

# Leveraging Learning in an Uncertain Economy

## The Tata Interactive Learning Forum (TLF) 2008

### Interact. Innovate. Inspire.



**Event Partner**  
Training Magazine  
(Nielsen Media)

**training**

Learning that delivers business impact can help your organization tide over the uncertainties posed by the global economy. Are you looking to:

- Create learning that delivers value?
- Boost revenues by reducing time-to-competence?
- Ensure that your staff is aligned to business goals?
- Increase productivity and performance?

The TLF 2008 is an invitation-only event at the Chicago Gleacher Center on October 17. Speakers include:

- Irada Sadykhova, Director of Learning and Organization Effectiveness, Microsoft
- Christine Troianello, Director, Information Solutions, Avaya
- Cindy Freeman, Associate Director, Customer Service Logistics, Global Capability Process Owner, Procter & Gamble
- Anand Prasad, Director for Global Learning and Development for Procter & Gamble
- Darryl A. Spivey, VP, Talent Pipeline Program, PNC Bank
- Beth Hying, Assistant Dean, College of CPS, Caterpillar University & Talent Development, Human Services Division
- Dave Vance, Former President, Caterpillar University
- Stacey Harris, Director of Strategic Services, Bersin & Associates



The Tata Interactive Learning Forum (TLF) 2008 sheds light on these very issues. It provides a highly interactive platform for thought leaders across domains to **get together, interact, and inspire each other**.

The TLF aims to help organizations work together to overcome current challenges by **sharing insights, innovations, and successes**. It comprises discussions of the experiences of various organizations, and the different tools they use to make learning effective in an uncertain economy.

As a unique knowledge-sharing platform, the TLF 2008 seeks to encourage **ideas and innovations** with a special focus on the **effectiveness** of interventions. Some of the topics on this year's agenda include the business impact of **simulations** (enhance business acumen in a risk-free environment), **electronic performance support** (help users learn on-the-job, enabling Day One productivity), and **serious games** (improve performance by providing immersive and engaging practice).

Participants in the TLF not only stand to gain from the successful experience of their peers in the industry, but also network and exchange ideas with the leaders in the learning.

Participant organizations include **Allstate, Holland America Line, Home Depot, MasterCard, Microsoft, Sears, and Telus**, among others. To find out more about the TLF please contact:

Boston +1 413 568 0244 • Chicago +1 847 866 7474 • Dallas +1 847 571 5913 • New Jersey +1 732 906 0002  
New York +1 917 804 1766 • San Jose +1 408 569 9556 • Washington +1 703 863 9720 • Toronto +1 416 519 1001

**Venue**

University of Chicago Gleacher Center,  
Chicago (downtown)

**Date**

October 17, 2008

*There will be an opening reception  
on the evening of October 16 at  
The Signature Room at the 95th<sup>®</sup>  
([www.signatureroom.com](http://www.signatureroom.com)).*

**Special offer for TLF participants:**

\$229 per night at the Hyatt, 151  
Wacker Drive, Chicago



# Agenda for Tata Interactive Learning Forum 2008\* - Corporate Track

**October 17, 2008**

**Chicago Gleacher Center**

**Theme: Leveraging Learning in an Uncertain Economy**

Time	Session Topic / Activity	Speaker / Facilitator
08:00-09:00 am	<b>Registration</b>	
09:00-09:10 am	Welcome Address	<b>Sanjaya Sharma</b> , CEO, Tata Interactive Systems and <b>Joyceann Cooney-Garippa</b> , Group Publisher and Show Director, Training Magazine
09:10-09:45 am	Staying Strategic in Uncertain Times	<b>Chris Glynn</b> , President of Caterpillar University and Director of Talent Development
09:50-10:20 am	Our Experience With Electronic Performance Support Systems	<b>Cindy Freeman</b> , Associate Director, Customer Service Logistics, Global Capability Process Owner, Procter & Gamble
10:20-10:40 am	<b>Break</b>	
10:40-11:10 am	High-potentials Training in Banking Within PNC Bank	<b>Darryl A. Spivey</b> , Vice President, Talent Pipeline Program, PNC Bank
11:15 am-Noon	Using Simulations for the Air Force Negotiation Center of Excellence	<b>Dr. Stefan Eisen Jr.</b> , Colonel (retd.), USAF and Director, AF Negotiation Center of Excellence (NCE)
Noon-1:00 pm	<b>Lunch</b>	
01:00-01:55 pm	A conversation with Dave Vance, Former President, Caterpillar University	<b>David Bobeck</b> , Director, Operational Excellence Capability Development, Credit Suisse; <b>Anand Prasad</b> , CLO, Procter & Gamble; and <b>Dino Mauricio</b> , a leading global M&A consultant
02:00-02:30 pm	The High-Impact Learning Organization	<b>Stacey Harris</b> , Director of Strategic Services, Bersin & Associates
02:30-02:45 pm	<b>Break</b>	
02:45-03:10 pm	Building Innovation Capability at Microsoft, One Engineer at a Time	<b>Irada Sadykhova</b> , Director of Learning and Organization Effectiveness, Microsoft
03:15-03:40 pm	Capability Building Across the Enterprise	<b>Beth Hying</b> , Assistant Dean, College of CPS, Caterpillar University & Talent Development, Human Services Division
03:45-04:10 pm	How can we ensure that learning can impact business positively in current economic times?	<b>Christine Troianello</b> , Director, Information Solutions, Avaya
04:10-04:20 pm	Closing Remarks	<b>Sanjaya Sharma</b> and <b>Joyceann Cooney-Garippa</b>
<b>October 16, 2008</b>		
05:30-08:30 pm (Central)	Reception at The Signature Room on the 95th®	

\*Agenda subject to change.