



Registration, Breakfast, Networking & Idea-Sharing 7:30-8:30 AM

Morning Session 8:30 AM -12 PM with one 30-minute break at approx. 10 am

Culture & Engagement – Participants will be able to explain Disney's approach to employee engagement, the concept of engagement, how to increase the number of highly engaged people within their organizations, and the correlation between desired behaviors and culture while understanding the impact on organizational results. Participants will also recognize the elements of culture and explain the impact of rational and emotional engagement on the overall culture and demonstration of desired behaviors within the workplace.

Selection & Training – Participants will identify new concepts around the selection process to achieve a talent pool with a greater propensity to perform desired behaviors. We will discuss how to conduct an interview that is a balanced approach of a candidate's skill set and behavior and identify ways to create excitement in the selection process and how to improve your organizational culture even when a candidate is not a right-fit for your company. We will also define what a comprehensive training journey looks like and how it is achieved within an organization.

Lunch 12 -1 PM

Afternoon Session 1 PM-4:30 PM with one 30-minute break at approx. 2:30 PM

Communication – Participants will be able to discuss how the quality of internal communication can influence an organization's culture and employee engagement, and recognize the impact that intentional listening can have on the engagement of a team. We will also identify ways to infuse all types of communication within the organization's culture.

Genuine Care – Participants will discuss the definition of genuine care in the confines of the organizational environment and the impact it has on customers as well as employees. We will discuss how to increase employee engagement by removing hassles from the workplace, and how to provide a balanced care strategy for their teams, including a discussion about foundational principles of recognition.

*** questions and interactive periods may change lunch & break times slightly**



ACC Excellence Summit March 5-7, 2019

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