



IDC HUMAN RESOURCES FORUM

Strategies & Technologies to Acquire, Retain and Engage Talent

MARCH 27, 2007 • PARK HYATT CHICAGO • CHICAGO, IL

Featured Keynote Speaker:

Steve Arneson, Senior Vice President,
Leadership Development and Executive
Talent Management, Capital One



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SPECIAL FORUM FEATURES:

- > **Action-oriented sessions exploring:** The War for Talent; The Five Most Critical Practices of Career Development; Getting through the Immigration Maze to Secure the Best and Brightest; Integrating Performance and Development; and The Ultimate Competitive Workforce; to name a few
- > **Executive Panel Discussions** on the 360-Degree View of Talent Management and The Critical Role of Retention and Engagement in Today's Marketplace
- > **Private one-to-one analyst meetings** providing insight and expert guidance around your human resources and talent management strategies

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As the economy shows solid growth, the war for talent is heating up, with less viable candidates available to fill key positions and fewer skilled, knowledgeable workers entering the job market to replace retirees. In a recent IDC survey, A resounding 69.1% of respondents reported noticeable candidate shortages in 2005. On average, 47.5% reported that the IT function was the area for which they are seeing the greatest shortage of candidates followed by finance, and middle and executive management.

Companies will need to explore all of their options, including implementing advanced

technologies to empower workforce optimization, creating attractive, flexible retention programs for the mobile and/or virtual workforce, and outsourcing services strategically to effectively meet the needs for workers in the coming years.

The IDC Human Resources Forum, brings together senior HR and IT executives to learn the latest strategies for talent management in a competitive marketplace. In action-oriented sessions, attendees will learn first hand from IDC analysts, peers, and industry experts about best practices for attracting and retaining the right workers as well as the latest services and technologies available to identify, secure and retain the best talent. The program agenda includes dedicated breakout sessions covering talent management strategies and case studies from various industries.

Who Should Attend?

- > Chief People Officers
- > CIO's
- > CTO's
- > Chief HRIS Officers
- > Vice Presidents and Directors of:
 - Employee Relations
 - HR
 - Human Capital Management
 - IT and Technology
 - HR Systems
 - Recruitment
 - Global Talent Technology
 - Talent Acquisition
 - Talent Hiring and Resourcing
 - Talent Management
 - Training

Key questions to be answered:

- > How does superior talent impact corporate success? Are the strategies and processes being implemented at your company attracting and retaining the best talent?
- > What challenges are being posed by a multi-generational workforce?
- > Is the war for talent heating up and what are the strategic and tactical methods you should take?
- > Employment Branding: How is your company being perceived internally as well as by high level job seekers?
- > Which industries are worker shortages being felt most and are at the greatest risk?
- > What metrics should organizations be using to measure their talent and its impact on human capital growth?

Corporations are facing an unprecedented labor crisis while at the same time their HR departments are dealing with threats to their very jobs from recent trends in outsourcing and offshoring. The upcoming Baby Boomer retirement phenomenon and the globalization of labor markets present HR leadership with the paradox - "Flourish or Perish!"

Dan L. Hilbert, Managing Director, Staffing, Workforce Planning
and College Intern Program, **Valero Energy Corporation** (FORUM SPEAKER)

March 27, 2007

8:00 am – 9:00 am

Registration, Tabletop Exhibit Viewing, and Continental Breakfast

9:00 am – 9:30 am

WELCOME AND INTRODUCTION:

The War for Talent: Setting the Context

Lisa Rowan, Program Manager, HR and Talent Management Services, **IDC**

Let there be no doubt — the war for talent has begun. Recent IDC research indicates that recruiters are already seeing greater shortages of candidates across many job titles. But where are worker shortages being felt most and which industries are at the greatest risk in coming years? IDC believes that putting effective talent strategies in place will better arm employers to do battle. Ms. Rowan will answer the questions posed and discuss the challenges that employers will face and offer suggestions on how smart organizations can address the coming talent gap.

9:30 am – 10:15 am

PANEL DISCUSSION:

360-Degree View of Talent Management

Linda Miller, Senior Vice President, Marketing and Communications, **Ultimate Software** (Moderator)

Bill Doucette, Vice President of Human Resources, **NES Rentals Holdings, Inc.**

Susan C. Hastings, Partner and Labor and Employment Practice Group Leader, **Squire, Sanders & Dempsey, LLP**

Judy Herbst, Senior Vice President of Human Capital, **General Growth Properties**

Janet Snow-Godfrey, Executive Vice President, Human Resources, **Culligan International**

Patrick Sterling, Director of Risk and People Administration, **Texas Roadhouse Holdings LLC**

Panel members from diverse professional backgrounds will discuss the challenges, solutions, and best practices in talent management. They'll share their views on the pitfalls to avoid and positive approaches that work as HR executives manage their companies' most valuable asset — their people — in ways that contribute to business success. They'll also exchange opinions on the future issues they expect to see in talent management and how best to prepare for them now.

10:15 am – 10:45 am

Networking Break, Tabletop Exhibit Viewing and One-to-One Analyst Meetings

10:45 am – 11:30 am

KEYNOTE PRESENTATION:

The Five Most Critical Practices of Career Development

Steve Arneson, Senior Vice President, Leadership Development and Executive Talent Management, **Capital One**

Talent Management can be defined as the entire lifecycle of an employee within an organization. Starting with sourcing, recruiting and hiring; to training development and moving people within the organization; followed by performance management, coaching and transitioning. This session will discuss how talent management is no longer just a human resource issue - it is vitally important to the function and success of the organization as a whole.

Session will cover:

- Talent planning and assessment
- Career development and leadership
- Succession management programs
- Performance management strategies

TAKE ADVANTAGE OF THE ONE-TO-ONE OPPORTUNITY ONSITE:

Attendees have the opportunity to sign up for complimentary one-to-one meetings with select analysts at event registration. This will enable you to gain strategic advice on your company's human resources and talent management initiatives from a senior IDC analyst. Arrive early since meetings are scheduled on a first-come, first-served basis. Some of the analysts who will be available for meetings are:

Cushing Anderson, Program Director, IT Learning Services, **IDC**

Peter McStravick, Senior Research Analyst, Learning Services Group, **IDC**

Lisa Rowan, Program Director, HR and Talent Management Services, **IDC**

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11:30 am – 12:15 pm

Talent Management: Integrating Performance and Development

With lower unemployment and baby boomers beginning to exit the workforce, responding to these trends by building an effective talent management strategy to retain and build upon your intellectual capital will be a key differentiator between your organization and your competition. Enterprises will need to expand their offerings and explore all of the options to empower their workforce optimization. However, communicating the value of integrated talent management systems and processes is not easy. Since funding for HR and learning technology investments are heavily examined in most organizations, senior HR and learning leaders need to collaborate with key stakeholders in the organization to develop clear business cases that demonstrate the business value of technology investments. This session will discuss strategies and best practices currently being implemented to sell the value of integrated development and performance and to develop phased plans for rolling out new talent management systems and processes.

Questions to be answered:

- What are real-world best practices for implementing performance management and goal management technology?
- How do you look beyond basic metrics and become more business oriented?
- What does integrated development and performance look like? How do companies get from concept to reality?
- How should we phase our approach to implementing talent management technologies?

12:15 pm – 1:30 pm

Lunch Roundtable Discussions and One-to-One Analyst Meetings

During lunch, the roundtable discussions will provide attendees the opportunity to interact with peers, speakers and subject matter experts on key topics in an interactive format – with the discussion led by an industry expert. Attendee participation is strongly encouraged. Sign up sheets will be available at registration on a first-come, first-served basis so please arrive early.

Visit www.idc.com/hrmidwest07 for roundtable topics and facilitator updates.

1:30 pm – 2:15 pm

CONCURRENT SESSIONS

Group 1: HR Outsourcing: Navigating the Changing Landscape

Most companies today, even midsized firms, are launching operations outside of their headquarter countries. The desire to have commonality and consistency across the organization is increasing in importance and whereas employers once merely took for granted the differences in HR systems or in execution depending on the country, there is now a desire to bring it all together. To have the pulse on a global workforce, it has become more important for employers to have visibility into key HR metrics, and this is very difficult without a common data model and standardized processes. This session will discuss the current state of the HRO market and what processes are right for your company. Hear what has worked and what hasn't. Learn the steps to take and methods and tactics to use for integrating the right outsourcing technologies needed to stay ahead in the impending race for talent.

Group 2: Going Global: Getting through the Immigration Maze to Secure the Best and Brightest

Eleanor Pelta, Managing Director, Morgan Lewis Resources, Morgan, Lewis & Bockius, LLP

Knowing how to navigate the immigration law maze is a growing necessity for many corporations that want to stay globally competitive. Yet today's immigration requirements are daunting. This interactive session will walk you through basic questions, frequently used terminology, and complicated scenarios.

Questions to be addressed:

- How do I help my employees maintain lawful status?
- What is the impact of a failure to do so, and how can those situations be remedied?
- What are my candidate's chances to obtain an H-1B?
- Can this foreign student train with our company?
- How does someone qualify for a TN?

We will also review issues of permanent residence, both family- and employment-based. Once you uncover the issue, we will discuss how to comply with some of the most challenging requirements for I-9's and H-1B's. Finally, we will discuss how all of these topics have been influenced by the changes in legislation and perspective since September 11, 2001.

2:15 pm – 3:00 pm

The Key to Retaining Talent - Employee Engagement

Susan Conlan, Director, Alternative Investments, Credit Suisse

For the first time in history, there are four generations in the workforce at the same time. This brings with it both joys and challenges. The joy comes from the fact that there's an opportunity for more mature workers to mentor younger ones. The challenge is that the different generation's career needs and view of work are diametrically opposed. Employers need first to be aware and then put steps in place to retain aging workers while also offering an environment that is attractive to today's new generation. This interactive session will take a dynamic and comprehensive look at groundbreaking strategies on how to manage the age gap and retain talent through employee engagement.

3:00 pm – 3:30 pm

Networking Break, Tabletop Exhibit Viewing and One-to-One Analyst Meetings

3:30 pm – 4:15 pm

PANEL DISCUSSION:

Keeping the Keepers: The Critical Role of Retention and Engagement in Today's Marketplace

Steven W. Garrett, Senior Consultant, Career Systems International (Moderator)

Colette Huzinec, Manager Learning and Development, Smith Bucklin Corporation

Robert J. Powell, VP, HR Operations and Workforce Planning, Archer Daniels Midland Company

Rita Wyrostek, Senior Organizational Development Consultant, Zurich American Insurance Group

What keeps talent? Why do some organizations retain their top performers while others drive them away? In the globally competitive marketplaces in which today's organizations must continually fight for their very survival, stopping the talent drain - and nurturing the loyalty and performance of talented employees - is a crucial, line-level challenge. In this session, you will learn the practical, hand-on strategies that can measurably move the needle on employee loyalty and retention. You will find out why a growing body of research indicates that convincing line managers to take responsibility for these strategies is key.

4:15 pm – 5:00 pm

Case Study: The Ultimate Competitive Workforce-Strategic, Futuristic and Tactical, Built with Next Generation Predictive Modeling Systems

Dan L. Hilbert, Managing Director, Staffing, Workforce Planning and College Intern Program, Valero Energy Corporation

This session will provide the details of how the predictive workforce modeling system is revolutionizing the strategic workforce planning industry. This new disruptive technology can rapidly change your workforce planning and HR department from a backend administrative function into a highly valued, strategic partner developing a new generation of industry leading, workforce business solutions.

What You Will Learn:

- How to use predictive workforce modeling to design and implement leading-edge workforce planning, staffing, succession planning and training systems
- A no-fluff, reality-based solution to rapidly reposition your HR department as vital and strategic to executive management
- How to make executive business decisions based on future data
- Instead of recent trends in outsourcing, offshoring and the new low-cost global labor pools threatening your jobs, you will be able to use these trends as competitive advantages for you and your company.
- How to protect and optimize existing intellectual capital

5:00 pm

Forum Conclusions and Closing Remarks

Lisa Rowan, Program Director, HR and Talent Management Services, IDC

Special Offer

Register by February 21st and receive the complimentary IDC research report *2006 Talent Management Survey: Candidate Shortages Still Present.*

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Registration Information

REGISTRATION RATES:

Early-Bird Registration Rate:

Sign up by February 27, 2007 and save \$400!

\$495

Standard Registration Rate: After February 27, 2007

\$895

Group Discount

A \$100 discount per person is available for groups of three or more people from the same company registering together. We ask that all forms be submitted together and paid in full at time of registration.

Two Easy Ways to Register:

1. Online:

Visit www.idc.com/hrmidwest07

2. By phone:

Call 800-605-5849 or 978-597-0133.

Payment

Registrations must be accompanied by full payment. You may pay by credit card (American Express, Visa, or MasterCard) or check, payable to IDC US Conference Group.

What Your Registration Includes

- Admission to sessions
- Continental breakfast, lunch, and coffee breaks
- Access to presentations online*

**Printed proceedings will not be available at the Forum. One to three days after the Forum, presentations submitted to IDC will be available for attendees via www.idc.com (presentations are posted as soon as they are received).*

- IDC reserves the right to alter this program without notification.

Venue

Park Hyatt Chicago

on Water Tower Square

800 N. Michigan Avenue, Chicago, IL 60611

312.335.1234 or 800.778.7477

Hotel Reservations

For your convenience, we have reserved a limited number of rooms at the Park Hyatt Chicago on Water Tower Square. Special rates of \$265/King and \$305/Double will be offered until February 26, 2007. To receive this rate, please call 312.335.1234 or 800.778.7477 and identify yourself as an attendee of the IDC Human Resources Forum.

Cancellation Policy

Substitutions may be made at any time by faxing a written request to 978-597-2395. Cancellations communicated to IDC by March 13, 2007 are subject to a \$150 processing fee. Registrants who either cancel after March 13, 2007, or do not attend the conference are liable for the full registration fee.

Special Needs

IDC fully supports the Americans with Disabilities Act. If you require special assistance of any kind, please call us at 800-605-5849 or 978-597-0133.

SPONSORSHIP OPPORTUNITIES AVAILABLE

CONTACT PAM LEVINE AT 508-935-4165 OR
PLEVINE@IDC.COM FOR MORE INFORMATION.

Register online www.idc.com/hrmidwest07

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THE MCGRAW-HILL COMPANIES
ULTIMATE SOFTWARE
USALLIANCE CREDIT UNION
VERTITUDE
WEBSTER BANK

SAVE THE DATE

The 2nd annual **IDC Human Resources Forum East** is scheduled on September 17, 2007 at the Millennium Broadway Hotel in New York, NY. Details can be found at www.idc.com/hreast07. If you have questions about the New York Forum, please call 800-605-5849.

ABOUT IDC

IDC is the premier global market intelligence and advisory firm in the information technology and telecommunications industries. We analyze and predict technology trends so that our clients can make strategic, fact based decisions on IT business strategy. IDC Forums are designed to provide the latest news, research, and benchmarking case studies on relevant and highly-focused topics, offering enterprise decision makers insight into how they can strategically use technology to gain competitive advantage. Case study presentations are featured at each conference providing the highest quality program content. IDC Forums offer important opportunities for attendees to network with peers and to discuss the challenges and solutions faced in the real-world.

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To register online:
www.idc.com/hrmidwest07

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