

# Virtual HR Innovation

Reimagining the Future of Human Resources in the Public Sector

Online | Wednesday, March 10<sup>th</sup>, 2021

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## Agenda Overview

The past year has redefined how we work in more ways than one. COVID-19 continues to change how we engage and collaborate; spurring the Public Sector to continue to rapidly adapt.

The Public Sector has already fundamentally shifted how it leverages technologies and how it responds to the changing expectations of its workforce. Often, HR teams are left trying to balance the immediate needs of their organizations, with innovating and developing responses to future needs. With the crisis-driven transition to remote work, the opportunity to leverage recent learnings and lay a more strategic foundation for future workplace models is ripe. How can HR lead the charge in making that vision a reality?

The Public Sector Network's **HR Innovation** Virtual Event will bring together public sector leaders to discuss the ways that Human Resource Departments can, and will, play a critical role in the future as the Public Sector grapples with exponential change.

## Who attends?

- Senior Executives from Local, State, Tribal & Federal Governments

### Chief/Director/Head of:

- CHRO
- Human Resources
- People
- Talent Management
- Workforce Planning
- Workplace Analytics

## Host Partner



## Speakers



**Alex Smith**  
CHRO,  
City of Memphis



**Daryl Conrad**  
Chief Recruitment Officer,  
City of Detroit



**Brendan Murphy**  
Chief of Administration,  
California Department of Human Resources



**Cecilia Loving**  
Chief of Diversity & Inclusion Officer,  
FDNY (New York City Fire Department)



**Adele Cook**  
Chief Learning Officer,  
Arizona Department of Economic Security



**Terrance Stroud**  
Deputy Commissioner for Training & Workforce Development,  
NYC DSS (Department of Social Services)



**Erica Ford**  
Senior Manager, People Advisory Services,  
EY



**Colleen McManus**  
Senior HR Consultant & Former-Chief Human Resources Officer,  
State of Arizona

## Reasons to Attend

Explore the future of learning and development specific to the Public Sector



Discuss how to better monitor and manage employee performance in a remote work environment



How to best leverage workforce analytics to make data-driven decisions



Create an inclusive workplace that taps into the power of diversity



Discuss the future of the workplace, workforce, and public sector workforce engagement



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12:00pm ET 9:00am PT	<b>Welcome from Public Sector Network</b>	1:05pm ET 10:05am PT	<b>Government Case Study: Improving Employee Engagement and Providing a Robust Employee Experience During a Crisis</b>  <b>Colleen McManus</b> , <i>Senior HR Consultant &amp; Former-Chief Human Resources Officer</i> , State of Arizona  What can a government agency do to maintain an already great culture, a positive employee experience and outstanding service delivery during a crisis? It can make all of it better! In this session, we will hear: <ul style="list-style-type: none"> <li>• How you can actually increase your employee engagement scores during a crisis</li> <li>• Learn how to not be reactive but proactive in your employee experience programs</li> <li>• Re-think the future of work</li> <li>• Re-consider employee experience</li> <li>• Adapt to your employees creating and adapting to a new future way of working</li> </ul>
12:05pm ET 9:05am PT	<b>Chair Opening: Exploring the Latest HR Trends &amp; Innovations</b>  <b>Erica Ford</b> , <i>Senior Manager, People Advisory Services, EY</i>	1:25pm ET 10:25am PT	<b>Break</b>
12:20pm ET 9:20am PT	<b>Government Keynote Session: Exploring the Results of the Largest Public-Sector Oracle Cloud Implementation</b>  <b>Alex Smith</b> , <i>CHRO, City of Memphis</i>  As many of us were grappling with the new realities imposed by COVID-19 in March 2020 – Memphis was positioned for success. Through collaboration and sustained leadership Memphis has been able to achieve the largest public-sector Oracle cloud implementation – allowing them to go largely paperless across HR functions. Join Alex Smith as she provides perspective on her experience in that process, and the outcomes that have allowed Memphis to pursue broader strategic opportunities, even during a time of pandemic.	1:30pm ET 10:30am PT	<b>Panel Session: Developing a Culture of Intersectional Inclusion in the Public Sector</b> <b>Panelists:</b> <b>Cecilia Loving</b> , <i>Chief of Diversity &amp; Inclusion Officer, FDNY (New York City Fire Department)</i> <b>Adele Cook</b> , <i>Chief Learning Officer, Arizona Department of Economic Security</i> <b>Terrance Stroud</b> , <i>Deputy Commissioner for Training &amp; Workforce Development, NYC DSS (Department of Social Services)</i>  <b>Moderator: Erica Ford</b> , <i>Senior Manager, People Advisory Services, EY</i>  This past season – the NFL released a campaign proclaiming that “It takes all of us”; with the goal of bringing attention to social injustice. With that in-mind, and with a new world of work opening to us, there is no better time to explore how to build a truly intersectional and inclusion-based culture. Leveraging the knowledge, the understanding, the perspective, and vision of each employee to not only show that they belong, but their contributions are valued and provided tangible benefit not only to the organization, but to society. <ul style="list-style-type: none"> <li>• Discuss how to bring about a truly inclusive organization</li> <li>• What unexpected challenges and pitfalls have you faced in that endeavor?</li> <li>• How has COVID-19 and remote work impacted that goal?</li> </ul>
12:35pm ET 9:35am PT	<b>Government Case Study: Chronicling the Journey: Applying Lessons Learned from Emergency Management to Human Resources</b>  <b>Brendan Murphy</b> , <i>Chief of Administration, California Department of Human Resources</i>  2020 was unprecedented in more ways than one. As public sector leaders galvanized themselves to address a challenge not seen in generations; not only did it require all hands-on deck, but for leaders to pull out every skill they’d learned during their careers. Brendan Murphy is one of those leaders. He was able to take skills learned during his time at the California Governor’s Office of Emergency Services and leverage those skills and lessons learned as he approached his new role at CalHR; in the midst of the worst global pandemic in a century. Join Brendan for an exploration of his background in emergency services and how it’s informed his new role at CalHR.	2:00pm ET 11:00am PT	<b>Closing remarks from the Chair</b>  <b>Erica Ford</b> , <i>Senior Manager, People Advisory Services, EY</i>
12:50pm ET 9:50am PT	<b>Government Case Study: Recruiting the Best &amp; the Brightest: Making the Public Sector the Place to Be</b>  <b>Daryl Conrad</b> , <i>Chief Recruitment Officer, City of Detroit</i>  For the last 30-years – American society has been focused on high-technology, finance, and internet start-ups; and the direction that our best and brightest take when graduating from college supports that. But how can we make public service attractive to those recent graduates? How are we leveraging the strengths and opportunities available to ensure that the best America has to offer are dedicated to public service?	2:10pm ET 11:10am PT	<b>Virtual event adjourns</b>