



# The Art + Science of Organization

Filene



Financial services are faced with particular challenges as they navigate the impact of COVID-19. Join us and tackle the biggest factors changing the way credit unions run and the way credit union employees work.

**DATE:** June 16 - 17, 2020  
10:00 AM - 3:00 PM (CST)

**REGISTER:** [filene.org/artandscience](https://filene.org/artandscience)

## DAY ONE June 16, 2020

10:00:00 AM (CST)	<p>Welcome</p> <p><b>OPENING REMARKS</b></p> <p>Mark Meyer</p>
10:15 AM	<p>Opening Keynote</p> <p><b>DROP YOUR TOOLS: SHIFTING BATTLE TACTICS IN THE WAR FOR TALENT</b></p> <p>Sekou Bermiss</p> <p>Learn how to rethink your HR practices in the middle of a fundamental shift in working conditions and what steps should be taken right now to help leaders gain insights into how best to manage their workforce over the next year and beyond.</p>
11:15 AM	<b>BREAK</b>
11:30 AM	<p>Keynote</p> <p><b>HOW TO KNOW WHAT YOUR EMPLOYEES ARE REALLY THINKING: DATA-DRIVEN APPROACHES TO EMPLOYEE ENGAGEMENT</b></p> <p>Mary Kate Stimmler</p> <p>Based on insights from Google's robust listening program, you'll learn how to listen to the employee voice so your organization can better understand what employees are thinking and what motivates them. People data can inform decision-making at all touch points of employee engagement: what brings people to your organization and what prompts them to leave, leadership development, and culture and communications.</p>
12:30 PM	<b>LUNCH BREAK</b>
1:30 PM	<p>Workshop</p> <p><b>DON'T GUESS, MEASURE! USE EXPERIMENTS TO SOLIDIFY YOUR BUSINESS CASE</b></p> <p>Megan Brown</p> <p>How do you know policy and program changes are working? Don't guess! Quick and dirty experimentation can help you identify the ROI. Walk away from this interactive learning experience knowing how to plan your first experiment, how to measure success properly, and how to use those findings to strengthen your business case. Come armed with a few ideas you'd like to test in your credit union.</p>
3:30 PM	<p>Networking</p> <p><b>VIRTUAL HAPPY HOUR</b></p>

## DAY TWO June 17, 2020

8:00:00 AM (CST)	<p>Special interactive workshop</p> <p><b>COMMUNICATING WITH INFLUENCE FOR HR</b></p> <p>Kelsey Crouch</p> <p>In a world as noisy as ours, where everyone is fighting to be heard, powerful communicators are the ones that break through. At credit unions, great content can mean the difference between powerfully engaging current and future employees...or not. At this 90-minute workshop, we will draw on the communication skills of powerhouses like Steve Jobs and Maya Angelou to help HR professionals and those in similar roles craft presentations for an external audience.</p>
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<b>10:00 AM</b>	<p>Welcome Back</p> <p><b>OPENING REMARKS</b></p> <p><i>Taylor C. Nelms</i></p>
<b>10:15 AM</b>	<p>Workshop</p> <p><b>INTRODUCING THE FRICTION MANIFESTO</b></p> <p><i>Brent Dixon</i></p> <p>Friction in the workplace is familiar and immediately recognizable in its symptoms: frustration, helplessness, and ultimately defeat. But where friction comes from and how to combat it are less well understood. In this playful and provocative session, we'll consider the causes, effects, and cures of organizational friction in order to better understand how to make the important things easier to do (and the unimportant things harder to do) in ways that do not exhaust us.</p>
<b>11:15 AM</b>	<b>BREAK</b>
<b>11:30 AM</b>	<p>Panel</p> <p><b>SCALING PEOPLE &amp; PROCESS: THE FUTURE OF WORK</b></p> <p><i>Facilitated by Sekou Bermiss</i></p> <p>Leaders from various industries reflect on the impacts of the coronavirus on our workforce and organizations. Mark Alguard of Momentum, Doug Leighton of Visa, along with members of Filene's Think Tank, will address topics including best practices in transitioning to remote and distributed work environments, and considerations for credit unions as they transition back to office environments.</p>
<b>12:15 PM</b>	<b>LUNCH BREAK</b>
<b>1:15 PM</b>	<p>Panel</p> <p><b>INNOVATING FOR COLLECTIVE THINKING</b></p> <p><i>Facilitated by Brent Dixon</i></p> <p>Members from the renowned i<sup>3</sup> program share the importance of not only having an innovative idea, but being able to pivot to adjust to current environments like the ones we have recently experienced with COVID-19.</p>
<b>2:00 PM</b>	<b>BREAK</b>
<b>2:15 PM</b>	<p>Closing Keynote</p> <p><b>WORKING FROM ANYWHERE: UNDERSTANDING THE ART + SCIENCE OF ORGANIZATION FROM A NEW ANGLE</b></p> <p><i>Ingrid Erickson</i></p> <p>Insights gleaned from years of researching digital nomads inform this new approach to understanding worker productivity, and helps us envision healthy and resilient organizations, as we look to the future of financial services.</p>
<b>3:15 PM</b>	<p>Closing Thoughts</p> <p><b>FILENE FOCUS: WHAT'S NEXT AND WHAT YOU CAN DO NOW</b></p> <p><i>Taylor C. Nelms</i></p>
<b>3:45 PM</b>	<p>Optional Learning Workshop</p> <p><b>COMMUNICATING WITH INFLUENCE IN OPERATIONS</b></p> <p><i>Kelsey Crouch</i></p> <p>In a world as noisy as ours, where everyone is fighting to be heard, powerful communicators are the ones that break through. At credit unions, great content can mean the difference between powerfully engaging current and future employees...or not. At this 90-minute workshop, we will draw on the communication skills of powerhouses like Steve Jobs and Maya Angelou to help Operations professionals and those in similar roles craft presentations for an internal audience.</p>

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