

BUSINESS CHANGE & TRANSFORMATION PROGRAMME

PROGRAMME

08.30 **Log In, Explore App & Networking Time**

09.00 **Pre-Recorded Welcome Video**

09.10 **Morning Chair's Opening Remarks**

Philippa Ruchniewicz
Director of Strategic Change & Portfolio
Dixons Carphone

REMOTE CHANGE

DOUBLE PERSPECTIVE

09.20 **Top Tips & Strategies To Embed Change, Drive Project Momentum & Ensure Transformational Success When Working Remotely Post-Covid**

- With less face-to-face contact, how can change leaders build strong, collaborative relationships throughout the business and effectively engage remote teams to boost project outcomes and the success of transformation?
- Leverage key digital tools to revitalise collaboration during remote working
- Keep the human touch during remote change management to drive stakeholder engagement and reduce the risk of resistance

09.20 Lauren Lewis
Director of Business Change & Transformation
OVO Energy

09.45 Fiona Maher
Head of Business Change, Corporate IT & Smarter Working
NHS England & NHS Improvement

EMBED DIVERSITY & INCLUSION INTO BUSINESS DNA

10.10 **Transform The Business From Within With Meaningful Initiatives Which Impact Both Individuals & The Organization.**

- D&I is not an add-on: What can we do to cement diversity and inclusion into the action plan to transform the business from within and how can we ensure that we are applying these practices beyond the workplace.

Sarah Scanlon
Business Unit Director, Oncology, Haematology & Cardiopulmonary
Janssen UK & Ireland

CULTURE CHANGE & ENGAGEMENT - PANEL

10.20 **Powerful & Inspiring Methods Of Engaging Your Audience To Change Perceptions, Behaviours & Mindsets & Secure Colleague Buy-In During Transformations & Beyond**

- Colleague ownership is key to embedding cultural change, so how can we ensure colleagues are bought in to change projects and solidified as a crucial element of the transformation?
- With continuous change becoming the new normal, what can be done to combat change fatigue and boost business resilience for continuous improvement cultures?
- Innovative ways to celebrate successes to boost team morale and cohesion
- With change constantly evolving, how can we create strong feedback loops with colleagues to ensure their voices are being heard?
- Find those key change influencers within all business silos to unite teams and embed transformation

Harriet Herman
 Head of Business Change
AXA – Global Healthcare

Sol Enenmoh
 Head of Digital Transformation
Vanquis Bank

Wendy Norris
 Head of Business Change
Metropolitan Police

10.55 Morning Refreshment Break With Informal Networking

DESIGNING AGILE TRANSFORMATION

11.25 **Develop Top-To-Bottom Agile Mindsets Internally To Foster Business Unity & Deliver Long-Standing, Valuable Business Transformation**

- What frameworks and methodologies can assist in scaling agile principles throughout a business?
- Effective communications tactics to inform stakeholders and colleagues and develop an organisation with an agile mindset
- The day-to-day can get in the way! Ensure agile frameworks are followed end-to-end throughout a project to drive definable, enduring results
- Establish value streams in agile frameworks to drive both project success and business cohesion

Louise Harrop
 Senior Business Transformation Manager
Molson Coors Beverage Company

OPTIMISE DIGITAL INITIATIVE OUTCOMES WITH WORKFORCE & SYSTEM ANALYTICS

11.50 **Measure and transform end-user experience, productivity, and cost**

This presentation looks at how new, advanced workforce and system analytics capabilities enable organizations to optimize digital initiative outcomes such as improved end user experiences, protection of employee wellbeing, and optimized cost.

The session provides an overview of how insights about work patterns, technology usage and end user journeys across your organization can be used to drive better ways of working consistently.

Jon will discuss how these insights and KPIs support organizations at every stage of a digital transformation initiative: planning, migration, and post-deployment, delivers the metrics needed to support the business case, to keep change on track, and to validate success in a post-deployment environment.

Jon Sims
Principal Product Manager
Scalable Software

CHANGE METHODOLOGIES

12.05 One Size Doesn't Fit All! Select The Right Methodology For Your Business & Project To Power Deliverables & Streamline Ways Of Working

- Agile is the methodology of the moment, but where are waterfall techniques more appropriate to ensure project success?
- What new methodologies are emerging to transform business change and drive future profitability?
- Create robust impact assessment processes to ensure you find the right methodology to fit your project
- Changing methodologies can often be met with resistance, so how can the benefits of new ways of working be communicated to secure colleague buy-in?

Alasdair Gilchrist
Head of IT Business Services
MAG (Airports Group)

Laura Cameron
Principal – Transformation & Change
North Highland

Nic Denson
Director of Technology Delivery
British Heart Foundation

DIGITAL TRANSFORMATION

12.40 Root Digital Transformational Change & Automation In The Organisation To Ensure Business Readiness & Power Future Success

- Key touchpoints and milestones to ensure true business readiness when driving large-scale digital transformation
- With accelerated rates of business change, what technologies can keep pace and ensure embedded, bottom-line-boosting transformation?
- Overcome obstacles to transformation when overhauling legacy systems, digitising processes and installing new infrastructure
- New technologies such as RPA can breed fear in the company, so how can we communicate the positive aspects of automation to secure buy-in at every level?

Brigid McBride
 Programme Director, Digital Change
Ofsted

13.05 Lunch For Delegates, Speakers & Partners

14.05 **Afternoon Chair's Opening Remarks**

Chair icon

David Ollerhead
 Programme Director
Network Rail

CASE STUDY

BUSINESS TRANSFORMATION IN PRACTICE

14.15 **Our Journey To Ensure Successful & Embedded Change Through End-To-End Transformation Process Excellence & Powerful Communications**

- Position change management as key business leaders to secure solid engagement and influence from the very beginning of transformation projects
- How can assessing change maturity and readiness lay solid foundations for affecting business change and reducing risks and resistance in the long-term?
- Win over hearts and minds to root long-term business change through powerful comms messaging
- Effective benchmarking techniques to truly measure and reflect the results of a change programme

Simon Williams
 Programme Change Director
Cambridge Assessment

INFLUENTIAL LEADERSHIP

14.40 **Go Beyond Change Sponsorship To Develop Senior Leaders Who Embed Change In An Organisation & Act As A North Star For Transformational Programmes**

- Comfort is the enemy of change! Transformation is on the agenda now, but how do you ensure it remains an investment priority post-COVID-19?

- Harness existing enthusiasm for transformation in leaders and build it where needed to ensure leaders embrace and champion change
- Secure buy-in from middle managers to ensure key messages are communicated effectively and clearly

Delia Matrecano
 Head of Organisational Effectiveness
Ingka Group (IKEA)

15.05 Afternoon Refreshment Break With Informal Networking

GSK CASE STUDY

15.35 **Challenges, Opportunities & Lessons Learned – A Case Study In Partnering With Leaders To Deliver An Internal Merger At GSK**

Sophie Cook
 Organisational Development Business Lead & Head of Change - Vaccines
GSK

Sonja Shaw
 Organisation Development & Learning Business Lead R&D
GSK

FUTURE BUSINESS MODELS

16.00 **Build A Business Model For The Future That Boosts The Bottom-Line & Fits The Needs Of Stakeholders & Colleagues Alike**

- The future of work? Anticipate the needs of colleagues and the business to develop a working model fit for the future workplace and an uncertain economy
- The death of the head office? How will the pandemic affect companies and are regional hubs the future?
- What future threats should businesses be horizon scanning to ensure business preparedness through COVID-19 and beyond?

David Blott
 Future of Work & Business Design Director
Lloyds Banking Group

Claire Zuurbier
 Global Digital Transformation Director
Compass Group

16.35 Chair's Closing Remarks

16.45 Official Close Of Conference

