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**RAVE REVIEW from a Past Conference Attendee:**

*"It was an outstanding conference. I came away with great ideas on how to improve my agency recruiting strategies. I will attend again. Keep up the good work."*

M. Redding, HR Specialist

**U.S. Patent and Trademark Office**

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**KEY TAKE AWAYS:**

Strategic human capital management impacts your organization's effectiveness dramatically. Attend this conference to discover the latest actionable tools and successful strategies to help you leverage the power of your people to achieve a high-performing workforce, including:

- **Implementing** a strategic human capital approach to maximize government performance and assure accountability
- **Meeting** current and emerging human capital challenges to drive organizational transformation
- **Learning** new strategies to expand your succession planning toolbox
- **Addressing** the challenges of managing a large, retirement-eligible workforce and planning for the changes ahead
- **Developing** a high-performing workforce by utilizing strategic planning to recruit, retrain and reward employees
- **Transforming** Human Resources (HR) into a strategic partner by aligning your HR strategy with your agency's overall business strategy
- **Integrating** human capital planning with your agency's mission, vision, core values, program goals and objectives

**SPEAKING ORGANIZATIONS:**

Hear from these leading agency representatives and experts how to transform human capital planning by aligning your programs with your organization's mission & goals to drive performance and maximize results, with practical lessons learned from:

**U.S. Office of Personnel Management**

**U.S. Government Accountability Office**

**Connecticut Department of Children and Families**

**U.S. Department of Veterans Affairs**

**Federal Housing Finance Agency**

**U.S. Air Force**

**Schaefer Center for Public Policy,  
University of Baltimore**

**U.S. Department of Homeland Security**

**Commonwealth of Kentucky**

**Federal Aviation Administration,**

- **Creating** an organizational culture that promotes high performance and accountability and empowers your employees to accomplish programmatic goals
- **Reforming** your performance management system to incorporate performance-based approaches to pay
- **Incorporating** workforce planning into your strategic planning and budgeting processes
- **Strengthening** your training and development efforts to both assess and build skill and competency
- **Developing** an appraisal system that aligns employee performance to your agency's mission
- **Getting** the right people, with the right skills, in the right place, at the right time

**U.S. Department of Transportation  
Partnership for Public Service**

**U.S. Social Security Administration**

**Watson Wyatt Worldwide**

**Mercer**

**Q.E.D. Consulting, LLC**

**Capgemini Government Solutions, LLC**

**Supporting Organizations:**

Presented by:



**Your Government Training  
Partner Since 1997**



**HRA-NCA**

Human Resource Association  
of the National Capital Area



**WHY IS THIS EVENT ONE YOU CAN'T MISS?**

Several agencies are making dramatic strides in developing approaches and systems that work for them in their human capital and human resource efforts. The periodic sharing of these experiences and "best practices" is an important element of this government evolution. That is why this forum, presented by the Advanced Learning Institute, is such a valuable opportunity to hear perspectives and share experiences of other professionals engaged in the "journey."

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**or register online at [www.aliconferences.com](http://www.aliconferences.com)**

**MAXIMIZE YOUR TRAINING: Choose from 4 workshops for ultimate value & learning!**

Sign up for your choice of these highly-interactive workshops:

- **PRE-Conference Morning Workshop A –**

**Monday, March 9, 2009: 9:00am – 12:00pm:**

Human Capital Management 101: A Step-By-Step Process For Developing And Implementing Strategic Human Capital Plans To Drive Organizational Improvements

- **PRE-Conference Afternoon Workshop B –**

**Monday, March 9, 2009: 1:30pm – 4:30pm:**

How To Develop, Use, And Communicate Human Capital Metrics: Using Dashboards To Create An Efficient And Effective System That Adds Value To Your Organization

• **POST-Conference Morning Workshop C –**

**Thursday, March 12, 2009: 8:30am – 11:30am:**

Building An Effective Onboarding System To Maximize Employee Engagement And Productivity

• **POST-Conference Afternoon Workshop D –**

**Thursday, March 12, 2009: 1:00pm – 4:00pm:**

How To Align Your Human Capital Management Practices With Your Organization's Overall Business Strategy

## **WHO WILL ATTEND:**

This conference has been researched with and designed for **FEDERAL, STATE & LOCAL Government Executives, Managers, Directors, Analysts, Leaders, Officers, Administrators, Specialists, Advisors, Coordinators, Staff & Consultants** involved in:

- **Human Capital**
- **Strategic Sourcing**
- **Human Resources**
- **Recruiting**
- **Workforce Planning & Development**
- **Staffing**
- **Training & Development**
- **Employee Services**
- **Diversity**
- **Personnel**
- **Policy & Programs**
- **Succession Planning**
- **Talent Management & Acquisition**
- **Manpower**
- **Employee Performance**
- **Knowledge Management**
- **Organizational Development**
- **Strategic Planning**
- **Change Management**
- **Communications**
- **Benefits & Compensation**
- **Information Systems**

## **BENEFITS OF ATTENDING THIS CRITICAL CONFERENCE:**

This conference is a must-attend event for all those who are serious about using strategic human capital management to achieve a high-performing workforce and maximize results. You will benefit from:

1. **17 innovative speakers** at your disposal to share their strategies and experiences in human capital management fundamentals that are already proven to work
2. **Over 24 hours of intense, interactive learning** - we guarantee you will recoup your money spent by implementing just a few of the strategies shared during the conference
3. **The opportunity to customize your learning** by participating in the unique and interactive workshop sessions that will enable you to practice and apply your skills in peer groups -- you will walk away with strategies and tactics that you can begin to implement in your own organization
4. **An abundance of networking opportunities** - be sure to bring plenty of business cards to exchange with your fellow attendees
5. **Participating in instructional sessions** that will share real-world examples, tactics and lessons learned from leading human capital management for government initiatives that will ground you in advancing your own strategy
6. **A comprehensive overview of strategic human capital management strategies** from leading practitioners like the **U.S. Department of Homeland Security, U.S. Government Accountability Office, Commonwealth of Kentucky, Federal Aviation Administration,** and many more
7. **Optional networking lunches** that give you the opportunity to brainstorm and benchmark solutions with your fellow attendees
8. **Acquiring new knowledge** to lead your organization through the imperative, yet sometimes extremely difficult responsibility of ensuring that your organization's strategic human capital plans stay on track

9. **The opportunity to learn** how to transform human capital planning by aligning your programs with your organization's mission and goals to drive performance and maximize results, in a hands-on environment
10. **A complimentary packet of research materials** that will serve as a helpful resource long after you have attended this conference
11. **A Certificate of Completion**, which documents your training achievement and commitment to continuing professional development

## A LETTER FROM THE CONFERENCE CHAIRPERSON...



**Dear Federal, State and Local Government Human Resources Professionals,**

There is a clear trend in the government toward the strategic management of human capital (HC). President Bush's management agenda highlights this intent in one of its key goals. The Chief Human Capital Officers (CHCO) Act of 2002 establishes the role of a senior officer reporting directly to agency leadership. And the U.S. Office of Personnel Management's (OPM) Human Capital Assessment and Accountability Framework (HCAAF) sets comprehensive standards, now codified in regulation.

So the formal elements of strategic HC management are in place, providing official sponsorship for organizational change across government. But how are these new authorities being implemented? What barriers have agencies encountered? And what lessons have they learned in overcoming them? These are the areas of inquiry for the ***Strategic Human Capital Management for Government Conference***.

### HOW WILL THIS CONFERENCE HELP YOU & YOUR ORGANIZATION?

Specifically, this conference will teach you standards for and help you navigate through challenges in:

- Aligning agency HC strategies with organizational missions, goals and objectives; and integrating them into agency budgets and plans
- Closing skill gaps in mission-critical occupations
- Ensuring continuity of leadership through effective recruitment, development, and succession planning
- Sustaining a culture that cultivates and develops a high performing workforce
- Developing and implementing a knowledge management strategy supported by appropriate investments in training and technology
- Holding managers and human resource officers accountable for efficient and effective HC management

During this conference, you will hear first-hand accounts from government practitioners on their efforts to move toward the strategic management of human capital. Please join me and others at this timely knowledge-sharing forum. [Register today online](#) or call our conference hotline at (888) 362-7400 or (773) 695-9400 to attend A.L.I.'s conference on "Strategic HUMAN CAPITAL MANAGEMENT for Government: How To Transform Human Capital Planning By Aligning Your Programs With Your Organization's Mission & Goals To Drive Performance & Maximize Results," this March in Washington, DC, to hear from human resource professionals who are succeeding in their human capital, workforce and succession planning efforts.

I look forward to a dynamic and worthwhile conference and hope to see you there this March.

Sincerely,

A handwritten signature in black ink, appearing to read 'Anita M. Smith'.

Christopher N. Sonnesyn, Senior Consultant  
**WATSON WYATT WORLDWIDE**  
Conference Chairperson

**P.S. Make your investment pay off even more by bringing a team!**  
**Register 3 people and get the 4<sup>th</sup> for FREE! Go to [www.aliconferences.com/](http://www.aliconferences.com/) or call (888) 362-7400.**

## **RAVE REVIEWS FROM PAST GOVERNMENT CONFERENCE ATTENDEES:**

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*"This was the best conference hands down. The overall quality, control/flow of subjects and coordination of events and activities was superlative!"*

C. Pugh, HR Specialist

**National Institutes of Health, Office of Human Resources**

*"Program was excellent and met my expectations. This is the 1<sup>st</sup> conference I've attended which spoke to government hiring and the challenges therein. Good staff and good pool of interesting participants. I look forward to future conferences."*

B. Brooks, Administration Division Manager, Public Works Department

**City of Tacoma, Washington**

*"I hadn't heard of the Advanced Learning Institute before and it really was a pleasant surprise to be thoroughly engaged with each and every presentation. Each presenter added something to the conference. Great job!"*

S. Dobberowsky, Program Manager for Administration

**U.S. Department of Commerce, Bureau of Economic Analysis**

*"This is one of the best conferences that I've been to. The speakers and topics were well chosen."*

S. Harvey, Training Officer

**California Public Utilities Commission**

*"The conference facilitator and staff were committed to finding out our needs and meeting them successfully. I highly recommend others with HR issues attend."*

L. Ellis, Management Analyst

**National Science Foundation**

*"The conference provided an excellent source of information and networking opportunities. There was a good mix of relevant topics!"*

A. Franklin, Chief, Division of Strategic Development

**Maryland Aviation Administration, Maryland Department of Transportation**

*"The quality of the presentations was excellent. I really appreciated the level of the presenters and the diversity. There were real take-aways. I would highly recommend this or other Advanced Learning Institute conferences to coworkers."*

K. Buehler, Recruitment Manager

**U.S. Army**

*"This is an excellent forum of recruitment strategies on the bleeding edge of public service."*

S. Williams, Recruitment & Retention Manager

**Washington State Department of Revenue**

*"The conference was really informative and well structured."*

J. Morris, HR Recruitment Specialist

**U.S. Department of Agriculture**

*"The conference contained very pertinent information for what is happening in my organization. Each speaker had good information to share and I didn't feel any redundancy."*

D. Rose, Branch Chief, Program Integrity

**California Department of Social Services**

## **PRE-CONFERENCE WORKSHOPS: Monday, March 9, 2009**

Jump-start your conference experience by attending these interactive workshops. These information-packed sessions are a great opportunity to network with fellow attendees while taking a hands-on, common-sense approach to mastering the various aspects of human capital management that will enhance your understanding of the informative, case study presentations throughout the entire conference.

### **Choose A or B or BOTH for Maximum Value and Learning**

**9:00 a.m. to 12:00 p.m.**

#### **MORNING PRE-CONFERENCE WORKSHOP A**

Registration and continental breakfast will begin at 8:30 a.m. for the morning workshop attendees.

#### **Human Capital Management 101: A Step-By-Step Process For Developing And Implementing Strategic Human Capital Plans To Drive Organizational Improvements**

This workshop will provide you with an overview of an investment model for human capital planning that has been used successfully by many federal organizations. You will hear about valuable lessons learned from organizations that have successfully used human capital planning to drive organizational improvements.

In this session, you will perform the key steps necessary for creating your own sound human capital plan. Specifically, you will leave this workshop with tips and techniques for:

- Developing future scenarios impacting your agency workforce
- Establishing workforce planning parameters for your agency
- Determining future requirements for your agency
- Conducting an alternatives analysis to determine which alternatives will have the greatest impact on organizational performance
- Prioritizing investments to be made in your agency's workforce

**WORKSHOP LEADERS: Cathy Kern, M.P.A., is a Senior Consultant at Q.E.D. Consulting, LLC.** She has over 20 years of experience in human capital management, performance management, strategic planning, and leading successful organizational transformation efforts geared at a results-driven focus. Her recent efforts have focused on guiding the development and implementation of human capital plans and initiatives for government organizations and providing a wide-array of management consulting services to federal agencies and non-profit organizations. Cathy has over 25 years of federal government experience and brings that expertise with her as she works with clients such as the Federal Aviation Administration, the Office of Personnel Management, the U.S. Patent and Trademark Office, and the American Lung Association.

**Donald Smith, Ph.D., is also a Senior Consultant at Q.E.D. Consulting, LLC.** He has more than 20 years of experience conducting, managing and evaluating projects focused on improving the effectiveness of individuals and organizations. His areas of expertise include workforce planning, competency assessment, program evaluation, management and leadership development, instructional design and development, and business process reengineering. Most recently he has worked closely with clients including the Federal Aviation Administration, the Office of Personnel Management, the National Oceanic and Atmospheric Administration, the Federal Emergency Management Agency, U.S. Customs and Border Protection and the Environmental Protection Agency.

#### **Testimonials From Past Cathy Kern Sessions:**

*"Great examples. Thanks for the helpful handouts."*

*"Good presentation."*

*"The workshop was very understandable."*

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**12:00 p.m. to 1:30 p.m. Afternoon break/Lunch on your own**

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1:30 p.m. to 4:30 p.m.

## AFTERNOON PRE-CONFERENCE WORKSHOP B

### How To Develop, Use, And Communicate Human Capital Metrics: Using Dashboards To Create An Efficient And Effective System That Adds Value To Your Organization

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Management in government departments as well as the private sector is more attuned than ever before to the value of managing human capital in a thoughtful and effective way. This places on HR and Personnel Managers the job of demonstrating the return on investment (ROI) of human capital processes. How does the increased focus on human capital help the mission of a department, the morale of its workforce, the financial management and results of the enterprise?

Fortunately, there is a new generation of clear and straightforward human capital metrics that will help you tell a convincing story about the value that human capital processes are providing to your management and your department. These metrics create a welcome transparency about future workforce needs, the cost of recruitment and talent replacement, and the perception of Personnel on the part of your internal customers. Even better, the metrics can be assembled into a "dashboard" that shows all these key metrics in one place, much like the dashboard of your car.

This hands-on session will introduce you to compelling metrics and the best ways to package the data for your management. In this workshop, you will learn about and be able to take away with you:

- A measurement framework for your human capital processes and infrastructure
- Knowledge of specific tools, like the Human Capital Scanner, that can easily pull together high-impact data
- A management reporting framework that will enable your leadership to much more clearly understand and appreciate the ROI on human capital and the essential value you and your HR colleagues provide to the enterprise

**WORKSHOP LEADER: David H. Jackson, PhD, is a Principal in the Global Communication Practice of Mercer.** David has more than 25 years of experience in communication, including working with a variety of public-and private sector organizations.

#### Testimonials From Past David Jackson Sessions:

*"Great presentation style and technique. Interesting content."*

*"Extremely knowledgeable presenter. Very interactive. Obtained tools/ideas I could use."*

*"This presentation was right on point. This was exactly what I was interested in. He did a great job and would love to sit in on more of his presentations."*

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### AGENDA - DAY 1: Tuesday, March 10, 2009

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8:00 a.m.

#### Registration & Continental Breakfast

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8:30 a.m.

#### Chairperson's Welcome & Opening Remarks

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Christopher N. Sonnesyn, Senior Consultant  
**WATSON WYATT WORLDWIDE**

8:45 a.m.



## **From Exhausted To Effective: The Value Of Thinking Differently To Drive Engagement And Productivity**

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In this session, you will hear about some innovative research into many employee surveys that reveals what really drives engagement and productivity. See how a focus on the “vital few accelerators” has significant impact on enhancing employee morale and encouraging more discretionary effort. Now, our time-oppressed workforce can edit their “To-Do” lists to retain only those activities that create positive energy by recognizing and appreciating what is working (success), which produces greater engagement and momentum for change; ultimately achieving “breakthrough” increases in organizational results.

Specifically, you will learn:

- The value of using an appreciative inquiry-based approach to new and ongoing work
- The “vital few accelerators” that drive outcomes of employee engagement and leadership effectiveness
- How to apply the “vital few accelerators” on-the-job

Jim Trinka, Director, Air Traffic Organizational Training and Development

**FEDERAL AVIATION ADMINISTRATION, U.S. DEPARTMENT OF TRANSPORTATION**

9:35 a.m.



## **Speed Networking**

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Become acquainted with your fellow conference attendees in this fun and fast-paced forum! You'll have a chance to meet and greet your colleagues.

9:55 a.m.



## **Morning Refreshment & Networking Break**

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10:15 a.m.



## **How To Institute A Strategic Human Capital Management System That Aligns Your Talent With Your Agency's Mission**

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To meet the complex challenges facing the American people, government agencies must have effective systems for acquiring and managing top talent. The U.S. Office of Personnel Management (OPM) has led the government-wide effort to institute strategic human capital management – a full alignment of talent with mission. As Chair of the Chief Human Capital Officers Council, the OPM Director has partnered with agencies to build systems that directly address agencies' talent needs while preserving federal core values including the merit system and veterans' preference.

In this enlightening session, you will learn about the results of OPM's 2009 State of Human Capital Report which demonstrates that while agencies have made significant progress in planning, recruiting, developing and managing talent to achieve organizational outcomes, significant challenges still remain as federal governance becomes more complex with a rapid change of pace demanding innovative talent management solutions. You will leave this session with added insight and tools to help assist you with your own human capital management efforts.



11:05 a.m.



## **Transforming HR Into A Strategic Partner By Aligning Your HR Strategy With Your Agency's Overall Business Strategy**

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The U.S. Government Accountability Office (GAO) evaluates Federal human capital programs and has been a leading proponent and advocate for a more strategic approach to human capital management, issuing best practices guidance on human capital principles and practices. The GAO added Human Capital Management to its high risk list in 2001, and their work was a catalyst for establishing the role of Chief Human Capital Officer and modernizing human capital planning and practices. Internally, GAO strives to be a model for other agencies and "practice what it preaches." This mantra to "lead by example" presents an interesting and challenging dynamic for GAO's Human Capital Office.

In this session, you will learn about GAO's efforts to promote a performance-based organization that maximizes performance and ensures accountability while managing its workforce strategically--and what steps GAO's internal human capital office has underway to ensure that it leads by example, and completes the journey transforming from a transaction oriented operation to a strategic business partner.

You will leave this session with strategies and ideas to help you successfully transform your HC operations into a strategic organization, including how to:

- Get the commitment of all staff--from the top down--and implement a proactive change management approach. Communications and staff involvement are critical success factors; it is a team effort.
- Align HR operations with the business. Customer relationship management is a key component. In addition, processes need to be streamlined and reengineered and technology leveraged wherever possible.
- Move from a transactions-based approach to a data-driven, analytical approach – which requires a skills-based workforce. To succeed, clear career paths and development tracks need to be in place for existing staff and each new accession needs to be viewed from a strategic perspective.
- Measure progress and ensure accountability -- metrics are absolutely essential!

Cynthia C. Heckmann, Chief Human Capital Officer

**U.S. GOVERNMENT ACCOUNTABILITY OFFICE**

11:55 a.m.



## **Making The Business Case For Diversity And Inclusion In Your Organization**

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In the globalized economy of the 21<sup>st</sup> century, diversity and inclusion are no longer luxuries relegated to HR and Equal Employment Opportunity (EEO) professionals, but are essential mission-critical responsibilities of every manager and supervisor in order to have a high performing organization. The private sector has long understood the competitive advantages of workforce diversity, however the public sector has been slow to follow suit. Most agencies continue to view diversity as the legally driven EEO requirements from decades past. As a result of this narrow perspective, Government has failed to actualize the potential of a diverse and inclusive workforce, often with tragic results. It is time to accelerate the paradigm shift.

In this dynamic session, you will hear about research-based revelations on the business case for organizational diversity and inclusion in the public sector. Specifically, you will learn:

- The evolution of diversity from civil rights to diversity of thought and perspective
- Empirical data from the private sector on the economic advantages of workforce diversity

- Quantifiable data on performance advantages to diverse workforces and inclusive work environments
- The tragic consequences of “group-think” and of homogeneous organizations that are wedded to the status quo
- Strategies to operationalize workforce diversity and inclusion in the public sector

Georgia Coffey, Deputy Assistant Secretary for Diversity Management & EEO

**U.S. DEPARTMENT OF VETERANS AFFAIRS**

12:45 p.m.

### **Lunch On Your Own -- But Not Alone!**

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Join a group of your colleagues for lunch with an informal discussion facilitated by one of our expert speakers. Take this opportunity to join others in a small, interactive group setting to network and brainstorm solutions to your most pressing human capital management concerns.

2:15 p.m.



### **Succession Planning: Initiating And Sustaining A Mentoring Program To Build Leadership Capabilities**

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In this session, you will learn strategies and techniques in order to develop a mentoring program for mid-level managers within your organization. The establishment of a mentoring program will assist with the retention of staff, while integrating strategies into your organization’s succession tool box.

The Connecticut Department of Children and Families is a child protection service agency responsible for protecting children, improving child and family well-being, while supporting and preserving families. The Departments' Training Academy, over the past five years has developed, implemented and sustained a mentoring program for social workers and supervisors to increase retention of staff while developing their skill and competency levels in preparation for leadership roles.

In order for organizations to be successful in their retention of staff and prepare for succession planning, they must make a shift in practice, which includes:

- Supporting the development of skills and competency amongst staff
- Creating opportunities for leadership exploration and development
- Creating an organizational cultural that promotes high performance from senior management to paraprofessionals

The success and sustainability of the Connecticut Department of Children and Families mentoring program rests with the belief in promoting and supporting leadership capacity amongst staff while providing multiple opportunities for enhancement of competency levels.

In this session, you will receive a manual which outlines how to develop and run your own mentoring program. You will also view a video clip of staff testimonies regarding the positive effect and change the program made on many of the program participants.

Tracy Davis, MSW, Assistant Director-Training Academy

**CONNECTICUT DEPARTMENT OF CHILDREN AND FAMILIES**

3:05 p.m.



### **Afternoon Refreshment & Networking Break**

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3:20 p.m.



## Implementing A Successful Process That Brings Strategic HR Proposals From Vision To Execution

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In the past, there have been a few problems regarding strategic human resource development for the executive branch of government:

- The contemporary national security environment demands sophisticated, vetted pre-crisis planning and strategic formulation of national security policy options integrated across the full range of capabilities resting in the nation's instruments of power
- An emerging analysis of interagency and intergovernmental processes has highlighted our nation's inability to respond effectively and coherently to complex, contemporary national security demands
- There is no objective-oriented process to ensure the development of a sufficient number of credible senior leaders capable of effectively integrating and orchestrating the contributions of specialized government agencies on behalf of larger national security interests

This session will share with you the process of bringing strategic HR proposals from vision to implementation, including how to:

- Identify competency gaps
- Determine how knowledge, skills and abilities should be developed
- Perform cost/benefit analysis
- Build strategies for incentivizing development
- Create program champions

Colonel Jennifer L. Graham, Mission Support Group Commander  
**U.S. AIR FORCE**

4:10 p.m.



## Reforming Your Performance Management System To Incorporate Performance-Based Approaches To Pay

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In this session, you will hear about the experiences at the Federal Housing Finance Agency as they took a step-by-step approach to pay-for-performance. The Federal Housing Finance Agency covers 100% of its employees under a five level, pay-for-performance rating system. Under this rating system, employee's individual performance plans include "Results" that clearly and directly link the organization's mission and strategic performance goals with employee's performance plans. The Performance Evaluation Management System makes distinctions between various levels of performance and drive employee's pay increases. Merit pay increases are prorated for the various levels of performance with those rated in the lowest rungs not receiving increases in pay and those in the higher rungs receiving increases and performance-based awards.

Specifically, you will learn how to:

- Link employee performance plans to the agency's mission and performance goals
- Communicate before, during, and after the end of the performance cycle
- Ensure pay reflects successful performance

Janet Murphy, SPHR, Chief Human Capital Officer  
**FEDERAL HOUSING FINANCE AGENCY**

5:00 p.m.

## End of Day One

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5:10 p.m.



## Networking Reception: Please Join Us!

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We invite you to join us for a drink as you relax with your peers. All conference attendees and speakers are welcome to join us for this special opportunity to continue networking. Don't miss this chance to benchmark new ideas over complimentary drinks!

6:30 p.m.



## Dine Around

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Sign up during the day for dinner with a group. Take advantage of DC's fine dining while you continue to network with your colleagues.

# AGENDA - DAY 2: Wednesday, March 11, 2009

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8:00 a.m.

## Continental Breakfast & Networking

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8:30 a.m.



## CHAIRPERSON'S ADDRESS

### Chairperson's Opening Of Day Two & Presentation: Strategic Human Capital Planning In Government – Lessons Learned

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Strategic human capital (HC) planning is fast becoming a popular activity in federal agencies for two reasons:

- Done correctly, it's an effective way of building the high profile and alignment on HC activities that are essential for high performance
- It's required

This session will share with you lessons learned from over two decades of involvement in federal agency strategic planning – in making plans living documents and genuine enablers of strategic thought, not just perfunctory reports that sit on shelves. In addition, key elements of OPM's HC Assessment and Accountability Framework (HCAAF) -- coverage of which meets regulatory requirements and ensures comprehensive coverage of HC management best practices -- will also be discussed.

You will leave this session with a better understanding of the following key themes:

- Governance for HC management and strategic HC planning
- Typical decision making steps for strategic HC planning
- Applying HCAAF – in plan formulation and implementation
- Making strategic thought genuinely strategic
- Maximizing the probability of follow through

Christopher N. Sonnesyn, Senior Consultant

**WATSON WYATT WORLDWIDE**

9:40 a.m.



## How To Effectively Recruit And Place New Hires To Ensure A High-Performing Workforce

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The Social Security Administration (SSA) has been challenged with an ever increasing workload and limited resources. Therefore, it is imperative that every hire is a good fit to help SSA continue to meet its mission.

In this session, you will learn how the SSA has taken a proactive approach to these challenges by:

- Developing a nationwide recruitment program to attract the best candidates
- Analyzing the necessary skills and competencies for mission critical and leadership positions
- Revitalizing interviewing and placement techniques.

Laura Brown, National Recruitment Specialist  
**U.S. SOCIAL SECURITY ADMINISTRATION**

10:35 a.m.



## Morning Refreshment & Networking Break

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11:05 a.m.



## How To Implement A Strategic Transformation Of Your Human Capital Management Initiatives

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Kentucky's Personnel Cabinet is moving from a "transaction" house to a "strategic" house. In under a year, this agency has made significant strides in the areas of employee communication and work-life effectiveness, organizational effectiveness, customer service experiences, research and best practice options, wellness and employee reward and recognition programs. How were they able to accomplish so much in such a short amount of time? The answer is strategic transformation!

In this session, you will learn:

- Strategies to help you become an employer of choice
- How government can look and act more like "one employer," creating a learning and development culture
- How to create greater value for your customers

In addition, you will also hear about the Cabinet's Center for Strategic Innovation and its view of the Personnel Cabinet of the Future and learn how you can apply the Cabinet's experiences to your own agency.

Nikki Jackson, Personnel Cabinet Secretary  
**COMMONWEALTH OF KENTUCKY**

12:00 p.m.

## Lunch On Your Own -- But Not Alone!

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Join a group of your colleagues for lunch with an informal discussion facilitated by one of our expert speakers. Take this opportunity to join others in a small, interactive group setting to network and brainstorm solutions to your most pressing human capital management concerns.

1:30 p.m.



## Group Exercise: Brainstorm Solutions And New Ideas You Can Use

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You asked for it, you got it! Interact and discuss solutions to your human capital management challenges with your fellow attendees and our experienced speakers. You will leave with new tools and hands-on experience and ideas for more successfully applying best practices to your own initiatives.

2:10 p.m.



## Developing An Appraisal System That Aligns Employee Performance To Your Agency's Mission And Goals

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The mission of the U.S. Department of Homeland Security (DHS) is to lead the unified national effort to secure America; prevent and deter terrorist attacks and protect against and respond to threats and hazards to the nation; ensure safe and secure borders; welcome lawful immigrants and visitors; and promote the free-flow of commerce. The DHS Performance Management Program plays an integral part in the Department's strategy to create a culture of performance by supporting employee performance and career development.

The main elements of the Program are designed to align individual performance goals with the Departmental strategic priorities, to ensure the workforce is prepared to meet DHS mission requirements and help each employee execute a plan to further their professional development.

In this session, you will learn the key elements of their Program and hear lessons learned as well as gain knowledge on the recent improvements to their Program that not only provides flexibility to individual managers and employees but that continues to incorporate the best features used in both the public and private sectors. Specifically, you will learn how to:

- Develop a results-oriented and competency-based system
- Achieve meaningful distinctions in performance levels
- Enable substantive employee involvement

Shawn Flinn, Director, Human Capital Policy and Programs  
**U.S. DEPARTMENT OF HOMELAND SECURITY**

3:05 p.m.



## Afternoon Refreshment & Networking Break

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3:20 p.m.



## How To Plan And Implement An Effective Workforce Planning Strategy Using A Seven-Step Framework

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Workforce planning is more important than ever for public sector managers. It is the critical missing component of performance improvement and strategic management initiatives that are now commonplace in many governments. This session will provide you with an overview of seven steps of effective workforce planning, which include:

- Defining your organization's strategic direction

- Scanning the internal and external environments
- Modeling the current workforce
- Assessing future workforce needs and projecting future workforce supply
- Identifying gaps and developing gap-closing strategies
- Implementing gap-closing strategies
- Evaluating the effectiveness of gap-closing strategies and revising strategies as needed

Finally, you will take learn about the challenges, success factors and lessons learned from the Maryland State Highway Administration, the U. S. Department of Transportation, as well as new data on workforce planning activity by municipal governments.

Dr. Ann Cotten, Director

**SCHAEFER CENTER FOR PUBLIC POLICY, UNIVERSITY OF BALTIMORE**

4:15 p.m.

**Chairperson's Recap:  
Key Takeaways And What To Do When You Get Back To The Office**

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We'll recap the highlights of the past two days and ask you to share key insights and next steps with the group.

Christopher N. Sonnesyn, Senior Consultant

**WATSON WYATT WORLDWIDE**

4:30 p.m.

**Close Of General Sessions**

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or register online at [www.aliconferences.com](http://www.aliconferences.com)

**POST-CONFERENCE WORKSHOPS: Thursday, March 12, 2009**

**INTERACTIVE POST-CONFERENCE WORKSHOPS**

These interactive workshops are designed to take your conference experience to the next level. Workshops allow you to take the information you gained from the general sessions, and identify and focus on your individual needs and applications. Make the most out of this conference by attending these highly interactive, hands-on sessions. Space is limited to ensure interactivity!

**Choose from C or D or BOTH for Maximum Value and Learning**

8:30 a.m. to 11:30 a.m.

**MORNING POST-CONFERENCE WORKSHOP C**

Continental breakfast will be provided at 8:00 a.m. for the morning workshop attendees.

**Building An Effective Onboarding System To Maximize Employee Engagement And Productivity**

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Recruiting and hiring talented people is critical to the effectiveness of government, particularly as the pace of retirements accelerates. However, it is just as critical that once new employees come on board, they have a positive experience -- they are effectively oriented, engaged, trained and developed.

In this workshop, you will learn about, and apply, leading-edge onboarding practices from both the public and private sectors, including:

The business case for good onboarding, including:

- What is onboarding?
- Why good onboarding is important, including research proving the link between onboarding, retention and employee engagement
- Results of focus group(s) of new hires that provide customer perspectives and case studies/examples

Core components of good onboarding, including:

- Leading practices from private and public sector organizations
- Assessment and comparison of onboarding practices

Techniques and methods to improve onboarding, including:

- How onboarding improves employee retention
- A model onboarding process
- Techniques for successful onboarding
- How to put effective onboarding in place, and keep it in place

**WORKSHOP LEADER: Bob Lavigna is Vice President of Research for the Partnership for Public Service**, a non-partisan nonprofit dedicated to revitalizing government by inspiring new generations to serve, and helping to transform government. In his 35-year career, Bob has worked in, or with, all levels of government. He has managed HR consulting projects across the nation, directed the State of Wisconsin civil service system and served with the U.S. Government Accountability Office (GAO).

### **Testimonials From Past Partnership for Public Service Sessions:**

*“The workshop was very interactive. It was a great opportunity to exchange information.”*

*“This was a very good workshop -- thanks.”*

*“There was a lot of useful information provided -- excellent session!”*

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**11:30 a.m. to 1:00 p.m. Afternoon break/Lunch on your own**

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**1:00 p.m. to 4:00 p.m.**

## **AFTERNOON POST-CONFERENCE WORKSHOP D**

### **How To Align Your Human Capital Management Practices With Your Organization's Overall Business Strategy**

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An organization's true strategic opportunity lies in its ability to evolve its Human Capital (HC) Management practices from focusing primarily on tactical administrative transactions to investing in areas with greater impact. The three tenets of effective management are strategically balancing the needs of people, process, and technology. Much is invested by way of technology, yet it is Human Capital that is our most valuable asset. While focused on integrating technology and process, we must not forget to align our people with evolving business needs, strategies, and long term objectives.

This interactive workshop will focus on strategies to take the role of human capital from a transaction based, administrative expert to a strategic partner, capable of designing and implementing programs that contribute towards achieving your agency's mission.

Specifically, you will learn how to outline, design, and implement Human Capital strategies that will help you to:



- Align people initiatives with business strategy
- Design human capital programs that contribute toward achieving your mission
- Shift the balance away from transactional administration towards business partnering
- Improve human capital capability
- Deliver tangible benefits to your business through the development and implementation of Human Capital strategies

**WORKSHOP LEADER: Stacy Howell is a Senior Consultant with Capgemini Government Solutions, LLC and former federal employee with experience leading and managing human capital efforts for federal agencies.** With over 75,000 employees, Capgemini is a global leader in consulting, technology, outsourcing services. Capgemini's operations include North America, Northern Europe & Asia Pacific and Central & Southern Europe. Capgemini works as a strategic partner to collaboratively implement real change and achieve tangible, sustainable results by sharing risks and transferring skills and knowledge with clients.

### Testimonials From Past Capgemini Government Solutions Sessions:

*"This was one of the best—provided specific examples and more in-depth explanations on what to do—this was excellent!"*

*"Inspiring and creative. A great presenter. I thoroughly enjoyed her presentation and energy!"*

*"Exceeded my expectations! Thank you for sharing your ideas and successes!"*

*"Engaging, lively presentation style. Great handout. Good, creative ideas."*

## ABOUT OUR CONFERENCE SUPPORTERS:



**The Human Resource Association of the National Capital Area (HRA-NCA)** is committed to providing all professionals in the field of human resource management a forum for expanding their knowledge and talent. Their organization of HR practitioners, consultants, and educators has served the greater Washington, DC metropolitan area since 1945. They provide opportunities for professional development, scholarship, and expansion of your HR horizons.

HRA-NCA provides to the business community the authoritative compensation survey of the Washington-Baltimore area; scholarships to worthy HR students; joint Society for Human Resource Management (SHRM) chapter activities; a comprehensive job bank for HR positions in the area; mentoring opportunities for individuals new to HR, and much more.

HRA-NCA is an affiliated chapter of SHRM and has been a recipient of SHRM's Superior Merit Award for the past several years. In addition, HRA-NCA was awarded the 2002 Pinnacle Award, the highest honor given to various Chapters. HRA-NCA also enjoys Mega-Chapter status with well over 500 members. They are proud of their close association with SHRM, the leading voice of the HR profession. HRA-NCA encourages all of their members to join SHRM and their membership rates include an annual discount for all SHRM members.

For more information, please visit: <http://www.hra-nca.org/>.



Since 1984, **Leadership Excellence** magazine has provided business leaders with the best and latest thinking on leadership development, managerial effectiveness, and organizational productivity. Each issue is filled with insights and answers from top business executives, trainers, and consultants – information you won't find in any other publication. Leadership Excellence is a one stop platform for training and retaining. Their LeaderMeter™ is a one of a kind template for leadership development.

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## VENUE AND LODGING:

### Alert: Conference Venue Change!

For Monday, March 9th, the pre-conference workshop sessions will take place at the Sheraton National Hotel as scheduled.

#### SHERATON NATIONAL HOTEL

900 S. Orme Street  
Arlington, VA 22204  
Phone: (703) 521-1900  
Hotel Website: <http://www.sheratonnational.com/>

Due to construction at the Sheraton National Hotel, for Tuesday, March 10th through Thursday, March 12th, the conference general sessions, including the post-conference workshops, will take place at the Hotel Palomar Arlington.

#### HOTEL PALOMAR ARLINGTON

1121 N. 19th Street  
Arlington, VA 22209  
Phone: (703) 351-9170  
Hotel website: <http://www.hotelpalomar-arlington.com/index.html>

If you currently have a sleeping room reservation at the Sheraton National Hotel, it will not be affected and is still active. Complimentary transportation to and from the Hotel Palomar Arlington will be provided to all conference participants on Tuesday, Wednesday and Thursday, March 10th – 12th.

Please do not hesitate to contact the Advanced Learning Institute at (773) 695-9400, x1 with any questions you may have.

## REGISTRATION FEES:

The following are included in your conference registration: attendance, a detailed conference workbook and any additional meeting materials, continental breakfasts, morning & afternoon refreshments, and evening networking reception.

| <b>Group Discount:<br/>Register 3 colleagues and the 4th is FREE!</b> | <b>Earlybird Pricing:<br/>Register with<br/>payment by<br/>January 22<sup>nd</sup></b> | <b>Regular Pricing:<br/>Register with<br/>payment after<br/>January 22<sup>nd</sup></b> |
|---|--|---|
| Conference Only (March 10 <sup>th</sup> & 11 <sup>th</sup> )          | \$1,299  | \$1,699   |
| Conference Plus <b>One</b> Workshop                                   | \$1,699  | \$2,099   |
| Conference Plus <b>Two</b> Workshops                                  | \$1,999  | \$2,399   |
| Conference Plus <b>Three</b> Workshops                                | \$2,199  | \$2,599   |
| Conference Plus <b>All Four</b> Workshops                             | <b>\$2,299<br/>BEST VALUE!</b>   | \$2,699   |
| Conference Workbook Only  | \$199.00* +<br>\$20.00 S&H   |   |
| *IL residents will be charged 9.75% sales tax on workbook orders.     |  |   |

**Payment is due two weeks prior to the conference. If payment has not been received two weeks before the conference, a credit-card hold, training form or purchase order will be taken to ensure your space.**

## **SPONSORSHIP & EXHIBIT OPPORTUNITIES ARE AVAILABLE:**

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This conference provides an excellent opportunity to market your products and services to a targeted government human resources audience. Space is limited, so please call Melissa at (773) 695-9400 x14, for more information.

## **GROUP DISCOUNTS:**

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Four or more attendees, registering together, enjoy a savings of at least \$1,299! **Register three attendees and the fourth registrant is FREE! That's a 25% savings off each registration.** Note to small departments and agencies—register together with your colleagues from another department or agency and receive the same group discount. The free registrant must be of equal or lesser value.

## **A.L.I. FREQUENT ATTENDEE DISCOUNT:**

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Earn conference attendance bonuses as you benchmark with other organizations. For every A.L.I. conference attended, receive a **\$200 discount** off your next A.L.I. conference. Also, you will receive special bonuses and perks reserved only for A.L.I. frequent attendees.

## **PROGRAM CHANGES:**

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A.L.I. reserves the right to make changes in programs and speakers, or to cancel programs if enrollment criteria are not met or when conditions beyond its control prevail. Every effort will be made to contact each enrollee if a program is canceled. If a program is not held for any reason, A.L.I.'s liability is limited to the refund of the program fee only.

## **CANCELLATION POLICY:**

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You may make substitutions at any time; please notify us as soon as possible. If you cancel, in writing, more than two weeks prior to the conference (before February 23<sup>rd</sup>) a \$150 service fee will be charged and a credit memo will be sent reflective of that amount, which can be used for a future A.L.I. conference. Registered delegates who do not attend or who cancel two weeks prior to the conference or less (on or after February 23<sup>rd</sup>) are liable for the entire fee; at which time, a credit memo will be issued which can be used for a future A.L.I. conference by anyone in your organization.

## **ABOUT THE ADVANCED LEARNING INSTITUTE:**

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The Advanced Learning Institute's mission is to help executives build strong personal relationships, expand their business knowledge of cutting-edge trends, and find proven solutions to a wide range of strategic management problems.

Our forums bring together industry leaders and experts to share valuable, real-world experiences, and best practices on how to meet tomorrow's management challenges.

The Advanced Learning Institute's focus is on delivering high-quality programs, which consistently meet the needs of our customers. Our conferences serve a broad range of specialized industries and functions, including:

**Government · Human Resources  
Performance Measurement · Strategic Planning  
Communications · Marketing  
Brand Management · Technology  
Biometrics · e-Commerce · Health Care**

## **WE GUARANTEE RESULTS:**

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The Advanced Learning Institute has been successfully providing senior executives with forums to share practical experiences and solutions to a variety of organizational challenges. We are so confident you'll benefit from the innovative strategies shared during this conference that we'll guarantee it! If you follow the advice of our speakers, and you don't improve efficiency valued at the cost of your registration fee, then we'll send you a full credit to be used for another event.

## **A Few Of Our Past Attendees Include Representatives From These Leading Organizations:**

- **U.S. Postal Service**
- **City of Austin, TX**
- **FDA**
- **Department of Labor**
- **District of Columbia**
- **Office of Naval Intelligence**
- **Marine Corps**
- **FCC**
- **Office of Personnel Management**
- **U.S. Mint**
- **City of Atlanta, GA**
- **General Services Administration**
- **Department of Transportation**

- Forest Service
- Sarasota County, FL
- Environmental Protection Agency
- Army
- IRS
- Census Bureau
- Patent and Trademark Office
- FAA
- City of Chicago, IL
- Department of Justice
- FBI
- U.S. Government Printing Office
- Commonwealth of Virginia
- Smithsonian Institution
- Department of Energy
- Montgomery County, MD
- Social Security Administration
- Department of Defense
- NASA
- House of Representatives
- Office of Management and Budget
- State of Iowa
- Washington State
- Maricopa County, AZ
- Department of Health and Human Services
- National Academy of Public Administration
- Department of Education
- Department of Agriculture
- Department of the Treasury
- Homeland Security
- Booz Allen Hamilton
- Capgemini
- CDC
- Air Force
- Court Services and Offender Supervision Agency
- FEMA
- Bureau of Reclamation
- Pentagon Renovation
- American Institutes for Research
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- Department of Veterans Affairs
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- City of Las Vegas , NV
- Small Business Administration

Thousands of satisfied alumni can't be wrong - register today for the opportunity to learn from our platform of proven experts!

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**Registration Form** *Please photocopy for group members.*

Yes, I'd like to register for the March 2009 Human Capital Management for Government Conference in Washington, DC.

**Please check:** E-mail Priority Code: \_\_\_\_\_ Amount Due: \_\_\_\_\_

Conference Only

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Pre-Conference Workshop B: How To Develop, Use, And Communicate Human Capital Metrics: Using Dashboards To Create An Efficient And Effective System That Adds Value To Your Organization

Post-Conference Workshop C: Building An Effective Onboarding System To Maximize Employee Engagement And Productivity

Post-Conference Workshop D: How To Align Your Human Capital Management Practices With Your Organization's Overall Business Strategy

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