

*ISG® Future Workplace Summit

May 6 & 7, 2025
New York City



Your Priority: Building a Future-Ready Workforce to Ride the Wave of Change

The workforce has never seen five generations working at the same time before. This is a diverse workforce, each with a different level of technology adeptness. But the need for AI adoption to increase efficiencies and cost effectiveness applies no matter what generation you're from. This is a major technology adoption challenge, and existing hurdles like embracing a hybrid workforce, balancing the human side of work and optimizing productivity are still in play.

- How do we connect, collaborate and innovate better and faster?
- How do we use AI to create engaged and empowered employees?
- How will human capital management transform the future of work in 2025?

Meet the Speakers



Nektar Baziotis

CEO,
ICARUS AI Inc.



Singleton Beato

Global EVP, Chief Diversity
Equity and Inclusion Officer,
McCann Worldgroup



Vishal Brown

Global Digital Offering
Strategy & GTM Leader,
NTT DATA



Kelly Candler

Vice President Modern
Workplace,
DXC Technology



Maureen Cawley

Chief People Officer,
Saatva



Laura Courrau

Global Head, People
Empowerment,
Our World Energy



Colin Gillingham

Founder,
PhoneScreen AI



Justin Gress

Chief Operating Officer-
Insurance,
Vantage Risk



Ivory Harris

CHRO,
AGCO



Phyllis Huang

Sr. Director Organizational Effectiveness,
Mondelez International



Julie Kantor

CEO,
Twomentor



Michael McGarvey

Digital Workplace CTO,
Atos



Nicole McIntosh

Manager, HRBP,
Princess Cruises



Priya Nathan

Senior Vice President,
NFP Aon



Jeff Neuburger

Partner, Co-Chair TMT,
Proskauer Rose



Vivek Pandit

COO,
PeduL



Jennifer Philbrook

Director of People,
Jackbox Games



Emma Plouffe

SVP of People &
Business Operations,
Vicarious Surgical

Meet the Speakers



Eric Treschuk

VP, People Strategy & Development,
Edgewell Personal Care



Sandy Tsai-Ng

Global Workplace Strategy & Technology Director,
Mastercard



Abbey Wolff

Director, HR,
Servier
Pharmaceuticals LLC



Stacey Cadigan

Partner,
ISG



Beth Thomas

Partner,
ISG



Doug Saylor

Partner,
ISG



Jason Stading

Director,
ISG



Dave Menninger

Executive Director,
Software Research,
ISG



Anay Nawathe

Director,
ISG



Sarah Schaiper

Director,
ISG



Matthew Brown

Director of Research, HCM,
ISG



Joe Monteiro

Principal Consultant,
ISG

Summit Agenda

Day 01 - Tuesday, 6 May 2025

12:00 - **REGISTRATION & LIGHT LUNCH**

12:30

12:30 - **CHAIRMAN'S WELCOME**

12:40



Stacey Cadigan

ISG

12:40 - **ISG PREDICTS: The Next Big Disruption: Harnessing AI**

13:00 **and Human Synergy for the Future of Work**

The next big disruption is not just about technology; it's about unlocking the synergy between advanced AI systems and human ingenuity. Generative AI, autonomous platforms, and decision-augmentation tools are breaking boundaries, reshaping not only how we work but also what work means. With disruption comes responsibility. How do you prepare for a world where creativity, adaptability, and emotional intelligence are as critical as technical skills?

Summit Chair Stacey Cadigan will reveal key opportunities and actionable strategies to lead with purpose during this profound transformation. Don't miss this opportunity to redefine the relationship between technology, humans and work.



Stacey Cadigan

ISG

13:05 - **KEYNOTE: Powered by Happy**

13:35

For many businesses, the pursuit of sustainable competitive

advantage is the ultimate goal. At the heart of this advantage? **People.** In today's workforce, acquiring and retaining top talent is more challenging than ever—especially when up to **75% of employees** report feeling unhappy or disengaged at work. This widespread disengagement costs the global economy more than **\$8.8 trillion** annually in lost productivity, high turnover, and diminished business success. Talent must be a high priority for every leadership team.

Join **bestselling author** and **ISG's Partner of Global Enterprise Change** to discover proven strategies for engaging and retaining your best talent from her book **Powered by Happy!**



Beth Thomas

ISG

13:35 - NETWORKING BREAK & INNOVATION LABS

13:45

These sessions provide hands-on demonstrations of innovative and cutting-edge technologies that are helping to shape the future of business.

13:45 - ISG INSIGHTS: From Remote Work to Hybrid

14:00

Powerhouses: How Digital Collaboration Transformed the Workplace

The workplace has undergone a seismic shift, evolving from 40% remote pre-2020 to a thriving hybrid ecosystem. This transformation, powered by advancements in AI, has redefined collaboration, delivering a 76% ROI in productivity and employee satisfaction. Explore the key milestones of this evolution, including AI-driven solutions enhancing workflows, real-world success stories, and insights into the next phase of hybrid collaboration. Discover how organizations can continue to leverage AI to unlock innovation, foster creativity, and keep people connected.



Anay Nawathe
ISG

14:05 - PANEL: Digital First, Office Second, Hybrid, or All-In

14:35

Explore what's thriving and what's falling short in the evolving landscape of workplace location strategies. How can leaders effectively navigate "Remote First" environments while addressing key factors like flexibility, accountability, and managing a distributed workforce? Discover how organizations can strike the right balance to achieve success. Are these approaches helping attract and retain top talent, or are they driving employees away? Gain insights from leading organizations and benchmarking studies to uncover the best practices for designing workplaces that empower your people and drive your company's success.



Beth Thomas
ISG



Vishal Brown
NTT DATA



Phyllis Huang
Mondelez
International



Nicole McIntosh
Princess Cruises



Jennifer Philbrook
Jackbox Games

14:40 - FEATURED INTERVIEW: Adapting & Leading: The

15:10 Intersection of Work Experience and OCM

In today's rapidly evolving work environment—defined by hybrid models, digital transformation, and shifting employee expectations—organizations must rethink how they manage change. This session explores how modern workplace dynamics impact the way change is led, experienced, and sustained. This session brings together

change leaders, and workplace strategists to discuss aligning OCM with the realities of today's workforce. Our experts will share insights into leading with empathy, fostering resilience, and creating inclusive, adaptive cultures that thrive in the face of ongoing transformation.



Beth Thomas
ISG



Kelly Candler
DXC Technology

15:10 - NETWORKING BREAK & INNOVATION LABS

15:25

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15:25 - PANEL: Think Before You Click: Building a Cyber-Smart Workforce

15:55

A cyber-smart workforce is key to organizational security. Discover how to equip employees with the knowledge and tools to recognize, respond to, and mitigate threats—while fostering a culture of vigilance without fear.

- What are the major security threats that End Users need to be aware of?
- What metrics can you use to best measure security awareness?
- How should you use AI to monitor, track, and improve cybersecurity metrics?
- How can you instill a “security culture” within your organization?



Doug Saylors
ISG



Jason Stading
ISG



Jeff Neuburger
Proskauer Rose



Priya Nathan
NFP Aon

16:00 - ISG INSIGHTS: The Clash of Generations in the AI Age

16:15

Brace yourself for the shifting sands of the modern workplace, where generational divides collide with the rise of AI. As millennials—armed with tech-savvy instincts—lead the charge in “The Great Resignation 2.0,” older generations could find themselves grappling with a future dominated by artificial intelligence. Let’s unravel the explosive implications for the workforce of tomorrow.

- How are different generations responding to AI in the workplace, and what tensions does can this create?
- What specific challenges does AI present for workforce management, decision-making, and job evolution and how can you overcome them?
- How can business leaders navigate generational differences to ensure successful AI adoption?



Matthew Brown

ISG

16:20 - ISG STARTUP CHALLENGE

17:10

Entrepreneurs behind innovative solutions will each present pitches on why their technology is best and how it will add the most value to business. After some tough questions from our judges, the audience will have their chance to vote on which technology you are more likely to implement within your own organizations. Who should win this startup challenge?



Stacey Cadigan

ISG



Anay Nawathe

ISG



Sandy Tsai-Ng

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ICARUS AI Inc.



Colin Gillingham
PhoneScreen AI



Vivek Pandit
COO

17:15 - CHAIRMAN'S CLOSE

17:20



Stacey Cadigan
ISG

17:25 - WELCOME RECEPTION

18:00

Day 02 - Wednesday, 7 May 2025

08:00 - REGISTRATION & BREAKFAST

09:00

09:00 - CHAIRMAN'S WELCOME

09:10



Stacey Cadigan
ISG

09:10 - ISG PREDICTS: AI Predictions for the Workplace in 2025

09:30

The integration of artificial intelligence (AI) in the workplace has accelerated rapidly, reshaping industries and transforming how work is performed. In 2024, predictions pointed to generative AI adoption, automation of routine tasks, and a shift towards creativity and strategy. How accurate were these forecasts?

David Menninger examines the alignment between predictions and reality while unveiling new forecasts for 2025 and 2026. Be the first to learn what's next in the AI revolution and how your organization can stay ahead of the curve.



Dave Menninger

ISG

10:05 - NETWORKING BREAK & INNOVATION LABS

10:25

These sessions provide hands-on demonstrations of innovative and cutting-edge technologies that are helping to shape the future of business.



Stacey Cadigan

ISG



Justin Gress

Vantage Risk

10:05 - NETWORKING BREAK & INNOVATION LABS

10:25

These sessions provide hands-on demonstrations of innovative and cutting-edge technologies that are helping to shape the future of business.

10:30 - ISG INSIGHTS: The Impact of Tariffs & Macro Uncertainty in Businesses

With the announcement of tariffs, ongoing trade negotiations, and the accompanying market reactions, the global economy is riskier and less predictable than it was two months ago. But global organizations still need to continue global delivery and the workplace has never been more globally distributed. In this session, join Anay Nawathe for a look into ISG's market research on what impacts we're seeing in the IT service sector so far, and what impacts may emerge in the long run.



Anay Nawathe
ISG

10:50 - 11:20 PANEL: Practical Usage of AI: Opportunities, Challenges & Strategies

Explore how AI is transforming the workplace by identifying both the best and worst use cases, leveraging real-world example studies to showcase its impact. Our panel of industry experts will explore the evolution of technologies and roles, shedding light on how AI tools are enhancing productivity, fostering innovation, and presenting new challenges. How will you navigate these changes while ensuring ethical and effective adoption strategies?



Anay Nawathe
ISG



Maureen Cawley
Saatva



Emma Plouffe
Vicarious Surgical



Laura Courrau
Our World Energy

11:25 - 11:55 FEATURED PRESENTATION: Data-Driven Decisions: How to transform the modern workplace?

In a data-driven digital workplace, decisions and processes are guided by data analytics to improve efficiency and effectiveness. Explore the challenges of adapting to a future where real-time data and accessibility are critical. Discuss how to overcome latency in data processing to create a more responsive and agile digital workplace, enabling instant decision-making and operational efficiency.



Michael McGarvey
Atos

11:30 - LUNCH & ROUNDTABLE DISCUSSIONS

12:45

12:45 - KEYNOTE: Creating a Thriving Workplace

13:15 Top leaders are experiencing challenges navigating today's highly disrupted economic and sociocultural landscape, fueled by divisive political discourse. It's time to find ways to steer the conversation away from politics, along with identity-based conflict, to instead focus on creating a sense of connection, belonging and shared purpose among the employees who are feeling the weight of uncertain times. Debate on how enterprises talk about supporting colleagues, champion fairness, ensure inclusive leadership, and thriving culture that drives profitable growth.



Singleton Beato

McCann
Worldgroup



Stacey Cadigan

ISG

13:20 - ISG INSIGHTS: Shifting from "Where" to "How":

13:40 Enhance Productivity, Boost Engagement, Improve Retention

Organizations are facing challenges with employee engagement, teamwork, and retention. Perhaps the answer is shifting focus from where we work to how we work. How can you maximize your team's effectiveness with strategies that encourage intentional time for creative work, outcome-focused meetings, and meaningful collaboration? How can leveraging synchronous and asynchronous work strategies and utilizing technology enhance inclusivity, drive innovation, and transform team productivity in today's evolving workplace?



Sarah Schaiper

ISG

13:45 - 14:20 PANEL: Upskilling for an AI-Driven Future: Preparing the Workforce of Tomorrow

Preparing the workforce for an AI-driven future requires a collaborative approach. Discuss critical skill gaps, continuous learning, and inclusive upskilling initiatives to ensure no one is left behind. Our industry experts will share practical strategies, success stories, and challenges in equipping individuals for an AI-powered economy, offering insights to build a more resilient and future-ready workforce.



Joe Monteiro
ISG



Ivory Harris
AGCO



Julie Kantor
Twomentor



Eric Treschuk
Edgewell Personal Care

14:25 - TURNING NOTES INTO ACTION

14:35 After a day of great content, what do you do with it? ISG will provide guidance on what your next steps should be for your digital transformation!



Stacey Cadigan
ISG

14:35 - CLOSING RECEPTION

15:15

Meet Our Partners



Conference Venue



Ease

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Ease is conveniently located in the heart of New York City.

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Summit