



THE RITZ-CARLTON GRANDE LAKES, ORLANDO, FL

CHRO SUMMIT 2026

March 4–6

Bringing CHROs and senior HR executives together in Orlando, FL for timely, strategic conversations on practice, policy, and executive leadership.

WEDNESDAY, MAR. 4

6:00 p.m. – 8:00 p.m.
(DaVinci Lawn & Terrace)

Welcome Reception

Brought to you by UnitedHealthcare

Enjoy drinks, heavy hors d'oeuvres, and good company as you mingle and get to know fellow attendees.

THURSDAY, MAR. 5

7:00 a.m. – 8:00 a.m.
(The Ritz-Carlton Foyer / Salons I-II)

Check-In and Breakfast

Brought to you by Goldman Sachs Ayco

Pick up your name badge and conference materials at our check-in desk located in The Ritz-Carlton Foyer. Then, prepare for the day with a breakfast buffet in Salons I-II.

8:00 a.m. – 8:20 a.m.
(Salons III-IV)

Welcome and Opening Remarks



Timothy J. Bartl
Chief Executive Officer
CHRO Association



Timothy J. Richmond
Chair, CHRO Association;
Former EVP, Chief Human Resources Officer, AbbVie

Reports of the Membership and Nominating Committees



Monique R. Herena
Vice Chair, CHRO Association
Chief Colleague Experience Officer, American Express Company



Stephanie Lundquist
Director, CHRO Association
Chief Human Resources Officer, Cargill, Incorporated

THURSDAY, MAR. 5

8:20 a.m. – 9:20 a.m.

*(Salons III–IV)***The CEO-CHRO Partnership: A Fireside Chat** *Brought to you by Deloitte*

Optum CEO Patrick Conway and CPO Kristi Hummel will discuss how they collaborate to transform healthcare delivery for millions of Americans. Discover how their strategic alignment on talent, technology, and operational scale enables Optum to tackle the industry's most pressing challenges—from rising costs to access barriers to quality outcomes. This intimate conversation will explore how purpose-driven leadership, workforce innovation, and technology create competitive advantage while delivering measurable value for customers and patients. The discussion offers a rare opportunity to learn from executives leading one of healthcare's most influential organizations through a period of unprecedented industry transformation.

**Patrick Conway**

CEO

Optum at UnitedHealth Group

**Kristi Hummel**

Chief People Officer

Optum

9:20 a.m. – 9:40 a.m.

*(The Ritz-Carlton Foyer)***Morning Break**

Recharge with coffee and light refreshments in the foyer while connecting with peers between sessions.

9:40 a.m. – 10:45 a.m.

*(Salons III–IV)***Leading the Hybrid Human-AI Workforce***Brought to you by Guild*

AI is an emerging co-worker, not just a tool. Wharton Professor Ethan Mollick, moderated by Parker Mitchell from Valence, explores the shift from "using" tech to collaborating with it. He positions the CHRO as the R&D leader for work, responsible for navigating the "Jagged Frontier"—the specific zone where human expertise meets machine capability.

**Ethan Mollick**

Innovation Expert & Artificial Intelligence Thought Leader;
Professor of Entrepreneurship, The Wharton School

**Parker Mitchell** *MODERATOR*

Founder & CEO
Valence

10:45 a.m. – 10:55 a.m.

*(The Ritz-Carlton Foyer)***Relocation Break**

Recharge with coffee and light refreshments in the foyer as you navigate your way to the first of two breakout sessions.

THURSDAY, MAR. 5

10:55 a.m. – 11:55 a.m.

*(Salon V)***AI Breakout Sessions Round One***Brought to you by The Miles Group*

Choose two from a selection of four AI-focused breakout sessions—attend one before and one after lunch.

Developing the AI-Enabled Workplace

Focus on developing workforce capabilities for an AI enabled workplace, with skills and learning as the starting point and AI as an enabler. Rebecca Hinds, PhD will anchor the session with research and case examples, followed by CHRO perspectives and discussions on what members are trying, what is working, and what is not.

**Rebecca Hinds, PhD**

Head of the Work AI Institute and Thought Leadership, Glean
Author, *Your Best Meeting Ever* (Simon & Schuster, Feb 2026)

**Ryan Craig**

Executive Vice President, Chief Human Resources Officer
Elevance Health

**Shelly Carlin** *MODERATOR*

Executive Vice President, Learning
CHRO Association

*(Napoli)***Measuring What Matters: The Real ROI of Enterprise AI**

As generative AI moves from experimentation to execution, CHROs are under pressure to demonstrate business impact – not just efficiency gains. In this session, leaders from Workday and Danaher share how they are defining, measuring, and communicating the ROI of AI investments across talent, productivity, and operating models. Panelists will discuss what early value looks like, what metrics resonate with CEOs and boards, and what it takes to turn test-and-learn pilots into repeatable enterprise wins.

**Ernest Ng**

Senior Principal, Product Strategy
Workday

**Georgeann Couchera**

Senior Vice President, Human Resources
Danaher

**Ani Huang** *MODERATOR*

President, Policy and Practice, CHRO Association
CEO, Center on Executive Compensation

THURSDAY, MAR. 5

(Salon VI)

BREAKOUT SESSION OPTIONS CONTINUED

Inside Implementation: How Enterprise HR Leaders Are Deploying AI at Scale

In this hands-on breakout, walk through what AI implementation really looks like inside a global organization. From identifying priority use cases to navigating change management, governance, workforce readiness, and IT integration, this session offers a transparent look at the decisions, trade-offs, and leadership rhythms required to move beyond pilots and deliver meaningful business impact. Ideal for CHROs who want a grounded roadmap for scaling AI responsibly and effectively.

**Eric Dozier**

Executive Vice President and Chief People Officer
Eli Lilly

**Darrell Ford**

Vice Chair, CHRO Association
Executive Vice President and CHRO, UPS

**Stephanie Lundquist** *MODERATOR*

Director, CHRO Association
Chief Human Resources Officer, Cargill, Inc

*(Siena)***Early Lessons from CHROs Leading AI Adoption**

Three CHROs share short “case stories” (what we tried, what worked, what didn’t) followed by guided peer conversations. The focus is on honest trade-offs, not polished success stories.

**Kristen Mullholland**

Executive Vice President and Chief Human Resources Officer
Johnson & Johnson

**Vicki A. Walia**

Chief People & Experience Officer
Prudential Financial, Inc.

**Jacqui Canney** *MODERATOR*

Director, CHRO Association
Chief People and AI Enablement Officer, ServiceNow

THURSDAY, MAR. 5

11:55 a.m. – 12:55 p.m.

*(Salons I-II)***Informal Networking Luncheon***Brought to you by Oracle Cloud HCM*

Get to know or reconnect with attendees during this informal networking luncheon—an easy opportunity recharge ahead of the afternoon discussions.

12:55 p.m. – 1:55 p.m.

*(Various)***AI Breakout Sessions Round Two***Brought to you by The Miles Group*

Choose a second AI-focused breakout session from the four options listed above.

1:55 p.m. – 2:05 p.m.

*(The Ritz-Carlton Foyer)***Afternoon Break***Brought to you by People Results*

Grab a beverage and a quick snack in the foyer as you pause and reconnect before the final two sessions of the day.

2:05 p.m. – 3:00 p.m.

*(Salons III-IV)***World-Class HRBPs: Insights from CAHRS and Real-World Practice***Brought to you by Crenshaw Associates*

Dive deep into how the HRBP role has transformed — and where it's headed. In this session, we'll explore findings from the Cornell Center for Advanced Human Resource Studies (CAHRS)'s "World Class HRBP Framework," and discuss what defines a world-class HRBP today. You'll hear real-world stories of how organizations have restructured their HRBP model to meet modern business demands—and leave with actionable ideas to elevate your own HRBP function.

**Kevin Cox**

Former CHRO, General Electric
President, LKC Advisory LLC

**Christopher J. Collins**

Professor of HR Studies, Director of MILR Program
School of Industrial and Labor Relations, Cornell University

**Jennifer Christie**

Chief People Officer
DocuSign

**Anna Serafin**

VP HR, Global Commercial Business Partner
The Hershey Company

THURSDAY, MAR. 5

3:00 p.m. – 4:00 p.m.

(Salons III–IV)

Caregiving as a Workforce Imperative: Closing the Awareness and Access Gap

Brought to you by Maven Clinic

Although 81% of employers say they offer caregiving support, 61% of employees don't know it exists—and caregiver stress continues to climb. This panel unpacks what effective caregiver support looks like in practice: financial wellness programs, communication strategies, and benefits designs that actually reach employees. Leave with a clearer understanding of both the opportunity and the organizational risks of inaction.



Diane Ty

Managing Director, Future of Aging
Milken Institute



Amanda Poole

Executive Vice President and Chief People Officer
Bristol Myers Squibb



Karen Bennet

Executive Vice President and Chief People Officer
Cox Enterprises



Peter S. Paine III

Chief of Staff to the CEO
Bristol Myers Squibb



Carol Surface *MODERATOR*

Chief People Officer
HP, Inc.

Special thanks to the following partners for their support:

SpencerStuart



*A brilliant start to the event, thanks to **Spencer Stuart** – proud sponsor of our Wednesday evening fireworks!*

*A leadership insight you can take with you, thanks to **Sharecare** – proud sponsor of Adm. Stavridis' books.*

*Unlock the CHRO Summit with **Challenger, Gray & Christmas, Inc.** – proud sponsor of our hotel room keys.*

*Stay refreshed and ready to connect, thanks to **Visana Health** – proud sponsor of our water bottles.*

THURSDAY, MAR. 5

6:00 p.m. – 7:00 p.m.

(The Ritz-Carlton Foyer)

Evening Reception

Brought to you by Alight



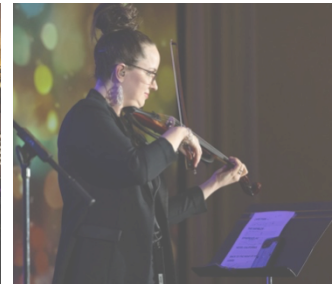
7:00 p.m.

(Salons III-IV)

Summit Dinner & Entertainment

Brought to you by Spencer Stuart

Enjoy an expertly prepared three-course meal and special entertainment by the CHRO Association Staff Band, Consensus.



Afterward

(The Ritz-Carlton Foyer)

The CHROs' Nest Lounge Reimagined!

Brought to you by PwC

Join fellow attendees for a special after-dinner reception featuring all new entertainment and activities!



FRIDAY, MAR. 6

7:45 a.m. – 8:45 a.m.

(Salons III-IV)

8:45 a.m. – 9:45 a.m.

(Salons III-IV)

9:45 a.m. – 10:00 a.m.

(The Ritz-Carlton Foyer)

10:00 a.m. – 10:50 a.m.

*(Salons III-IV)***Networking Breakfast***Brought to you by Carver Edison***Leadership in a Restless World: Geopolitics, Governance, and Resilience***Brought to you by AMS*

From cybersecurity to shifting alliances, the external environment is increasingly volatile. Admiral James Stavridis, former NATO Supreme Allied Commander and Commander of U.S. Southern Command, offers a strategic briefing on the geopolitical forces shaping the business climate. Now Vice Chair at The Carlyle Group, he shares exactly what CHROs should be watching—and why steady leadership is the ultimate risk mitigation tool. Attendees will receive a signed copy of his book, *The Admiral's Bookshelf*.

**Admiral James Stavridis**U.S. Navy *(Retired)*

Partner and Vice Chairman Global Affairs, Carlyle Group

Morning Break*Brought to you by Challenger, Gray & Christmas, Inc.*

Recharge with coffee and light refreshments in the foyer.

From Policy to Practice: Navigating Workforce Priorities Under the Trump Administration

CHROs and General Counsels face shared responsibility for navigating today's evolving enforcement environment. Join the Association's experts for an interactive conversation on how employers are aligning legal, HR, and compliance strategies across DEI, immigration, AI, and employee benefits issues. This session will highlight where exposure is emerging on the federal and state levels, how leading companies are coordinating internally to manage risk, and practical steps for maintaining compliance while supporting business and talent strategies.

**Ani Huang**

President, Policy and Practice, CHRO Association

CEO, Center on Executive Compensation

**Chatrane Birbal**

Senior Vice President, Practice, Policy, and Government Relations

CHRO Association

**Greg Hoff**

General Counsel, Senior Director Practice and Policy

CHRO Association

FRIDAY, MAR. 6

10:50 a.m. – 11:50 a.m.

*(Salons III-IV)***What “Human Thriving” Means in the Workplace**

Employees are carrying more than work. Many are navigating loneliness, constant news, social divisiveness, climate-related disruption, and anxiety about how AI will change jobs and identity. With external instability draining workforce resilience, CHROs must move beyond traditional wellness to a holistic strategy of “Human Thriving” and human-centered leadership. Panelists will share how intentional work design and leadership habits can sustain energy, purpose, and connection to reduce depletion while maintaining high performance.

**Hoda Kotb**

Founder Joy 101
Former Host of *Today Show*

**Monique Herena**

Vice Chair, CHRO Association
Chief Colleague Experience Officer, American Express Company

**Nickle LaMoreaux**

Vice Chair, CHRO Association
Senior Vice President and Chief Human Resources Officer, IBM

11:50 a.m. – 12:00 p.m.

*(Salons III-IV)***Closing Remarks****Timothy J. Bartl**

Chief Executive Officer
CHRO Association

**Timothy J. Richmond**

Chair, CHRO Association; Former Executive Vice
Former EVP, Chief Human Resources Officer, AbbVie

