

Impact of Digital Transformation on the Employee Experience

written by Lauri Moon | February 1, 2019

Expectations, culture, engagement, & training

The manufacturing industry is undergoing a transformation. Digitization of plant floors - from the internet of things, to artificial intelligence, mobility, and machine connectivity, brings technology to the forefront of operational strategies. Smart factories are no longer a competitive distinction - they're a must for any manufacturer.

With so much focus on digital transformation, it's easy to lose sight of what's needed to successfully implement a digital strategy - an engaged workforce. New technologies impact employees in numerous ways, both on and off the clock.

This webinar will discuss how technology affects the employee experience and how to manage the shift to new practices to ensure a highly engaged and productive workforce.

During this webinar, you will:

- Learn how employee expectations and corporate cultures have evolved with the availability of new technologies
- Hear how Tyson has leveraged new technologies to engage and train their employees
- Gain insight into how to enhance the employee experience by leveraging digital workforce management technologies

Speakers

 **Mike Rogers, Senior Director, Maintenance and Refrigeration, Tyson**

Mike Rogers is the Senior Director of Maintenance and Refrigeration for Tyson Foods, Inc. Prior to his current position, he taught agriculture and industrial

maintenance at Siloam Springs High School for 20 years. He was the Energy Manager for the Siloam Springs School District for 16 years. Mike received his Bachelor of Science in Agricultural from the University of Arkansas, and minored in Agriculture Mechanics and Poultry Science, with a Master's in Technical Education. Through high school, college, and the first five years of teaching, Mike was employed full-time at Frez-N-Stor in industrial maintenance and anhydrous ammonia. During his 20-year career at Frez-N-Stor, he took refrigeration classes through the Refrigerating Engineers & Technicians Association, received a universal HVAC/R license, and boiler operator's certification.

Mike holds six additional teaching licenses with the Arkansas Department of Education, including: a technical permit for post-secondary instruction, HVAC-R, advanced manufacturing, industrial equipment maintenance, machine tool technology, and welding. Mike is an NCCER Master Trainer and holds three journey level certificates. He was runner up for 2016 Arkansas Teacher of the Year, and currently is a member of the Senate appointed Task Force on Workforce Education. Positioned with Tyson Foods, Mike's team travels across the country to train on industrial maintenance, maintenance reliability, automation, and refrigeration. His team is also responsible for starting technical programs in proximity to locations critical to Tyson Foods.

✘ Stephen Gold, President and CEO, Manufacturers Alliance for Productivity & Innovation

Stephen is president and CEO of Manufacturers Alliance for Productivity and Innovation (MAPI), the premier manufacturing leadership network in the country. For more than 85 years MAPI has helped manufacturing executives grow their companies and their careers through business insights, economic analysis, and peer-to-peer communities. Over the past three decades, Stephen has represented U.S. manufacturers in a variety of senior-level roles in nonprofit membership organizations, including in government relations, communications, and operations. He has served as an occasional guest columnist for The Washington Times and is presently a contributing columnist for IndustryWeek. He regularly writes on topics such as the millennial workforce, automation, and government policy.

While at the National Association of Manufacturers in the early 2000s, he helped launch NAM's Campaign for the Future of U.S. Manufacturing and served as executive director of the Coalition for the Future of U.S. Manufacturing. He specialized in regulatory law in the 1990s, working at a D.C.-based firm in the consumer product safety practice group and in energy and environmental issues in the government relations practice group. He sits on the Board of Trustees of The Manufacturing Institute. Stephen received a J.D. from George Mason University School of Law, an M.A. in history from George Washington University, and a B.S. in history from Arizona State University.

 **Heather Badower, Industry Marketing Manager, Kronos**

Heather Badower, Industry Marketing Manager, leads strategic content creation, messaging, and sales support for the manufacturing market at Kronos Incorporated, a global provider of workforce management and human capital management software solutions. She is also responsible for educating manufacturing organizations about the role workforce technologies play in improving employee engagement and organizational performance.

Prior to joining Kronos, Heather developed marketing strategies and facilitated product development for technology companies in the entertainment industry and with various start-ups. She has a bachelor's degree in marketing from Suffolk University and is a member of Women in Manufacturing and the American Marketing Association.

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Leveraging ERP to Enhance Your Customers' Experience

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Technology disrupters such as Uber, Amazon and Netflix have set new standards and irrevocably changed the meaning of customer service. Customers have now been conditioned to expect exceptional customer experience—every time—and it is often the difference between retaining a customer or losing them to the competition. And no industry is immune.

In this webcast, you will learn about the trends that are causing companies to rethink how they interact with customers, what solutions those companies are using to ensure that they are meeting the expectations of often demanding customers, and the success that these innovative companies have achieved.

Speaker

 **Kerrie Jordan, Sr. Manager Product Marketing, Epicor Software**

Kerrie brings over a decade of experience in ERP, supply chain, eCommerce, and product development business solutions.

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Strategies for Building a Stronger Workforce

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Manufacturers are navigating a period of intense change as digitization and advanced technologies transform the sector. Prudential commissioned a survey, performed by The Economist Intelligence Unit, to assess manufacturers' preparedness and priorities. The survey surfaced findings organized around three key themes: strategies that manufacturers are adopting in response to industrial transformation; their approaches to managing their changing talent needs; and what the most innovative and tech-forward players in the sector do differently.

Join Prudential as they share innovative ways to address these unique challenges with focus on the most important component of all, your people. Workforce management is the engine that drives your organization both by injecting new talent into the mix to insure you stay current while also insuring your people will be taken care of both while they are working and into retirement. Prudential's insights will provide new ways to address your current and future concerns.

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Speakers

Michael Domingos, Vice President, Corporate Distribution and Strategy, Prudential

Mike Domingos is vice president, Corporate Distribution and Strategy within Prudential Retirement, a business unit of Prudential Financial, Inc. (NYSE: PRU), and a leading provider of defined contribution, defined benefit, nonqualified deferred compensation plan administration, and institutional investment and risk management services. Mike is responsible for leading the corporate market sales team, nationally. This includes overseeing the development and execution of the distribution strategies for defined contribution, pension, and nonqualified plan services in corporate markets. He ensures retirement plan products and services offered by Prudential Retirement are customized to meet the needs of clients in target markets.

Mike entered the financial services industry in 1993, when he joined Prudential. He has a Bachelor of Science degree in business administration from the University of Hartford and is a Series 6, 7, 24, and 63 registered principal.

He volunteers his time to several charitable organizations including serving on the Host Committee for UNICEF Chicago, and through membership in the Red Cross Blood Drive, Habitat for Humanity, and the United Way.

Marc Howell, FSA, EA, Vice President - Custom Retirement Solutions, Prudential

Marc Howell has over 18 years of experience working with sponsors of defined

benefit and defined contribution plans. He leads a team of consultants tasked with providing custom design solutions within the defined benefit and defined contribution market. Leveraging Big Data, Marc has led development of multiple proprietary capabilities within Prudential. These capabilities focus on predicting human behavior to allow for the creation of retirement designs focused on delivering the best possible outcomes for employees as well as employers. He has redesigned retirement programs for numerous plan sponsors across the U.S., ranging from manufacturing, healthcare, utilities, higher education, and professional services organizations.

Marc's innovative approach to plan redesign won his clients 1st place in the PSCA Signature Awards, for both 2013 and 2015. Additionally he has spoken at numerous industry events and was interviewed by PlanSponsor on the topics of Big Data analytics, plan design and retirement program ROI. In 2017, Marc was named a "Top 25 Rising Star in Retirement under 40" by LIMRA. Marc was a Joseph Wharton Scholar at the University of Pennsylvania's Wharton School of Business, where he graduated with a B.S. in economics. He is a Fellow in the Society of Actuaries, a Member of the American Academy of Actuaries, and an enrolled actuary.

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Webinar: Future-proof Your Workforce

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The National Association of Manufacturers estimates that manufacturers have 365,000 unfilled jobs now and will need to fill 3.5 million jobs in the next 7 years. In addition to traditional assembly line jobs, the manufacturing industry is moving rapidly toward jobs with irreplaceable human skills, such as creativity, ingenuity, and critical thinking.

To stay competitive, manufacturers need to quickly accommodate the new expectations of this shifting workplace environment. New job opportunities bring new ways of working. Your current and future employees require an expanded toolset to be productive contributors as soon as they step in the door and advance within your organization.

Successful manufacturers have found ways to increase productivity while proving they are exciting, innovative, and rewarding places to work. Join this webinar for a discussion that will help you future-proof your workforce and:

- Understand the impact that the changing workforce is having on manufacturers today.
- Learn how to maximize productivity amongst your employees and use your existing workforce to its fullest potential.
- Identify how technology can play an integral role in the recruiting, retaining, and effective scheduling of the new generation of workers.

Speakers

 **Gardner Carrick, Vice President of Strategic Initiatives, The Manufacturing Institute at the National Association of Manufacturers**

Gardner Carrick is the Vice President of Strategic Initiatives for The Manufacturing Institute at the National Association of Manufacturers. Mr. Carrick leads the Institute's workforce portfolio and is currently working on a new industry-

recognized apprenticeship system to change how manufacturers and schools partner to prepare the workforce. He is also leading the development of a national education data system that will integrate education, certification, and labor market data to deliver outcome information on education programs. Previously, Mr. Carrick led the Institute's research activities including partnerships with internationally recognized consulting firms and the Institute's military-to-manufacturing program. Prior to joining the Institute, he worked at the U.S Department of Labor.

 **Nick Castellina is Director of Industry and Solution Strategy, Infor**

Nick Castellina is Director of Industry and Solution strategy at Infor where he is responsible for marketing messaging and strategic direction in the discrete manufacturing industries. Nick interacts with end users to understand their challenges and connects with product management and marketing to support Infor's commitment to delivering focused solutions featuring industry best practices. Prior to Infor, Nick was Vice President and Research Group Director of the Aberdeen Group's Business Planning and Execution research practice. There he worked with software vendors and end users to analyze trends and produce industry-leading content in topics related to Enterprise Resource Planning, Enterprise Performance Management, Project Portfolio Management, and Business Process Management.

 **Jim Perry, Director, Enterprise Performance Management Practice, Infor**

Jim Perry is a Director in the Performance Management practice at Infor. Jim lectures extensively on best practices in Big Data and digital transformation and is a recognized thought leader in the space. He holds an MBA Finance from Rutgers Business School, has a graduate certificate in Data Science from MIT, and is a registered Six-Sigma Black Belt.



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