

Boston College Center for Work & Family
National Work & Family Roundtable Meeting
May 7-9, 2008; Chicago, IL
Sponsored by Abbott & Allstate Insurance Company

AGENDA

Meeting Location: Unless otherwise noted, all meeting sessions and activities will take place at the Wyndham Hotel, Lakeshore Ballroom East, 3rd Floor

Wednesday, May 7, 2008

- 10:30 – 12:00** *Roundtable Steering Committee Meeting*
Erie Room, 3rd Floor
- 12:15 – 12:30** *New Member and Guest Orientation*
An opportunity to meet with Center Staff and representatives from the Steering Committee to learn more about Roundtable traditions and what to expect over the next couple of days.
- 12:30 – 1:00** *Buffet Lunch*
- 1:00 – 1:30** *Welcome & Brief Center Updates*
- 1:30 – 2:30** *Two Minute Member Introductions*
- 2:30 – 5:15** *WORKSHOP SESSION:*
Work/Life Professionals as Organizational Change Agents
❖ **Prof. Brad Harrington**, *Executive Director and Research Professor,*
Boston College Center for Work & Family
As our recent studies (the *Work-Life Evolution Study* and *Overcoming the Flexibility Implementation Gap*) have reiterated, if you are in the work-life arena, you are in the cultural change business. But while most work-life professionals are highly skilled and knowledgeable, many are not adequately trained in how to be an effective change agent. This session will provide you with practical training on how to lead and facilitate change within your organization. The materials presented will draw heavily from Brad's MBA class, *Managing Organizational Change*, as well as his extensive consulting work over the past 25 years with many leading organizations.
- 3:30 – 3:45** *Refreshment Break*
- 5:30 – 8:00** *Cocktails & Dinner at the Wyndham*
St. Clair Room, 3rd Floor

6:45 – 7:30

HEALTH ACTIVITY:

Floor Barre® Instruction by Abbott at the Wyndham

Offered to Abbott employees, this unique exercise technique incorporates stretching and innovative dance movements with anatomical principals of alignment to correct muscle usage, strengthen joints, and connect mind and body. Please wear fitted exercise clothing to allow for a full range of motion. Towels to stretch on, granola bars, and water will be available.

8:00 – 8:30

Continental Breakfast

8:30 – 10:00

Standards of Excellence in Work-Life Integration – Report Back of Survey Results

❖ **Fred Van Deusen**, *Research Associate, Boston College Center for Work & Family*

One of the most effective instruments in recent years for measuring organization change in work-life has been the Center's Standards of Excellence in Work-Life Integration Index. We have recently enhanced the content of the Standards Index and will present information on the new data that we've received from members along with highlighting the history of the project and discussing how this tool can be used to measure change in your organization. For members who have completed the updated Standards Index, we will provide you with a customized report of how your organization compares to the new national benchmark.

10:00 – 10:15

Refreshment Break

10:15 – 12:15

MULTI-GENERATIONAL WORKFORCE SESSION:

Beyond the Hype - Research and Best Practice Solutions

The hype around four generations in the workforce continues but finding current empirical research results on this issue remains a challenge (and is lacking).

Determining how to motivate employees throughout their career lifecycle can be difficult. Kristin, Marcie, and Casey will highlight the work environment Millennials / Gen Y, Gen Xers, Baby Boomers, and Veterans are looking for and describe what drives their engagement at work. Working from this knowledge, we will then engage in an interactive dialogue to explore the common challenges we are facing regarding generational diversity and what solutions companies have created to encourage teamwork and productivity among all age groups.

❖ **Kristin McNally**, *Assistant Director, Work & Family Roundtable, Boston College Center for Work & Family*

❖ **Marcie Pitt-Catsouphes, Ph.D.**, *Associate Professor & Director, Boston College Center on Aging & Work / Workplace Flexibility*

❖ **Casey Carlson**, *Senior Manager, Next Generation Initiatives, National Human Resources, Deloitte LLP*

12:15 – 1:45

Boxed Lunch & Time to Walk Around Downtown

Our location off of Michigan Avenue is the perfect launching spot for great walking, shopping, and sight-seeing downtown. Feel free to find Kristin or another Chicagoan for some advice on how to spend your lunch break!

1:45 – 2:30

Midwest Member Panel on Health & Wellness

- ❖ Cindy Sutherland, *Director, Diversity & Inclusion, Abbott*
- ❖ Ned Kyle, *Director of Benefits, Allstate Insurance Company*

This session will also include a demonstration of "How to Relieve Stress at Your Desk" by Kelly Hartigan from Allstate.

2:30 – 5:15

GLOBAL WORK-LIFE SESSION:

Global Leadership Development

- ❖ **Prof. Paula Caligiuri, Ph.D.**, *Director, Center for Human Resource Strategy at Rutgers School of Management and Labor Relations*

Along with Prof. Steven Poelmans of IESE, Paula is a co-author of a new book which will be published in 2008 on cutting-edge work-life issues. Targeted at human resource directors who she has worked with extensively through her activities at Rutgers, Paula's work focuses on how organizations can develop global leaders (through expatriate and "flexpatriate" assignments) and the crucial role that work-life plays in their successful development.

3:30 – 3:45

Refreshment Break

Key Learnings from the Boston College Global Workforce Summit in China

- ❖ **Danielle Hartmann**, *Assistant Director, Global Workforce Roundtable*

While the Center's Global Workforce Roundtable is dedicated to exploring the issues and challenges of implementing Global Workforce Strategies, nearly all members of the National Roundtable are working in a global context and organization. Fresh from our highly successful Global Summit in Shanghai, Danielle will provide our National members with some key themes and messages from the Center's global research and initiatives.

A Corporate Member Panel will also provide depth on this topic:

- ❖ **Darlene MacKinnon**, *Director, Leadership Capabilities, Global Diversity & Inclusion, Dow Chemical Company* will share information about how the BC Standards of Excellence in Work-Life Integration helped drive their global work-life strategy.
- ❖ **Jeanne Stahl**, *Vice President, Global Diversity Innovation, Merck & Co., Inc.* will share details on Merck's Women's Global Constituency Group, including senior leadership engagement, the Global Constituency Model at Merck, and goals for constituency groups within the organization.

6:00 – 8:30

Chicago River Architectural Boat Cruise

Riverside Gardens Dock on Wacker (Walking Directions provided inside maroon folder)
Join us to experience a unique perspective of Chicago's famous architecture and dine with fellow Roundtable Members aboard a guided river tour. We will board the covered "Chicago Fair Lady" starting at 6:00 pm for a prompt 6:30 pm departure.
Bring your cameras!

8:00 – 8:30

Continental Breakfast

8:30 – 9:45

FELLOW UPDATE SESSION:

Flexibility Research

❖ **Shelley MacDermid, Ph.D.**, *Professor and Associate Dean, Director, Center for Families, Purdue University*

Flexibility in work schedules or locations is frequently promoted as the least costly and most effective way to make it easier for workers to succeed at home and at work. A corollary assumption is that flexibility brings control over work, but in practice this may not always be true. For example, workers in high-status occupations such as surgeons or judges may have considerable power and authority, but little ability to control their work schedules because of the demands of medical emergencies or full court dockets. This presentation explores flexibility AND control, looking at how they occur together AND separately. Another set of key questions concerns WHY flexibility makes a difference and for whom. For example, does flexibility have to be used to have a positive effect, or is simply having it available also useful?

9:45 – 10:00

Refreshment and Check-Out Break

10:00 – 11:15

Institute for Workplace Innovation at UK and CitiSales Research Results on Employee Engagement

❖ **Jennifer Swanberg, Ph.D.**, *Executive Director and Associate Professor, Institute for Workplace Innovation, University of Kentucky*

❖ **Jackie James, Ph.D.**, *Research Director, Boston College Center for Work & Family*

Jennifer, another Roundtable Academic Fellow, will share highlights of her new research center at the University of Kentucky, The Institute for Workplace Innovation (iWin), which is dedicated to conducting research on the complex intersections of the changing workforce, the changing economy and organizational effectiveness to improve workplace productivity, economic development and employee well-being.

Jennifer and Jackie will then share significant findings of the *CitiSales Study*, one of the first major research studies to focus on employee engagement among lower-wage, hourly, and older workers. The study finds the following six workplace dimensions to be critical components of employee engagement and customer satisfaction: Effective Supervisors, Job Fit & Adequate Resources, Opportunities for Career Development, Teamwork, Schedule Satisfaction, and Schedule Flexibility. Jackie will also share information that she has been researching on transformational leadership.

11:15 – 12:00

Open Circle Closing Session – Reflection on Meeting Learnings

A Roundtable tradition, we will reflect on the past two days, summarize themes and trends, and articulate our learnings and “what’s next” for ourselves, for the field, and for the Roundtable.

12:00 – 1:00

Box Lunches to Go