



2017 LATIN AMERICA FORUM

THE NEW DIGITAL WORKPLACE

UNLOCKING OPPORTUNITIES TO DRIVE ORGANIZATIONAL CHANGE



PARTICIPANT AGENDA

DAY ONE — WEDNESDAY, MAY 24

12:00 Forum Registration Opens

12:00–13:00 Lunch

13:00–13:30 **Welcome to Forum 2017**
Opening Remarks
Julio Portalatin, President and CEO, Mercer

13:30–15:00 **Reimagining the Employee Experience and Our Digital Workplace: A Mercer Perspective**
Barney Loehnis, Global Digital Leader, Mercer
Eric Gutierrez, Head of Compensation & Benefits, Capital One

Employees expect their employers to provide sophisticated digital tools to enable them to focus on their work and develop fulfilling careers. How can employers ensure they're designing experiences that will engage employees and win the talent war?

The digital age has afforded many opportunities to enable employees to work remotely and on the go while improving their ability to build their networks, collaborate with their clients, and share content and learning opportunities. What is the digital workplace road map — critical to success in the next five years?

15:00–15:30 **Networking Break**

15:30–17:00 **Mend the Gap: How to Bring Financial Security to an Aging Workforce in Latin America**
David Anderson, President, Growth Markets Region, Mercer
Andre Maxnuk, Principal — Mexico, Mercer

Global retirement systems play a critical role in society and impact virtually every major stakeholder group as well as the broader economy and financial system. Historically, public and private institutions managed and pooled the risks of individuals and guaranteed certain outcomes to individual participants, but that system has slowly been supplanted by one where each individual is personally responsible for his or her retirement and financial well-being.

This is a serious concern in Latin America, as, in general, there is a limited retirement savings culture, the social security systems provide limited coverage and are generally underfunded, and the population is aging. Retirement readiness has become a critical topic for organizations across the region to support a multigenerational workforce, succession planning, attraction and retention.

In this session, we highlight key aspects of Mercer's latest research and explain what these evolving trends mean for the future of retirement. We discuss what stakeholders can do to drive change — from the individual level to the corporate level to the government level. In this discussion, we also share an overview on public and private systems tracked by the Melbourne Mercer Global Pension Index (MMGPI), the world's most comprehensive comparison of global pension systems, measuring 27 systems against more than 40 indicators to gauge their adequacy, sustainability and integrity.

17:00–18:30 **Client Case Study — A data-driven approach for enhancing leadership effectiveness and employee engagement**
Tomas Chamorro-Premuzic, CEO, Hogan
Patrick Hyland- Head of R&D, Mercer Sirota

18:30–19:30 **Networking Break**

19:30 **Conference Dinner**

DAY TWO — THURSDAY, MAY 25

7:15–8:15 **Breakfast**

8:15–8:30 **Welcome to Day Two**
David Anderson, President, Growth Markets Region, Mercer

8:30–10:00 **Keynote Speaker: The Employee Experience Advantage – Why Organizations That Invest in Employee Experience Crush Those That Don't**
Jacob Morgan, Best-Selling Author, Keynote Speaker and Futurist

Employee engagement scores have never been lower, but investment in these programs is at its highest. Why such a disconnect? For most organizations, employee engagement has become an adrenaline shot designed to boost engagement scores in the short term. It comes in the form of perks such as free food, comfortable offices and the ability to work from home a few days a week.

Employee experience, on the other hand, is a long-term solution that helps design an organization with people at its center. Instead of forcing employees to adapt to outdated workplace practices, experiential organizations develop new workplace practices around their people.

*In this session, Jacob will share research from his latest book, *The Employee Experience Advantage*, to shed light on what employee experience is, how organizations are designing it and how much ROI companies can expect.*

10:00–11:30 **Panel Discussion: Innovation in Healthcare**
David Kaplan, Senior Partner — San Francisco, Mercer
Eduardo Marchiori, Country Leader — Brazil, Mercer Marsh Benefits
Milt Ezzard, Global Benefits — California, Activision Blizzard

11:30–12:00 **Networking Break**

12:00–13:30 **GROUP SESSION A**

Interactive Session: Practicing Innovation in Healthcare (English)

David Kaplan, Senior Partner — San Francisco, Mercer
Special Guests: Tatiana Pieper, Flowing
Daniel Etra, CEO of Rethink
Manny Hernandez, SVP, Member Experience and Strategic Product
Alliances, Livongo
Mark Miller, VP Provider Solutions, Wildflower Health

A Holistic Approach to Gender Diversity: Leveraging Technology to Address the Unique Career, Health and Financial Needs of Women in Your Workforce (English)

Marcelo Modica, Chief People Officer — Mercer
Ana María Weisz, Wealth Leader for Argentina, Chile, Paraguay, Bolivia and Uruguay, and Women@Mercer LatAm Leader — Argentina, Mercer

Is your company one of the growing number of organizations rethinking their approach to gender diversity — as a driver of growth and innovation? Marcelo Modica, Mercer's Chief People Officer, along with Ana María Weisz, leader of Mercer's When Women Thrive team, share how to propel your business and people strategy through the use of data analytics and technology. This session focuses on proven best practices and lessons from Mercer's own journey to identify gaps, drive behavioral change, accelerate diversity and, as a result, unlock one of the most important elements of an integrated talent and business strategy.

Andean Region Workshop (Spanish)

Adriana Gonzalez, Business Segment Leader— Colombia, Mercer
Gabriel Regalado, Country Leader— Peru, Mercer

Is Latin America Ready to Face the Pension Crisis That's Hitting the World? Country Perspectives (English)

Clara Estevarena, Actuarial Manager, Wealth — Argentina, Chile, Bolivia, Paraguay and Uruguay, Mercer
Jorge Servin, Senior Consultant Wealth — México, Mercer

According to a Mercer report, employees in the US spend 13 hours a month on average addressing financial issues. How do financial courage and financial knowledge help?

Concerns about retirement are complicated by several issues:

- The existing financial gap in most social security systems
- The lack of a long-term savings culture and individual products
- Employee mobility across Latin America
- The corporate perspective on managing retirement programs

In this session, our presenters cover a macro perspective for the region surrounding these issues as well as case studies on how companies are dealing with them.

13:30–15:00 **Lunch**

15:00–16:30 **GROUP SESSION B**

Compensation Planning 2017: Latin America Forecasts and Trends (Spanish)

Gerardo García Rojas, Information Solutions Leader — Mexico, Mercer

Christian Pereira, Executive Compensation and Pay for Results Leader — Mexico, Mercer

A tradition of our HR conference, this session presents a detailed overview of compensation and benefits trends in Latin America as identified by Mercer's Total Remuneration Survey, focusing specifically on what's behind the numbers. By correlating information and indicators from different countries and contrasting the region's results with trends identified by Mercer's global surveys, delegates receive an updated overview of key compensation and benefits issues and trends across Latin America.

A Holistic Approach to Gender Diversity: Leveraging Technology to Address the Unique Career, Health and Financial Needs of Women in Your Workforce (Spanish)

Marcelo Modica, Chief People Officer — Mercer

Ana María Weisz, Wealth Leader for Argentina, Chile, Paraguay, Bolivia and Uruguay, and Women@Mercer LatAm Leader — Argentina, Mercer

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Inside CEOs' Minds: CEO Challenge Survey 2017 (English)

Daniel Nadborny, Partner and Global Consulting Leader, LA — Argentina, Mercer

Martín Umarán, COO y Fundador de Globant

Mexico Workshop (English)

Julieta Manzano, Director, Business Development — Mexico, Mercer

André Maxnuk, Principal — Mexico, Mercer

16:30–17:00 **Networking Break**

17:00–18:30 **GROUP SESSION C**

Is Latin America Ready to Face the Pension Crisis That's Hitting the World? Country Perspectives (Spanish)

Clara Estevarena, Actuarial Manager, Wealth — Argentina, Chile, Bolivia, Paraguay and Uruguay, Mercer

Jorge Servin, Senior Consultant Wealth — México, Mercer

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Argentina and Chile Workshop (English)

Cecilia Giordano, Country Leader — Argentina, Mercer
Diego Guaita, Country Leader — Chile, Mercer

Emotional Salary: How Can Intangible Rewards Improve Engagement, Reduce Turnover and Optimize HR Strategy? (English)

Leandro Ribeiro, Senior Associate — Mexico, Mercer
Rosa María Espinosa, Regional Director of Compensation and Benefits for LA, American Express

The phenomenon of employees moving laterally from one company to another due to offers they believe are more attractive — and then regretting the decision after some months on the new job — is especially common in Latin America. People don't appreciate what they have until they lose it.

Companies currently invest heavily in HR strategies to improve the workplace experience and enhance engagement. Over time, employees become used to their environments, focus only on their base salaries and lose the total rewards concept, which includes intangible remuneration.

Emotional salary is a program with an individual perspective that helps companies and employees identify value and optimize their total rewards, taking into consideration differences in age, gender and hierarchical levels. This concept has been helping companies increase engagement, reduce turnover, improve the results of organizational climate surveys and validate their remuneration strategies.

Brazil Workshop (English)

Marcelo Ferrari, Director, Market Development — Brazil, Mercer
Eduardo Marchiori, Country Leader — Brazil, Mercer Marsh Benefits

18:30–21:00 **Networking Cocktails**

DAY THREE — FRIDAY, MAY 26

7:30–8:30 **Breakfast**

8:30–10:00 **GROUP SESSION D**

Andean Region Workshop (English)

Adriana Gonzalez, Business Segment Leader — Colombia, Mercer
Gabriel Regalado, Country Leader — Peru, Mercer

Argentina and Chile Workshop (Spanish)

Cecilia Giordano, Country Leader — Argentina, Mercer
Diego Guaita, Country Leader — Chile, Mercer

Brazil Workshop (English)

Marcelo Ferrari, Director, Market Development — Brazil, Mercer
Eduardo Marchiori, Country Leader — Brazil, Mercer Marsh Benefits

Inside CEOs' Minds: CEO Challenge Survey 2017 (Spanish)

Daniel Nadborny, Partner and Global Consulting Leader, LA — Argentina, Mercer
Martín Umarán, COO y Fundador de Globant

10:00–10:15 **Break**

10:15–11:45 **GROUP SESSION E**

Compensation Planning 2017: Latin America Forecasts and Trends (English)

Gerardo García Rojas, Information Solutions Leader — Mexico, Mercer

Christian Pereira, Executive Compensation and Pay for Results Leader — Mexico, Mercer

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Mexico Workshop (Spanish)

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Interactive Session: Practicing Innovation in Healthcare (English)

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Daniel Etra, CEO of Rethink

Manny Hernandez, SVP, Member Experience and Strategic Product

Alliances, Livongo

Mark Miller, VP Provider Solutions, Wildflower Health

Digital Recruiting — New Technologies for Hiring Best-Fit Talent (English)

Barbara Marder, Senior Partner and Global Innovation Leader, Career, Mercer

Martín Ibañez Frocham, Senior Partner, Career— Latin America, Mercer

Social, mobile, video, text, artificial intelligence, machine learning and gamification are all changing the way companies connect with candidates. Companies that don't embrace these new technologies won't be able to attract and engage the best candidates, whether outside or already in your organization. In this session, we learn about new digital technologies that both improve the candidate experience and provide valuable information and insights to hiring managers. Find out how your company can make better hiring decisions by using new technologies and data to supplement human instinct in hiring.

11:45–12:00 Break

12:00–13:30 Mercer Global Talent Trends Study 2017 — Empowerment by Design: Today's Business Imperative

Kate Bravery, Partner — Hong Kong, Mercer

Juliana Van Waveren, Career Director — Mexico, Mercer

The world has changed — and, globally, organizations are changing with it. They seek to create agile, more nimble companies with the ability to learn and respond. But how do you achieve this change?

During this interactive session, we discuss how artificial intelligence and robotics are shaping the nature of jobs and how organizations are evolving in response. We also share talent strategies that can help future-proof your business, along with the skills that are most in demand today.

Find out how C-suite executives, HR professionals and employees around the world are adapting and thriving in this rapidly changing environment.

Topics include:

- *The Disconnect: The C-Suite and HR on the Future of Work*
- *Leading on the New Deal: What to Focus on to Attract Top Talent*
- *Building a Resilient Organization: How to Mitigate Risk and Build to Adapt*

13:30–13:45 Conference Close

13:45–15:00 Lunch

PLEASE NOTE: The primary language of the Forum is English. All plenary sessions will be presented in English. PowerPoint materials for all plenary and breakout sessions will also be in English.

However, some breakout sessions are offered in both English and Spanish. Please refer to the agenda, which clearly identifies the presentation language of each session. When you register, you can select sessions based on your language preference.