

Registration, Informal Networking & GIC Welcome

08:30 – 09:20

Morning Chair's Opening Remarks

09:20 – 09:30

Jon Carson, Director of Change, **Pets at Home**

Change, Culture & Engagement – Panel Discussion & Q&A

09:30 – 10:10

Innovative & Inspiring Approaches To Embed Sustained Cultural Shifts By Aligning All Employees On The Change Journey & Demonstrating The Rewards & Advantages Of Change

- Culture is no longer being defined top down - it's coming from the grassroots, and it's loud and clear what they want... flexibility! Bring leaders on board with employee-voice led arguments to be a stand-out employer in the future workplace
- Change the perception of high performance: bums on seats was always a poor indicator but how do we cultivate real measures of effort, motivation and success?
- Ensure leaders maximise face-to-face engagement opportunities – why, when and how often?
- Can you re-create remote water cooler chats and impromptu team lunches? Innovate your onboarding so new colleagues who've never been into an office or met anyone in person feel included and supported

Harriet Herman, Head of Business Change, **AXA – Global Healthcare**

Rich Brown, Business Transformation Director, **LV=**

Meagen Burnett, Chief Operating Officer, Asset Management, **M&G Investments**

Gary McCready, Commercial Development Director, **Currys Plc**

Donna Wayman, Programme Director, **Zurich**

Communicating Change & Transformation

10:10 – 10:35

Implement A Watertight, Authentic & People-Orientated Business Communications Strategy Which Emphasises The Benefits Of Business-Wide Change & Transformation

- Maximise an open, honest and people-led comms strategy which is driven bottom-up for real and sustained long-term success

- Determine the right channels and methods of communication so that your messages land in order to truly embed change and transformation in your organisation
- Secure employee buy-in with change journeys by highlighting the necessity of the project and emphasising the advantages that the transformation will bring
- Listen to employee feedback, anticipate resistance and mitigate the risk of transformational silos with tried-and-tested, effective comms strategies

Lisa Tovey, Lead Business Integration & Transformation Manager, **Pernod Ricard**

We Don't Know What We Don't Know

10:35 – 10:50

Edward Scotcher, Chief Operating Officer, COO, **Agility in Mind**

Morning Refreshment Break With Informal Networking

10:50 – 11:30

Digital Transformation - Automation & Efficiencies

11:30 – 11:55

Establish Effective Digital Transformation & Automation In Your Organisation To Power Change Capabilities, Drive Efficiencies & Ensure Business Readiness

- Say no to one size fits all! Every organisation has different digital needs, so how can you distinguish what tech transformation is feasible to deploy to ultimately drive bottom-line performance and boost ROI in your organisation?
- Find the perfect equilibrium between human and the digital touch by ensuring that colleagues are supported and aided during digital transformation
- The green finger! How can we guarantee that our digital change practices are sustainable whilst also harnessing new and innovative infrastructures?

Lars Bülow Jørgensen, Associate Director, Digital Transformation Office, Finance, **Kao Business Services B.V.**

Transforming Performance Not Just The Organisation

11:55 – 12:10

It is not just about operating model or org structure change - transformations need to build high performing teams if they are going to maximise sustained value improvement. Guy will discuss the five key dimensions of transforming organisational performance that are key to taking results to a new level whilst building an empowered and collaborative set of teams that keep on adapting and improving after the initial transformation is complete

Guy Turner, Capital Global Director & Director of Europe, **Partners in Performance**

Stakeholder Engagement - Tackle Cost Cutting!

12:10 – 12:35

Maximise Senior Leader & Stakeholder Buy-In & Encourage Long-Term Business Change Commitment By Proving The Value Of Your Business Change & Transformation Efforts

- Steer away from investment silos and cost cutting! Overcome the challenges of securing buy-in and win over key stakeholders to safeguard essential investment and guarantee the longevity of business change and transformation in your organisation
- Prove value with optimised metrics and measurement tools which tick all of the right boxes to ensure you get the board on-board with proposed change and transformation projects

Richard Denning, Business Development Director, **Central England Co-operative**

Bonus Session Reserved For McCann Synergy

12:35 – 12:50

Employee Experience: Attract, Engage and Retain The Right Talent Through Changing Times and Changing Expectations, With Proven Methodologies That Earn Organisations A Meaningful Role In Employees' Lives

Claire Rogerson, Head of Strategy, **McCann Synergy**

Lunch Break & Informal Networking

12:50 – 14:00

Breakout Discussions – Informal Peer-To-Peer Discussions

13:30 – 13:50

- A. Engaging Customers
- B. Sustainability

Afternoon Chair's Opening Remarks

14:00- 14:10

Donna Wayman
Programme Director
Zurich

Act Your Way Into A New Way Of Thinking - A Practical Guide To Enabling Bottom-Up Change

14:10 – 14:35

Aston University has identified culture change as a key lever for success. Like many institutions Aston is hierarchical, deferential to power and led from the top down, what it wants to be is agile, distributed leadership where people feel empowered and enabled to do the right thing.

Aston started a series of experiments to help groups of people who work at the coalface and create value to lead the changes they wanted to see without formal authority and without permission. The journeys were bumpy but the changes in mindset and the outputs generated reveal important lessons about the fastest way to shift culture - by acting your way into a new way of thinking.

This is a practical guide to the approach and the lessons learned.

Lisa Gregg, Director of Organisational Change, **Aston University**

Richard Billingham, Executive Director of HR & OD, **Aston University**

Change Methodologies – Panel Discussion & Q&A

14:35 – 15:15

The Changing Face Of Change! Power Both Large-Scale Transformation & Smaller-Scale Agile Change In The New World With Robust, Forward-Thinking & Revitalised Change Methodologies

- Assess and determine! Filter through the masses and determine the best frameworks and approaches that are right for your business today to mitigate resistance and transform business change
- What new methodologies are coming to the forefront that you need to know about which can transform future business change?
- The agile vs. waterfall debate: agile is still a buzzword, but what are the real business benefits, and which methodology is most applicable to maximise project success and profitability in your company?

Paula Oke, Head of Change, **Currys Plc**

David Bishton, Head of Business Change, **The University of Warwick**

Simon Williams, Programme Change Director, **Cambridge University Press & Assessment**

Afternoon Refreshment Break With Informal Networking

15:15 – 15:55

Change Resistance & Risk – User Friendly!

15:55 – 16:20

Balance The Risk Of Change Resistance & Exhaustion With The Push Towards Agile Transformation To Successfully Deliver & Maintain Long-Term & Successful Business Change

- Avoid change exhaustion and ensure success early on by encouraging clear, concise, and genuine communication with your employees at the start of the transformation journey
- Put yourself in their shoes! As the last two years has brought on arguably more change and disruption than ever before, consider how much change your workforce can take in order to extract the most comprehensive business benefits
- Implement crucial impact assessments and analyse risk factors to decipher if your business change is fit-for-future

Rebekah Shepherd, Head of Transformation, **SGN**

The Future Of Change & Transformation – Panel Discussion & Q&A

16:20 – 17:00

Establish A Business Change Model That Is Fit-For-Future With Fresh, Innovative Insights Which Are Guaranteed to Deliver Results & Influence Future Change Projects

- Adjusting to the seesaw of office and remote working – what will the future of work look like and what are the implications for business change and transformation?
- Change is the only constant: Covid-19 has certainly re-defined how we prepare for change but what future threats should businesses be scanning for to safeguard business preparedness?

Kirsty Watson, Chief Operating Officer, Adviser, **abrdn**

Wayne Morris, Delivery Leader, **Nationwide Building Society**

Paul Hendstock, Business Change Transformation Programme Lead, **Home Office**

Afternoon Chair's Closing Remarks & Official Close Of Conference

17:00 – 17:10

Donna Wayman
Programme Director
Zurich