering insights across a system or large organization from and by change management practitioners.
- Explore expected and unexpected change management challenges and trends within a global environment rife with transformations.

Desireé Charnette Deftereos | South Africa
Principal Change Manager Specialist, NTT DATA

The winner of ACMP's Independent Research Award is Desireé Deftereos. Mary Sylvester, Chair of ACMP's Independent Research committee, notes, "This MBA thesis-level research paper was written at a very high-level and its objectives were well conceived and clearly stated. Its research design and methodology were rigorous and robust. In the end, we felt this research paper teaches something new to the way change management practitioners apply the practice of change management and that the results of the research will help change management practitioners more successfully do their work, and help researchers develop future research questions thereby leading the way change works.

Change Experience (ChX): Beyond Change Management

Julianne Dimitrios | Australia
Delivery Partner, Agile Change Leadership Institute

Jen Frahm, PhD Management | Australia
Managing Director, Agile Change Leadership Institute

Introducing ChX
Why does it matter
How do you design it?
How do you measure it?
Principles of ChX
How it takes us beyond change management.

Learning Objectives:

- Define the Change Experience (ChX) and how it integrates with other experience movements.
- Apply human-centered design techniques to design change experiences from the point of view of the recipients of change.
- Reflect on their own change practices and consider the changes they can make to increase the success of their change projects.

Change is No Longer a Bad Word

Melissa D. Fiscor, MBA, Prosci | United States
Senior Manager Organizational Change Management,
Blue Cross Blue Shield of Florida

Monika Messick, MBA, SPHR-CP, Prosci | United States
Senior Organizational Change Management
Consultant, Blue Cross Blue Shield of Florida

Our journey from “change management” being a bad word to the acceptance of change mindsets and methodology using thoughtful consulting, the right skills/tools, and organizational development principles to build a sought-after Center of Excellence.

Learning Objectives:

- Evaluate the organizational change appetite, capacity and capability for change management interventions, including positioning for leaders.
- Determine the tools, resources and change management practitioner’s skill sets needed to advance change capabilities in the organization.
- Build a holistic approach to change management that includes empathy, trust, culture and team effectiveness (or excellence).

**Collaborative
Catalysts: Unveiling
Next-Level
Collaboration to Drive
Change, Harmony,
and Well-being in the
Digital Age**

Joyce B. Odidison, J.O | Canada
Conflict Analyst, Coach, Wellness Expert,
Interpersonal Wellness Services Inc

Learn Next-Level Collaboration to Drive Change, Harmony, and Well-being in the digital age, defined by remote workspaces, hybrid employment models, and constantly evolving communication technologies. Learn the power of harnessing collaborative energy

Learning Objectives:

- Understand the key principles of collaboration and how to drive change through collaboration.
- Learn to apply key collaborative tools that other leaders use to harness energy and drive change.
- Understand the relationship between change collaboration and well-being and be equipped to apply collaborative strategies that address the needs of the new hybrid and digital workforce.

**Plan for Project
Success: Change
Management from
Day 1**

Paula G. Cervoni, CCMP, Prosci, PMP, PMI-ACP, PSM |
United States
Director of Change Management, Silverline

Organizational leaders agree that Change Management is important to project success, yet there are still countless digital transformation initiatives that begin without a change management plan. Learn the value of Change Management from day 1.

Learning Objectives:

- Understand how to bring in Change Management and see value from Day 1.
- Understand the risks of not having a Change Management Plan or starting late.
- Understand how to flex and scale Change Management to meet your needs.

**Revitalizing Change
Management:
Addressing
Compassion Fatigue
and Burnout in the
Workplace**

**Strategies for
Maturing
Organizational
Change Capabilities**

**Danyelle Jinks, Certified Professional Coach, ICF ACC |
United States**
Energy Leadership Coach, u[Verb], LLC

Through focused discussions and hands-on exercises, participants will gain strategies to navigate the complexities of change management, which include compassion fatigue and burnout during their change management journey.

Learning Objectives:

- Define and differentiate between compassion fatigue and burnout, contextualizing for a global audience of change management practitioners.
- Examine the broader implications of these phenomena on leadership effectiveness, organizational change outcomes, and the success of change management initiatives.
- Dive into real-life case studies from various global contexts that showcase the transformational impact of proactive measures against compassion fatigue and burnout.

Evan Piekara | United States
Director, Change Management, Nestle

Shifting market dynamics, consumer preferences, technology are driving change at an increasingly accelerated rate. In order for organizations to not only thrive but simply survive, change needs to become a competitive advantage.

Learning Objectives:

- Understand the importance of developing organizational change management capabilities within their organization.
- Apply a Change Management Maturity Model to set a baseline for growth.
- Evaluate strategies to accelerate organizational change management.

How Can You Apply the ACMP Standard to Various Types of Change Initiatives?

Greg Voeller, CCMP | United States
Member, Board of Directors ACMP

Leanne Douglas, CCMP, MA | Canada
Senior Director, Change Enablement, MNP

Steven Suckling, CCMP, CCA, ChMC, FIC | United Kingdom
ACMP Member & Volunteer

Leo Lin, MS, CCMP | United States
ACMP Member & Volunteer

Are you interested in learning how to better utilize the Standard for Change Management? ACMP recently implemented a survey of change professionals, seeking to learn more about change approaches for developing and executing successful change strategies. That research showed nearly 95% of change professionals are focused on technology initiatives, and 67% of change professionals are focused on culture, structure, and process initiatives, with some impacting multiple areas. In this informative session, Certified Change Management Professionals will discuss how the Standard can be effectively applied for all forms and types of change initiatives. You won't want to miss this dynamic panel discussion!

Unlocking Change: Insights from a CIA Analyst

Rumbidzai Mufuka, PhD, CCMP | United States
Founder and Principal Consultant, KAVA Consultancy

Join a 30-minute journey exploring the psychology of change, unveiling human intentions & behaviors in org transformation. Discover MIB tools, real cases & insights for change pros.

Learning Objectives:

- Participants will be able to describe the core principles of change management as applied by a CIA analyst in the context of organizational transformation.
- Participants will be able to demonstrate the practical use of the MIB (Motivation-Intention-Behavior) tool to analyze and influence stakeholder actions during change initiatives.
- Participants will be able to conduct an assessment of an organization's readiness and impact for change, considering historical, cultural, and value-based factors that affect motivations, intentions, and behaviors around change.

Reframing Change: The Impact of Cognitive Biases on Change Acceptance

David Newton | Australia
Principal Consultant, bdna

Sophie Atkinson | Australia
Consultant Graduate, bdna

People have a tendency to judge situations in a certain way & may be susceptible to cognitive biases that can slow or reduce their acceptance of change. How might we reframe change to limit the impact of these biases & move towards change acceptance?

Learning Objectives:

- Participants will be able to describe common cognitive biases.
- Participants will be able to recognize how biases can impact change readiness and acceptance.
- Participants will be able to use practical steps to communicate and manage change in a way that can reduce the impact of biases on change perceptions and therefore improve change acceptance.

Human-first Approach to Change Management

Claire M. Barnard | Ireland
Human Performance Manager, Accenture - Global IT -
Journey & Change Management Center of Excellence

Srividhya Lakshmanaprakash | India
Human Performance Associate Manager, Accenture -
Global IT - Journey & Change Management Center of
Excellence

In this session, you will learn how to ensure your change management program can reach and resonate with different audience groups/personas to most effectively drive behavior change and adoption.

Learning Objectives:

- Participants will understand how to develop personas to tailor change management activities to specific audiences.
- Participants will learn how to develop a comprehensive change management strategy based on personas to effectively reach different stakeholders.
- Participants will learn how to customize their measurement approach for different audience groups/personas.

From Silence to Success: Building a Culture of Psychological Safety

Ryan W. Bouda, M.S. | United States
Leadership & Culture Specialist, LEAP Training & Coaching

Elevate your workplace with psychological safety. This presentation offers research-based insights and hands-on techniques to empower your teams and maximize contributions.

Learning Objectives:

- Define and describe the core principles of psychological safety, highlighting their significance in fostering a collaborative and innovative workplace culture.
- Implement effective communication techniques, including engaging questions and active listening skills, to enhance team dynamics and encourage open dialogue.
- Identify common barriers to psychological safety and apply practical strategies to overcome these obstacles, creating an environment where all voices are valued and heard.

Making Empathy Actionable: Driving Inclusive Cultures Through Key Empathy Behaviors

Sharon Steed | United States
Founder, Communilogue

This talk will teach you to turn empathy into behavior. We will determine empathy's importance; define how empathy impacts team performance and productivity; and break down the framework that turns empathy from an idea to an action.

Learning Objectives:

- Identify and examine the potential biases that are impacting their ability to be effective change management practitioners.
- Give feedback from a place of empowerment and receive feedback from a place of support.
- Use the key empathy behaviors to take empathy from an idea to an action that attendees can integrate seamlessly into their day.

DEI Implementation Requires Executive Buy-In

**Melody C. Gratic, M.Ed CDP® | United States
CEO/Founder, XcelMil LLC**

C-suite leaders must grasp that DEI is not just a box to be checked; it's a comprehensive strategy that impacts the bottom line. By engaging with this course, we aim to foster a deeper understanding of the business and human case for DEI.

Learning Objectives:

- Assert the importance of their role in being the #1 DEI champion and ambassador.
- Clearly state the business and human case for DEI.
- Use baseline data to assess current organizational culture.

Drivers of Transformation: Transform Workplace Culture Title

**Noha El banna, ODCC, PMi, CPHR | Canada
Director Human Resources, Education, Organization
Development and Change Management, Alberta
Pension Service Cooperation**

Define culture and values. Review culture models and build a picture of their organization's culture. Implement culture change across the organization and measure its results. Create a Change Management Culture Model. Create a Culture Change Assessment

Learning Objectives:

- Review culture models and build a customized picture of their organization's culture.
- Implement culture change across the organization and measure its results.
- Create a Change Management Culture Model based on results, actions, beliefs, and experiences.

Data-Driven Decision: Making for the Real World

Jamie Champagne, CBAP, PMP, PMI-PBA, Six Sigma Black Belt, Security+ | United States
Overly Passionate Business Analysis Professional
Speaker and Trainer, Champagne Collaborations, LLC

Let's explore how data can help you make informed decisions. You'll learn how to determine what data to present to leadership and list out the steps for working with the "data people" to get information that helps your decision-making processes.

Learning Objectives:

- Understand the value of making data-driven decisions.
- Define the process to utilize data for informed decision-making.
- Articulate the steps to drive smart business decisions.

From Crystal Balls to Data-Driven Insights: Predicting Change, Embracing Culture, and Assessing Readiness

Dr. Natasha Todorovic-Cowan, MBA | United States
National Values Center Consulting

This human-centric workshop guides you through the psychosocial aspects of change, offering practical tools to smooth transition, melt resistance, and measure progress. Get ready to gain new insights from a developmental and data-based lens!

Learning Objectives:

- Skillfully map relationship systems, identifying and steering clear of cultural pitfalls and challenges.
- Cultivate a human-centric outlook on transformation, incorporating an understanding of the five states along the change journey. They will be adept at leveraging stakeholder beliefs, narratives, and emotions to effectively mitigate resistance.
- Enhance their strategies to resolve resistance by utilizing the 6-step C.H.A.N.G.E process, empowering them to lead and accomplish successful initiatives.

Data-Driven Resilience: Unlocking Change Capacity

Maura Koehler-Hanlon | United States
Managing Director, Propeller

Rosy Van Horn | United States
Consultant, Propeller

Discover how your existing data can measure and manage change fatigue and saturation, fostering change resilience in your organization within a dynamic business world.

Learning Objectives:

- **Master Key Change Concepts:** Delve into the intricacies of change impact, change capacity, change saturation, change fatigue, and change resilience, and grasp how they interrelate to drive successful change.
- **Unlock Data Insights:** Explore diverse data sources, including people analytics, project and initiative portfolio information, change analytics, and operational analytics, to gain a profound understanding of change capacity.
- **Craft Data-Driven Change Strategies:** Observe the development of data-powered strategies that proactively combat change saturation and foster a culture of resilience within your organization, using the Change Saturation Portfolio as a guiding beacon.

23 Things We Learned From Executives About Working With Executives

Constructive Conversations: Using Psychological Safety and Radical Candor to Create High- Performance Teams

Tim Creasey | United States
Chief Innovation Officer, Prosci

Executives are vital to change success. We surveyed 300+ execs and identified 23 actions to improve executive engagement in change. These findings unlock value for executives and change professionals building organizational change capability.

Learning Objectives:

- Know: Concrete study data on executives' perspectives, priorities, and asks of change agents - from over 300 leaders.
- Feel: Increased confidence and ability to engage executives by meeting their needs around defining success, making progress, amplifying impact, growing personally, and expanding professionally.
- Do: 23 specific actions to effectively support and engage executives, informed by research.

Chelsea Walsh, CCMP, Prosci, APMG | Canada
Senior Consultant, Organizational
Transformation & Change Management
MNP Digital

Join us for an inspiring, thought-provoking session on how to have effective and meaningful conversations. We'll explore how a psychologically safe environment and a radically candid approach can help create the highest-performing, innovative teams.

Learning Objectives:

- Participants will understand and be able to action the steps required to have a constructive conversation in a productive way, focused on a people-centric, authentic approach.
- Participants will be able to understand the importance/relevance of a radical candor approach, immediately be able to implement the basics of this approach in one-on-one conversations, and list the drawbacks to the sandwich theory style feedback.
- Participants will understand the basic tenets and stages of psychological safety, and how they directly relate to/are critical to having a high-performance team.

Navigating Change Amidst Personal Turmoil: Strategies for Leading a Resilient Organization

Sheyna L. James | United States
CEO
Sheyna James Consulting

In this session, we will equip leaders with actionable resilience strategies amidst personal challenges for effective change management.

Learning Objectives:

- Participants will be able to identify the interconnectedness between personal turmoil and organizational change, analyzing their impact on leadership strategies to foster resilience in teams.
- Participants will be able to apply resilience-building techniques, implementing strategies that foster adaptability and emotional intelligence within their teams during turbulent times.
- Participants will be able to integrate personal resilience strategies into change management processes, leading their organizations through uncertainty, demonstrating an adaptive and resilient approach to change.

Strengthening Your Workplace With The Science Of Emotional Intelligence

Abby Waters, B.S. CPD, CPEQ, CPDF | United States
Employee Retention Consultant, Leadership Coach
People Science Solutions

Participants will further their understanding of emotional intelligence and the impact that science has on their personal leadership skills.

Learning Objectives:

- Participants will be able to evaluate up to five domains of emotional intelligence.
- Participants will be able to identify one domain that they would like to focus on improving.
- Participants will utilize one strategy for each domain to help them increase their emotional intelligence skills.

Wicked, Awesome, and Effective Tools for the Change Management Workstream

Dave Davis, PMP, PgMP | United States
Senior Change Project Manager, Cincinnati Childrens
Hospital

This workshop will be a fantastic adventure into the skills required for preparing the business to adopt the capabilities of a change project. This workshop will have practical examples of effective change management analysts/project managers.

Learning Objectives:

- Participants will be able to articulate an iteration goal in relationship to the change management workstream.
- Participants will be able to provide examples of and situations when to use Tools and techniques including, Value stream flow, complexity, eliciting change requirements, and Guiding Teams through value-added processes.
- Participants will be able to demonstrate mastery of using analysis tools to maximize the change management workstream in any project, program, or business transformation.

Trust: The Most Important Element To Successful Change

Jennifer M. Rhodes, MBA | United States
Principal, Markham Ventures

Begin with Trust. Before your next change project, ask yourself: do you trust the change team? We will define trust, explore why it is vital to establish trust before a change project, learn how to build it and what to do if it is breached.

Learning Objectives:

- Define trust and its three subcomponents: Competency/Capability Trust, Contractual/Character Trust, and Communication Trust.
- Understand how trust is an enabler/economic driver for organizations and a vital element for change.
- Build trust in their leadership skills and for their organization's change culture; and know what to do if there is a breakdown or breach of trust.

**Guiding
Organizational
Change: Creating a
Reintegration
Program for Ukrainian
Veterans**

**Change Leadership
Coaching: Leveraging
the Power of Change
Management and
Coaching for
Organizational
Transformation**

Iryna Chernyshova, CCMP | Ukraine
Chairman of the Board, ACMP Ukraine Chapter

Explore the ACMP Ukraine program to craft the Veterans Reintegration Guidelines, leveraging Change Management expertise and ACMP standards for state, commercial, and volunteer organizations.

Learning Objectives:

- Gain insights into how the processes of ACMP Standard Domain 1 can help identify influencing factors and assess an organization's readiness for the reintegration of mobilized workers.
- Learn how Domain 2 can be utilized to create a tailored reintegration program, taking into account an organization's resources and its collaboration with societal stakeholders.
- Explore the practical workings of the ACMP Ukraine Chapter and its contributions to disseminating the discipline of Change Management for the success and advancement of Ukraine.

Melissa Opasic, ACC, Prosci, Change Intelligence | United States
Consulting Manager, ISG

This session focuses on merging change management and coaching to better understand the human experience. Change is a constant, so we must use empathy and insight to support those navigating it. We will discuss coaching tools and how to apply them.

Learning Objectives:

- Define what coaching is and common skills that will support the coaching process.
- Learn how to apply coaching in their change management deliverables.
- Co-create transformative solutions through various coaching tools.

Embrace Uncertainty to Create Opportunity

Authentic Leadership Wins in an Artificial World: Why Keeping the Human Side of Leadership Should Remain at the Forefront of a Changing Environment

Jennifer J. Fondrevay, MBA | United States
Founder, Chief Humanity Officer, Day1 Ready

Uncertainty can make us doubt our value and fear the future. Jennifer Fondrevay teaches you how to embrace uncertainty, turning adjusting to change into your competitive advantage. She shares her M&A journey and inspires you to see new possibilities.

Learning Objectives:

- Discover and articulate one of your key talents after writing out the answers to 3 key questions.
- Implement a five-step process that enables you to focus their effort and energy on the priorities that matter at work.
- Maintain a positive attitude during stress-inducing moments by asking yourselves 3 key questions.

Tracy Duhaney, MSc | United States
CEO & Principal Consultant, The Amboseli Group

An inspiring exploration of why authentic leadership is the key to thriving in today's business world. By harnessing the power of authenticity to drive positive change, build resilient teams, and lead with purpose in a dynamic environment. This session will include 15 minutes of discussion with presenters and attendees.

Learning Objectives:

- Participants will be able to define their authentic leadership style and explore their individual core principles.
- Participants will be able to gain a clear understanding of what it means to lead authentically and why it matters in our ever-changing business world.
- Participants will be able to use their authentic leadership style to build trust, foster empathy, and drive engagement with sponsors and stakeholders to improve change management outcomes.

Change and the Post-Pandemic Brain

Jen Frahm, PhD Management | Australia
Managing Director, Agile Change Leadership Institute

With the increase in neurodiversity, trauma-impacted audiences, and the volume and speed of change, we need to design and deliver brain-friendly change. This talk looks at the three shifts and ways to support them.

Learning Objectives:

- Identify how trauma impacts people's ability to process change and what they can do in the redesign of change.
- Recognize how people who identify as neurodiverse process change differently and audit their change programs to fit with neurodiverse audiences.
- Identify which change tools they currently use need replacing with brain-friendly tools to be more effective at delivering change at speed and high volume.

Human-Centric Change

Michelle Yanahan, CCMP | United States
Principal and Owner, ChangeFit 360

It's time to manage organizational change with a human-centric, empathetic approach that supports more psychological safety and connectedness.

Learning Objectives:

- Define what human-centric change is/its value.
- Understand a positive model to leverage for change.
- Using the positive model, learn practical strategies and actions.

Human-Centered Systems Thinking: A Holistic Approach to Complex Changes

Behnaz Gholami | Canada
Managing Director/Assistant Professor, Dizen
Research & Consulting - University Canada West

Arya Babaei | Canada
Senior Manager – Product Design and User
Research/Adjunct Faculty, Sia Partners

Unlock a holistic perspective for complex changes.
Merge human-centric design with systems thinking for
transformative problem-solving.

Learning Objectives:

- Participants will be able to have an overview of how to navigate complex changes holistically.
- Participants will be able to have an overview of integrating human-centric thinking and systems thinking and apply human-centric design principles within their change leadership roles to prioritize the needs and experiences of stakeholders and enhance engagement throughout complex change initiatives.
- Participants will be able to have an overview of how to foster empathy and stakeholder support.

Self-Image in Change Management

Dasha Dare, ACC | United States
Founder, Time To Dare Coaching

A professional photographer turned life coach is sharing her way of using photos in coaching practice to build the bridge between physical and mental images of self for her clients, achieve transformation in no time, and become the master of change.

Learning Objectives:

- Acquire a new instrument of change management to use in personal life and organizational space.
- Acquire a new instrument to see yourself differently, from the perspective of future potential, rather than past experience.
- Have a better understanding of how your faculty of perception sometimes is in the way of you making changes in life.

**The Reluctant
Creative: Ignite a
Creative Mindset for
Confidence in
Change. *no arts and
crafts required**

**Why 75% of People
have a Natural
Negative Response to
Change**

**Caroline Brookfield, DVM, CPM | Canada
Speaker/Author/Veterinarian, Artful Science**

Everyday creativity is the key to confident adaptation that you had all along. It's time to run into the future with safety scissors. No arts and crafts are required.

Learning Objectives:

- Demonstrate an effective technique to multiply solutions during brainstorming and divergent thinking.
- Engage 5 simple habits to augment and expand a creative mindset.
- Describe one strategy to overcome fear of judgment when expressing your originality.

**Jennifer Stanford, PMP | United States
CEO, Emergent Performance Solutions, LLC**

Understand why individuals react differently to change, putting a flaw in our traditional approach to organizational change. Attendees will leave with tools and techniques to identify and engage 4 diverse perspectives leading to a successful model.

Learning Objectives:

- Identify the 4 diverse perspectives in the brain.
- Utilize techniques to assess and determine the diverse perspectives of self and others.
- Employ communication and engagement behaviors that appeal to each perspective and ensure successful alignment of expectations.

Good Communication Using AI Tools: Pitfalls to Avoid

Claudelle Rochon-Matifat | Canada
President/Partner, ACMP Quebec Chapter, Levio Consulting

Philippe Bellefeuille | Canada
Partner and Senior AI advisor, Levio Consulting

Since the start of 2023, AI tools have been on everyone's lips. Many people have tried out tools such as ChatGPT or Copilot. But how do you find your way around all those? We will discuss the pitfalls to be avoided when using AI communication tools.

Learning Objectives:

- Identify the impacts of the use of AI tools in your organization.
- Define ways to supervise the use of AI tools to avoid burrs.
- Understand better what is generative AI technology.

Transforming Change Management with Generative AI

Nicole Sroka, MBA, CCMP, Prosci | United States
Founder and CEO, Mind Moves

Explore the role of generative AI, such as ChatGPT, in organizational transformation, examining its capabilities, impact on jobs, the necessity for workforce reskilling, and the importance of ethical AI development.

Learning Objectives:

- Understand the potential of generative AI in enhancing communication, personalization, and decision-making processes in various organizations.
- Analyze the impact of generative AI on the workforce, including the possibility of automating some roles and the need for reskilling and upskilling.
- Recognize the importance of responsible development in AI, including ethical considerations, potential biases, and transparency in AI decision-making.

AI in Practice: Case Studies of AI-Driven Coaching, Change Measurement, 360s and More From US, Europe and Japan

Embracing the Future: Organisational Adaptation Implication as a Result of Artificial Intelligence

Dima Syrotkin | Finland
CEO, Pandatron

In this talk/workshop, we explore practical AI applications in change management. Real-world case studies from the US, Europe, and Japan illustrate AI's role in change management. Attendees gain insights, discuss ethics, and forecast future trends. This session will include 15 minutes of discussion with presenters and attendees.

Learning Objectives:

- Participants will be able to integrate AI-driven coaching, change measurement, and 360-degree feedback into their organizations, enabling them to harness AI's potential to enhance professional development and change initiatives.
- Participants will be able to gain insights into the ethical considerations associated with AI implementations. Professionals will be equipped with ethical frameworks that can guide their decision-making when using AI technologies in coaching and change management.
- Participants will be able to anticipate and adapt to future trends in AI applications in the workplace, ensuring their ability to stay ahead in leveraging AI for continuous improvement in professional development and organizational change.

Elissa Farrow, PHD | Australia
Dr Elissa Farrow, About Your Transition Pty Ltd,
Adjunct Fellow University of the Sunshine Coast

Big Data and AI will reshape organizational change with a focus on data ethics and analysis. Explore how these technologies impact mindset and decision-making. Dr. Elissa Farrow delves into the opportunities and risks of Big Data and AI trends.

Learning Objectives:

- Participants will be able to evaluate the promise and challenges of AI and Big Data in transformation contexts.
- Participants will be able to consider the importance of a future mindset as a core competency of change management.
- Participants will be able to consider decision-making criteria to ensure we have the right information to inform decision-making.

**P.L.A.Y! The 5 Stage
Process for Better
Engagement,
Creativity and
Productivity**

Rona Lewis | United States
Co-Founder and CEO, Playful Mind Project

In this playful program, Rona shares the 5 Stage process P.L.A.Y! This will take care of 99% of workplace issues... yup! Because 99% of issues are caused by PEOPLE! People either facilitate change or hinder it. Which would YOU rather see?

Learning Objectives:

- Participants will learn WHY a playful mindset is the keystone of better company culture and employee engagement.
- Participants will have the tools for shifting to a more positive mindset, enhancing psychological safety, creativity, innovation and problem-solving.
- Participants will be able to share tips, tricks and activities, helping engage their workers, keeping them centered, happy and thinking creatively.