

Virtual The Future of Learning & Development

Developing Workforce Capabilities in the "Next Normal"

Online | Wednesday, November 17th, 2021 | 12pm ET

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Agenda Overview

Over nearly two years we have been involved in the largest remote work experiment in human history. While largely a success, one of the ongoing challenges faced by leaders across the public sector is designing coherent and comprehensive Learning & Development programs for the "Next Normal".

Quickly evolving environments, a diverse, multi-generational workforce, and the digitization of information and services have placed a tremendous emphasis on reskilling and upskilling your team. Robust, individualized, and team-oriented learning programs are essential to developing workforce capabilities, improving the leadership pipeline, and enhancing employee engagement.

To enhance the capabilities of its workforce and create a culture of continuous learning, Learning and Development Leaders must remain committed to developing strategic and proactive learning platforms & cutting-edge learning opportunities for their employees.

Public Sector Network's **The Future of Learning and Development** virtual event will explore how leaders are creating L&D strategies that align with their organization's mission and ensuring they are well equipped for the future. Join leaders from around the country as they tackle common challenges and hear from experts and forward-thinking organizations as they share insights and best practices to learning and development.

Speakers



Terrance Stroud
Deputy Commissioner, Office of Training & Workforce Development,
NYC Department of Social Services (NY)



Adele Cook
Chief Learning Officer,
Arizona Department of Economic Security



Lawrese Brown
CEO & Founder,
C-Track Training



Ciara Taylor
Talent Management Learning Supervisor,
City of Memphis (TN)



Cheryl Williams
Senior Executive Director,
NYC Department of Education



Michelle Powell
Employee Development Analyst, Employee Learning Center, Office of Talent Management,
City of Memphis (TN)



Joe Carella
Assistant Dean, Eller Executive Education,
University of Arizona



Bryna Dash
Vice President of Sales,
Blackboard



Steven Ostler
Senior Director of Product Marketing,
Blackboard

Reasons to Attend

Explore unique case studies and perspectives regarding L&D in the Next Normal



Learn about emerging technologies to help realize your L&D strategy



Furthering organizational goals through strategic and proactive Learning & Development programs



Who attends?

Departments:

- Human Resources
- Administration
- Transportation
- Finance/Treasury
- Healthcare
- Social Services
- IT & IS
- Education
- Defense
- Office of Personnel Management
- Labor

Commissioners/Chiefs/Deputy Chiefs/Directors/Managers:

- Human Resources
- Human Capital
- Training & Development
- Learning
- Diversity, Equity & Inclusion (DEI)
- HR Administration

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12:00pm ET	Welcome from Public Sector Network
12:05pm ET	Chair Opening: Redefining the Approach to L&D in a Hybridized World Lawrese Brown, CEO & Founder, C-Track Workplace Education
12:20pm ET	Government Keynote Session: The Impact of Society on Learning & Development Cheryl Williams, Senior Executive Director, NYC Department of Education
12:40pm ET	Government Case Study: Guiding your L&D Strategy in the “Next Normal” Adele Cook, Chief Learning Officer, Arizona Department of Economic Security
12:55pm ET	Partner Session: 10 Tips for Inclusive Learning Bryna Dash, Vice President of Sales, Blackboard Steven Ostler, Senior Director of Product Marketing, Blackboard
1:10pm ET	Government Case Study: When Classroom Training Isn’t Enough: Exploring Memphis’ Purpose-Built Escape Room & Virtual Training Seminars Ciara Taylor, Talent Management Learning Supervisor, City of Memphis (TN) Michelle Powell, Employee Development Analyst, Employee Learning Center, Office of Talent Management, City of Memphis (TN)
1:40pm ET	Academic Case Study: Neuroscience of Leadership Joe Carella, Assisantt Dean, Eller Executive Education, University of Arizona
1:55pm ET	Break

2:00pm ET	Panel Session: Reassessing Learning & Development Strategies in Times of Disruption Moderator: Lawrese Brown, CEO & Founder, C-Track Workplace Education Terrance Stroud, Deputy Commissioner, Office of Training & Workforce Development, NYC Department of Social Services (NY) Ciara Taylor, Talent Management Learning Supervisor, City of Memphis (TN) Adele Cook, Chief Learning Officer, Arizona Department of Economic Security <ul style="list-style-type: none"> • How do you best support your people to learn and to take your organization forward? • How is the role of the learning leader changing? • How do we meet the evolving L&D needs of a diverse workforce? • How do we ensure that the training needs of employees are met in a remote/hybrid environment?
2:30pm ET	Closing remarks from the Chair
2:35pm ET	Virtual event adjourns

Partners

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