



AGENDA

Tuesday, November 1

1:00pm	Bus departs hotel for Snodgrass Building
1:30pm	Registration opens
2:00pm	State Member Exclusive Kick Off <ul style="list-style-type: none">• Christi Branscom, Commissioner, State of Tennessee• Pam Goins, Executive Director, NASCA
2:15pm	Roll Call of the States <ul style="list-style-type: none">• Share one highlight of the year and one tension point where you'd like to hear suggestions from colleagues
3:00pm	Regional Discussions
3:45pm	Break
4:00pm	Aligning Inclusion and Values in Talent Attraction <ul style="list-style-type: none">• Rachel Marcuse, COO/Managing Partner, ReadySet• Carolina Reese, Principal Facilitator, ReadySet
5:15pm	Adjourn and Return to hotel
6:30pm	Leave for Dinner
6:45pm	Dinner and Networking <i>The Twelve Thirty Club</i>

Wednesday, November 2

8:00am	Meet in Hotel Lobby & Transport to State Building
8:30am	Breakfast
9:00am	Welcome
9:15am	Don't Quit Just Do It! <ul style="list-style-type: none">• Drew Maddux, Executive Vice President, People Development at Dufresne Spencer Group
10:45am	Break
11:00am	Partnered Research Town Hall: Human Capital Management and the Customer Experience <ul style="list-style-type: none">• McKinsey & Company
11:45am	Networking Luncheon & Annual Business Meeting
1:00pm	Enhancing the Customer Experience through Communication <ul style="list-style-type: none">• Caleb Buhs, Director, Communications Office, State of Michigan• Julie Hannah, Chief Strategy Officer, State of Tennessee• Michelle Parks, Director of Communications, State of Tennessee



Wednesday, November 2 (continued)

- 1:45pm **A Fireside Chat on Recruitment and Retention in State Government:**
- Jim Thorsen, Director, Department of Administration, State of Rhode Island
 - Tricia Bach, Director, Department of Administration and Information, State of Wyoming
 - Laura Freed, Director, Department of Administration, State of Nevada
- 2:30pm Break
- 2:45pm **Visioning Session: Challenge Areas & Gaps in Implementing Digitization of Government Operations**
- Keyanna Conner, Deloitte
 - Christen Thomas, Deloitte
- 3:45pm **Recognizing Kindness as a Retention Strategy to Recruit and Keep the Best**
- Dr. Kimberly Britt, Phoenix College
- 4:30pm Reflection Activity
- 4:45pm Return to Hotel – Dinner on Own

Thursday, November 3

- 8:00am Meet in Hotel Lobby
- 8:30am Leave for **Tennessee Showcase**
- 8:40am State Museum Tour
- 9:15am Tour Library and Archives
- 9:55am Tour of John Sevier Building
- 10:20am Capitol Tour
- 10:50am Bus transportation back to hotel
- 11:00am Arrival at hotel & Adjourn