

2011 Conference On Testing

May 1 - 4, 2011
JW Marriott New Orleans
New Orleans, LA



Building Relationships: The Big Picture in the Big Easy

Sunday, May 1, 2011

3:00-5:00 pm **Registration ~ Bacchus Room**

6:00 pm **Join us for a Group Dinner!**

Monday, May 2, 2011

7:00 am **Registration Opens ~ St. Jerome Foyer**

7:30-8:00 am **Breakfast ~ St. Jerome Room**

8:00-8:15 am **Welcome and Opening Remarks**
Pat Bray, Otter Tail Power Company & Chair,
Personnel Research Task Force

8:15-8:35 am **EEI Testing Strategic Update**
Wanda Campbell, EEI

8:35-9:35 am **Big Apple Math in the Big Easy ~ Allannah Thomas, Founder
& Executive Director ~ Helicon, Inc.**

Ms. Thomas will share her experiences and successes training disadvantaged youth in New York City on mathematics.

9:35-9:50 am **Break**

- 9:50-10:50 am **Empowering Great Careers** ~ Karen Gloyer, Human Resources Specialist ~ Dominion Power
Ms. Gloyer will detail Dominion's experience developing and building a military program, as well as observations and recommendations to other energy companies considering building a military recruiting program.
- 10:50-11:00 am **Break**
- 11:00 - 12 Noon **Interactive Session ~ Discussion of Speaker's Presentations and Applications At Your Company**
Facilitated by Steve Runde, DTE; Donnie Lester, LGE&KU Energy; Casandra Allen, PHI
- 12 Noon-1:00 pm **Lunch ~ Orleans/Rosalie Rooms**
- 1:00-2:00 pm **Employee Engagement** ~ Mark Antoine, Manager, Strategic Workforce Planning & Ken Klein, Senior Human Resources Representative, Talent Management & Inclusion ~ Entergy Corporation
- The current economic times are forcing companies to become leaner and employees are expected to do even more. Studies show that an engaged workforce is more productive with lower absenteeism and turnover. In essence, employee engagement is critical to achieving business objectives. This session will present a model of employee engagement along with the benefits of and actions designed to improve employee engagement.
- 2:00-2:30 pm **Networking**
- 2:30-2:45 pm **Break**
- 2:45- 4:00 pm **Legal Updates** with Lawrence Ashe, Esq. & Paul Barsness, Esq. ~ Ashe, Rafuse & Hill and Wanda Campbell, EEI
- 4:00 - 4:15 pm **General Session Adjourn**
- 4:30-5:30 pm **Testing Team Focus Group ~ St. Jerome Room**
- Join members of the Personnel Research Task Force to discuss testing issues that are impacting your company now.

6-7:30 pm **Reception ~ Conde/Frontenac Rooms ~**
Join fellow attendees for a little Big Easy fun!

Tuesday, May 3, 2011

7:30-8:00 am **Breakfast ~ St. Jerome Room**

8:00-8:15 am **Welcome and Opening Remarks**
Pat Bray, Otter Tail Power Company & Chair, Personnel Research Task Force

8:15-8:45 am **EEI Testing Program Update**
Wanda Campbell, EEI

8:45-9:00 am **Break**

9:00-10:30 am **Computer Based Testing: Overview, Demonstration and Implementation**

This session will show you how to implement EEI's computer-based testing program at your company. We will present the requirements for a successful implementation, detail the implementation process and share what we learned from our pilot companies. The Customer Service Representative test will be introduced with a demonstration of our new CBT platform.

Rick O'Grady, EEI; Anita Noriega, Angel Brito, & John Mulholland of Southern California Edison Company

10:30-10:45 am **Break**

10:45-12 Noon **Skill Builder Discussion and Feedback** (Pat, Wanda, Rick) Pat Bray, Otter Tail Power Company; Wanda Campbell & Rick O'Grady, EEI

12 Noon-1:00 pm **Lunch ~ Orleans Room**

- 1:00-2:00 pm **EEI Testing Website – What can it do for me?**
- Need a refresher about your responsibilities?
Looking for a way to improve a process?
Need to set up an ADA accommodation?
Access the toolkit for hints, tips, and checklists to keep your testing program running efficiently.
- Laurie Linnan, We-Energies & Toni Popplewell, Indianapolis Power & Light
- 2:00-2:15 pm **Break**
- 2:15-3:30 pm **Testing Team Role Changes**
- We have reviewed and updated the Testing Team roles to better reflect the work you do as a Testing Team member. Come and learn about these updated roles!
- Anita Noriega, Southern California Edison ~ Laurie Linnan, We Energies ~ Casandra Allen, PHI
- 3:30-5:00 pm **Networking Break**
- Join fellow attendees for a snack and discussion of testing issues or visit the Computer Based Testing open house to take a look at what is new!
- Wednesday, May 4, 2011**
- 7:30-8:30 am **Buffet Breakfast ~ St. Jerome**
- 8:30-8:45 am **Welcome and Opening Remarks**
- Pat Bray, Otter Tail Power Company & Chair, Personnel Research Task Force

8:45 - 9:45 am

Evaluating the Value of Employment Testing ~ Quantitative & Qualitative Approaches

Members of the testing team are sometimes put in a position where they must defend the value of employment testing with various audiences within their organization. However, evaluating the value of testing within your organization can be difficult if you don't know where to begin. This presentation will provide you with an overview of several approaches to evaluate the value of employment testing, including both quantitative approaches that statistically measure the value of testing and qualitative approaches such as employee testimonials.

Vickie Bogue, Southern Company; Rob Michel, EEI & SchuyLer Jarrow, Entergy

9:45 - 10:00 am

Break

10:00- 10:30 am

Conference Trivia Game!

Toni Popplewell, Indianapolis Power & Light & Laurie Linnan, We Energies

10:30 – 11:15 am

Interactive Session ~ Participant Topics!

Participants will be asked to provide a list of topics prior to the conference. From the list of topics, participants will have the opportunity to discuss their processes, experiences, issues, unique situations, and solutions with each other.

Steve Runde, DTE Energy & Donnie Lester, LGE&KU Energy

11:15 am

Conference Closing

Your Questions & Comments

Drawing for FREE Registration to the 2012 CoT!