2020 Conference Schedule
20–23 September 2020
Omni William Penn Hotel
530 William Penn Place
Pittsburgh, Pa., USA

All sessions will take place on the 17th floor of the hotel.

Sunday, 20 September 2020

6–7:00 p.m. Check-In (Hallway outside of Allegheny Room)
Welcome Reception (Allegheny Room)

Monday, 21 September 2020

8–9:00 a.m. Check-In (Hallway outside of Monongahela Room)
Continental Breakfast (Allegheny Room)

9–9:35 a.m. Welcome, Conference Overview and Introductions (Monongahela Room)
(Sponsored guests are asked to stand while their organization is introduced)

9:35–10:15 a.m. ELA – The BIG Picture (and Why We Are Here)!

10:15–10:30 a.m. Break (Allegheny Room)

10:30–Noon

Personal Vision: Becoming an Indispensable Leader (Monongahela Room)
Bob Heavers, Priority Management

The best way to predict the future is to invent it ourselves. Employees are hungrier than ever for a vision to which they can relate and contribute their best. Learn how to create and project a meaningful organizational vision by first becoming very clear about your personal vision, the thing that gets you going every day. Full engagement and effective leadership happen when your personal vision is aligned with organizational visions and goals. Leaders become indispensable when they can effectively empower other team members to discover their own personal visions and how they can fulfill these goals by helping their organization to succeed.

Participants will understand the importance of personal “balance” and learn how to create a personal vision strategically. They will leave this session with an assignment that will help them to arrive at a personal vision statement that will articulate who they are and how they will make a bigger difference in the world. It will arm them with knowledge and a process by which they can empower work-related team members at every level.

Noon–1:00 p.m. Lunch (Sky Room)
For many individuals, their careers are based initially on technical merit and their initial advancement is highly dependent on enhancing their technical capabilities. The “value add” is solely based on the level and depth of dealing and handling technical issues that arise. At some point, a career in management appears and presents new challenges. Their “value add” is based on a new range of capabilities: delegating, coaching, mentoring, monitoring their environment, and handling and managing conflicts, to name but a few.

Participants will be shown how to manage the transition to management and the skills on which to focus. It will enable them to focus their attention on skills that need to be developed. For existing managers, this represents an opportunity to take a look and rate their existing “soft skill” portfolio and identify which areas need improvement.

People skills are a core competency “must” that cannot be overlooked. Behavioral savvy can be learned and is indispensable when it comes to leading and influencing others.

We get all the things we want and need from other people, and the demand for people who are willing to be useful to others is greater than ever. In this program, you will see yourself as others see you and discover the level of endorsement accorded to you by others. You will learn the Social Styles Model and discover the key characteristics that lead to understanding yourself and others better. Understand versatility and discover the magic of treating others the way they want to be treated.

Participants will understand themselves and others better, as well as the pros and the cons of each social style. They will begin to consciously observe interpersonal behavior in order to determine the styles of others. They will be able to practice “growth actions” that will increase their own versatility and apply a simple four-step process that can turn people problems into relationship assets. The correlation between effective management and high versatility is remarkable.

[Dinner on your own]
Tuesday, 22 September 2020

8–9:00 a.m.  Continental Breakfast *(Allegheny Room)*
            *(8:45 – 9:00 Introductions at your table, and reflection on yesterday.)*

9–10:15 a.m.

**Innovation, Creativity and Problem-Solving** *(Monongahela Room)*
Brent Darnell, Brent Darnell International

Technical construction people and creative thinking don’t often go hand-in-hand — but they should. Creative thinking is essential to fostering innovation and leadership in every business. This is how companies will be able to face tomorrow’s industry challenges. Through the use of hands-on exercises and improvisational storytelling, Brent helps teach technical-minded professionals how to improve the creative thought process in themselves and their companies and improve their leadership skills. He also covers a problem-solving/design methodology from the Stanford “D” School that will enable companies to easily solve the toughest problems. This program is designed for any company that desires to inspire innovation and stay ahead of the curve in a competitive marketplace.

10:15–10:30 a.m.  Break *(Allegheny Room)*

10:30–11:45 a.m.

**Ethical Leadership – Making Difficult Decisions** *(Monongahela Room)*
Rosalind Chow, Carnegie Mellon University, Executive Education Program

Although the intentional abuse of authority is a widespread and sometimes devastating problem in organizations, most abuses of authority do not arise out of malice or criminal intent. Rather, behind most ethical lapses and abuses of power, you will find well-meaning people (very much like yourself), who are unaware of the impact of their power and/or do not think through the ethical ramifications of their choices.

In this session, Dr. Chow will lead the group through an activity designed to illustrate the prevalence of common decision-making biases that can lead to unethical behavior in organizations. She will then discuss the conditions under which these biases are more likely to occur, and provide guidance on how to “repair” the biases.

This session will help leaders to:

- Recognize common decision-making biases and their relationship to ethical leadership.
- Understand the conditions under which these biases occur, so that they can construct team cultures and/or develop organizational protocols that discourage the likelihood of their occurrence.

11:45–12:15 p.m  Group Photos

12:15–1:15 p.m.  Lunch *(Sky Room)*

1:15–2:30 p.m.

**Global and Virtual Team Leadership** *(Monongahela Room)*
Rahul Dogra, Vision to Market Ltd.

More companies are operating globally today than ever before. Teams that collaborate using a communications network are classified as a virtual team. A number of issues become predominant for the manager in this setting. These include: managing the “them” and “us” syndrome among dispersed team members; motivating an individual that operates remotely from other members; creating a sense of team unity and identity; and understanding the range of national cultures that shape local individual decision-making.
Many issues arise in a global environment when managers adopt a co-located methodology in a virtual environment. Participants will be shown strategies to adopt in order to overcome common issues. They will understand that an effective operation requires managers to focus their attention on building and maintaining team member relationships. Additional focus is required on managing the many communications tools available to ensure that the best tool is used for the particular task. By creating a collaborative environment, dispersed team members are encouraged to capture and share knowledge that aims at both the team and the organization’s institutional memory.

2:30–2:45 p.m. Break (Allegheny Room)

2:45 – 4:45 p.m.

**How to Present Like an Award-Winning Actor:** (Monongahela Room)

**Increase Your Presence and Influence**
Brent Darnell, Brent Darnell International

This course shows participants how their body, face, voice, movement and energy affect an audience. They will learn how to use these factors to create more effective, memorable presentations and also increase their effectiveness with one-on-one encounters. This presentation also examines the power of storytelling, the use of metaphors, the basics of rhetoric (creating powerful argumentation) and the use of status. This course goes far beyond learning to create inspiring speeches. It will give participants the tools to create a powerful presence so that they can have more influence on their projects and work environments.

[Dinner on your own]

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**Wednesday, 23 September 2020**

8–9:00 a.m. Continental Breakfast (Allegheny Room)  
(8:45 – 9:00 Introductions at your table, and reflection on yesterday.)

9–10:30 a.m.

**The Five Behaviors of a Cohesive Team** (Monongahela Room)
Jan Ferri-Reed, KEYGroup

Enlightened leaders know that team trust does not just happen. Trust, just like other team building blocks, needs to be defined, evaluated and addressed head-on by both the leader and team members over time. Employees want to trust their leader and their team members, but sometimes they question skills, capabilities, character, motives, and even shared results along the way.

In this session Dr. Jan Ferri-Reed, president of KEYGroup, will discuss a solution that helps to build trust and effective teams. Patrick Lencioni’s Five Behaviors of a Cohesive Team™ is an assessment-based learning experience that helps leaders and team members to call out, address and execute on the strengths and development opportunities specific to their unique team.

The session will help leaders to:

- Learn about the Five Behaviors model.
- Identify team members’ personalities and preferences.
- Gain techniques and tools to form a cohesive team.

10:30 - 10:45 a.m. Break (Allegheny Room)

10:45 – 11:30 Group Activity — Team Problem-Solving (Monongahela Room)

11:30 a.m.–11:45 a.m. Closing (Monongahela Room)