The University of Maryland Robert H. Smith School of Business

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Randstad US is a wholly owned subsidiary of Randstad Holding NV, a $22.9 billion global provider of HR services. As the third largest staffing organization in the United States, Randstad provides temporary, temporary-to-hire, and permanent placement services each week to over 100,000 people through its network of more than 900 branches and client-dedicated locations. Employing over 5,300 recruiting experts, the company is a top provider of outsourcing, staffing, consulting and projects and workforce solutions within the areas of Engineering, Finance and Accounting, Healthcare, Human Resources, IT, Legal, Manufacturing & Logistics, Office & Administration, Pharma and Sales & Marketing.

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09:00 AM  Registration and Breakfast

09:30 AM  Program Welcome

  Liz Barron, Senior Director, Executive Education, Robert H. Smith School of Business, University of Maryland, College Park
  Michelle Prince, Senior Vice President, Talent Management
  Randstad Staffing

10:00 AM  The Neuroscience of (Successfully) Leading Organizational Change

  Why can't we change our organizations? Year after year, the list of companies that no longer exist because they were unable to evolve continues to grow. Not only is the track record of change efforts dismal — it may not be improving. Clearly, new insight is needed into how organizations can better adapt to their environments.

  One source of new insight is the field of neuroscience. The study of the brain, particularly within the field of social, cognitive, and affective neuroscience, is starting to provide new insights into how change affects people. Walter McFarland, co-author of Choosing Change, will discuss the emerging role of neuroscience in organizational change.

  Walter McFarland, Author Choosing Change; Former Chairman ATD (formerly ASTD); President, Windmill Human Performance

11:30 AM  Networking Lunch

12:30 PM  Leadership Lessons from a Life in Law Enforcement

  Lauren C. Anderson has served our country at senior levels in the FBI and on the Joint Terrorism Task Force. Hear her guiding principles for great law enforcement leadership and take part in a topical discussion that has relevance for every leader and every organization.

  Lauren Anderson, Lecturer, CBP Leadership Institute Robert H. Smith School of Business; former director FBI New York Office's Joint Terrorism Task Force (JTTF) International Terrorism program; Vital Voices Global Ambassador

2:00 PM  Building Blocks of Good Management Exercise

  Michelle Prince, Senior Vice President, Talent Management
  Randstad Staffing

2:30 PM  Creating a Leadership Climate

  How can you help your people adapt to the needs of others, displaying the kind of leadership that is needed moment by moment? How can you model the behavior you want to see from those around you when they head your enterprise? Traci Fiatte, who leads a $2bn business for Randstad, shares her leadership tips.

  Traci Flatte, Group President, Randstad Staffing
**BIOS**

**Liz Barron** is Senior Director of Custom Programs in the Office of Executive Education at the Smith School of Business at the University of Maryland, College Park. Liz is accredited by the International Coach Federation and holds a Leadership Coaching Certificate from Georgetown University. She is certified to administer the Center for Creative Leadership suite of 360 assessments and the Hogan Assessments. Liz was formerly Director of Education at the National Association of Corporate Directors (NACD) providing governance education to public, private, and non-profit boards. She was previously Director of Leadership Programs and Communications at the Brookings Center for Executive Education, part of the Brookings Institution.

**Michelle Prince** provides strategic HR leadership in the areas of talent management, employee engagement, organization design and effectiveness, and leadership development. She and her Talent Management team at Randstad deliver experiential learning and professional development through innovative techniques and programs that build organizational competencies, strengthen management capabilities, and develop a strong pipeline of talent. Michelle brings global experience and best practices from a variety of industries including Technology, Financial Services, Pharmaceuticals and Medical Devices having worked for market leaders including Siemens, Novartis, and First Data. Michelle earned a BS Management from Binghamton University, an MS Human Resources from Rochester Institute of Technology, and is currently a candidate for a Doctorate of Management in Organizational Leadership with the University of Phoenix. Michelle’s passion for supporting the professional development of women is demonstrated in her various volunteer efforts. She is a regular contributor to the online magazine Women Powering Business (womenpoweringbusiness.com), an active mentor for Pathbuilders, Inc. (pathbuilders.com), she is an Advisory Board Member for the Healthcare Businesswomen’s Association Atlanta Chapter (hbabenet.org), and was a founding member of a successful corporate women’s networking group.

**Walter McFarland** is the founder of Windmill Human Performance, a consulting firm specializing in Leadership, Learning and Change. Walter was previously a Senior Vice President at Booz Allen Hamilton, leading the global business in HR and Learning. Walter’s clients include Global Fortune 500 companies, not-for-profit organizations and government agencies. His work in large-scale organizational change has earned: the Hammer Award, the IRS Commissioner’s Award, and the Smithsonian Institution’s Innovation Award. Walter was the 2013 Board Chair of the Association for Talent Development and the 2014 Chair of Georgetown University’s HR Advisory Board. He served on President Obama’s 2012 and 2013 Rank Award Councils. Walter is co-author (with Susan Goldsworthy) of *Choosing Change* and has chapters in the current editions of the ASTD Handbook and the Handbook of Neuroleadership. Walter holds an MPA degree from Southern Illinois University; an MA in Government from Georgetown University, a Specialist of Education degree in Human Resource Development from George Washington University, and an MSc degree in Organizational Change from HEC Paris and Oxford University.

**Lauren Anderson** directed the FBI New York Office’s Joint Terrorism Task Force (JTTF) International Terrorism program, the largest FBI task force in the United States, leading Counterterrorism investigations and operations with a direct impact on US National Security interests, in 13 counties in New York and, internationally, in coordination with foreign partners, for terrorist incidents in Africa, Western Europe, and Canada. She oversaw the disruption of numerous terrorist plots, including a plot to attack the US Embassy in Paris, France, and a plot to attack New York’s JFK Int’l Airport. Prior to that, she led the FBI’s office at the American Embassy, Paris, France, the first woman appointed to this post, where she developed and enhanced strategic partnerships in France, Monaco and 22 countries in North, West and Central Africa, with counterparts in Law Enforcement, Intelligence, Ministries (Justice, Interior, Foreign Affairs) and International businesses. In this capacity Lauren developed and implemented a plan to open new FBI Legal Attache offices in Morocco, Senegal and Algeria. University of America.
Traci Fiatte is responsible for the strategic direction and business operations for Randstad Staffing. This includes all company-owned branch offices, Randstad InHouse Services, and Randstad Corporate Services. Prior to her appointment to Group President in 2013, Traci was the Division President of Strategic and National Accounts; with her primary focus on accelerating the growth and profitability of Randstad’s largest customers. With over 18 years of industry experience, Traci is recognized for conceptualizing many key sales and operational innovations within Randstad and successfully leading teams to turn those innovations into successful businesses. This includes, but is not limited to, new recruiting delivery models based on client size and buying patterns, and using "big data" for analytics-based sales approaches. Traci sits on Randstad’s Global Advisory Board and holds an MBA from Northwestern University’s Kellogg School of Management.

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