

The Driving Organisational Change Conference – For People Leaders

21st November 2023

10 Union Street, London, SE1 1SZ

**DRIVING ORGANISATIONAL
CHANGE | FOR PEOPLE
LEADERS**

21.11.23 | WWW.THECHANGECONFERENCE.COM

Welcome To The Driving Organisational Change Conference

Official Event Programme

Please note that the following timings are flexible. Due to the nature of a live event, the conference chairs and organisers will be updating the timings throughout the day to adapt to speakers running over time, late arrivals, last minute changes and extending popular sessions. Please rest assured we will do our utmost to adapt and to accommodate all live changes.

Organised By:



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08.30 Registration, Informal Networking & GIC Welcome

09.10 Morning Co-Chairs' Opening Remarks

Lesley Woods,
Chief Communications Officer
(External Campaigns),
Ministry of Defence



Speaker To Be Confirmed From Britvic

Digital, Tech & AI

09.20 Uncover The Potential Of New Digital, AI, Tech & Tools To Facilitate & Fuel Change In Your Organisation & Boost Efficiencies

- Assess and examine the technologies best suited to your organisation, and for your people in order to ensure a smooth and seamless business-wide change transition
- Mitigate employee resistance and boost adoption internally for long-lasting success
- Examine digital literacy across your organisation in order to support and upskill employees (and your systems!)
- In a people-facing role, don't lose sight of the personal touch advantages! In the constant digital vs. the human touch debate, get the balance right to suit the needs and expectations of your people and organisation

Kevin Lyons,
Senior HR Manager,
Pearson



Flexible & Hybrid Working – Panel Discussion & Q&A

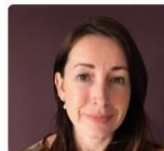
09.40 Flexible, Hybrid, Remote & Distributed... Discuss & Debate The Ongoing Opportunities & Challenges The Changing Workforce Brings & Business-Critical Engagement Strategies For All Working Models For Ultimate Productivity

- Reflect upon change initiatives actioned over the past few years and how this has worked across hybrid, remote and dispersed workforces in order to learn from mistakes and inspire future strategies
- How has change appetite and employee buy-in changed since 2019? As we've all adapted to a digital-first workplace, how are engaged, involved and connected are employees really feeling in change programmes?
- With plenty of working model options available, what exactly is it existing or potential employees expect today, and how can you satisfy these expectations whilst aligning with wider business strategies?
- How can organisations ensure each and every employee is seen and heard during meetings and change programmes, whether they are in the office, at home, or at a remote location?

Dominic Carey,
Business Change &
Engagement Manager,
TransPennine Express



Sarah Lawton,
HR Change & Effectiveness Director,
Consumer,
BT



Shaheena Ormerod-Sachedina,
Internal Communications Manager,
Penguin Random House UK



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Kevin Lyons,
Senior HR Manager,
Pearson



Eze Lisak,
Transformation Director,
National Grid Ventures,
National Grid



nationalgrid

Georgina Reeves-Saad,
Employee Engagement &
Experience Lead,
British Council



Sophie Ward, Product Owner
for Skills & Culture,
Bristol Future Programmes,
Rolls-Royce



10.10 Bonus Session; Reserved For Agility In Mind

Edward Scotcher,
Chief Operating Officer (COO),
Agility in Mind



agility.im

10.25 Morning Refreshment Break With Informal Networking

11.00 When Fields Collide: Insights From Diverse Change Projects

This year GameShift has been working with change and transformation in the UK and Danish health system, in three British Universities, in an entrepreneurial health tech and diagnostics company, and in regenerative food and farming and more. What can we learn from examining what works and what doesn't in change across widely differing markets and organisations? What lessons can we draw for change leaders and change consultants?

Chris Nichols is co-Founder of the multiple FT listed Leading UK Management Consulting firm GameShift. He was previously Professor of Practice in Systems Change at Ashridge and co-director of the MSc in Sustainability and Responsibility there. He'll be providing some hard-hitting observations about the reality of change in a session packed with stories of common ground and radical differences.

Chris Nichols,
Co-founder,
GameShift



Changing Cultures

11.15 Empower Employees & Inspire Collaboration To Drive Strategic Long-Term Change Whilst Mitigating Toxic & Disconnected Cultures By Creating An Innovative, Progressive & Engaged Company Culture

- First things first, to refresh and reignite your culture, step back and assess your organisation and its competency for change with best-practice tips and tricks
- Culture check: thriving, not just surviving! Create a truly collaborative and open culture where your employees can bring their whole selves to work, and feel inspired to do their best work, powering sky-high productivity and performance
- How to keep cultural change going when you're in the messy middle, dealing with the cynics and maintain momentum!
- Combat change fatigue and secure employee buy-in in order to drive sustainable, business-wide cultural change which aligns with long-term business goals

Kevin Green,
Chief People Officer,
First Bus



Engaging Leaders

11.40 Are Your Leaders Change Champions? Empower & Engage Senior Leaders & Managers To Effectively Deliver, Own & Lead Organisational Change For Sustained & Strategic Success

- Cater effectively to Leaders need to be the face behind any organisational change, proactively owning the change and leading from the front, in order to successfully embed change into the organisational DNA
- Equip managers with the tools to deliver so they can clearly communicate the vision and goals for long-term success
- How can change managers secure leadership support while driving multiple transformation projects and programmes that are taking place within organisations today?

Lesley Woods,
Chief Communications Officer,
Ministry of Defence



Employee Experiences & EVP

12.05 Power Enriching Experiences & Build Inspiring EVPs Within Your Organisation For Your Greatest Assets, Your People!

- Deep dive into at employee retention and engagement levels through a holistic yet thorough analysis of the whole employee life cycle in order to determine where improvements can be made and implemented effectively
- Commit to elevating your workforce practices by embracing employees' needs to combat the great resignation and low productivity in the workplace
- Shift the focus from transactional contracts to psychological contracts! Employees are building a relationship with their organisation which is constantly changing, how are senior leaders managing this effectively and harnessing their unlocked potential?

Andrea Kilgour,
People Director for Service &
Transformation,
EE



Speak To The Human

12.30 How Do You Deliver Impact In A Complex & Fast-Paced Environment? In This Session Acteon Will Share Insights From Our Behavioural Approach To Driving Change

- Discover what it means to 'speak to the human',
- Understand how you can target individual behaviours to deliver positive impact,
- See the approach in action

James Woodman,
Partner,
Acteon



Acteon

12.45 Topic Generation Form

We would love to hear your thoughts on potential topics or ideas of one-day brand-led conferences – please do submit any thoughts or ideas via the QR code on the screen. Many thanks!

12.50 Lunch & Informal Networking For Speakers, Delegates & Partners

13.50 Afternoon Chair's Opening Remarks

Sarah Lawton,
HR Change & Effectiveness Director,
Consumer,
BT



14.00 A Tale Of Two Changes – A Practical Exploration Of How Behavioural Science Can Help You To Re-Write Your Change Story

As change leaders and communicators, we're under increasing pressure to deliver effective and sustainable change in an increasingly complex landscape. External and internal pressures can make it feel like we're losing a never-ending battle to lead change programmes that make a real impact. However, one thing will always remain constant: the people in our organisations have the potential to be the biggest advocate for or barrier to change. And we believe that successful change happens when we put people at the centre. To illustrate this point, let us tell you a story...

We'll share a tale of two changes as two employees have very opposite experiences of their organisation's shift to hybrid working, one positive and one negative. It happens all the time – but it doesn't have to be that way. Join us as we explore the behavioural science insights, interventions and practical examples that hold the key to unlocking successful change that puts your people at the centre.

Jess Holt,
Senior Behavioural Science Consultant,
Forty1



Forty1
Inizio Engage

Lottie Neal,
Director of Change Centre of Excellence,
Forty1



Forty1
Inizio Engage

Engagement Strategies: Best Practice & Lessons Learned – Panel Discussion

14.15 Showcase Sky-High Engagement, Productivity & Performance Levels Across Your Organisation By Initiating People-Centric Change Strategies Which Go Beyond Tick Boxing & Captures Their Hearts & Minds

- From pitfalls to successes, what has worked so far, what hasn't, and what should organisations be trying today?
- Increase employee connections with wider business objectives and be seen as an employer of choice by effectively preparing your people through the uncertainty and disruption change inevitably brings
- From salary to flexibility to rewards and recognition... what will truly engage employees today, and how can you stay ahead of the game (and competition)?

Lauren Tingey,
Digital Effectiveness – Head of Change,
National Grid



nationalgrid

Elizabeth Dunn,
Head of Business Change,
River Island



RIVER ISLAND

Eze Lisak,
Transformation Director,
National Grid Ventures,
National Grid



nationalgrid

Natalie Spencer,
Head of Internal Communications,
HSBC



HSBC

Paul Ottewell,
Outward Mindset Implementation Coach,
Ministry of Defence




**Ministry
of Defence**

Organisational Change

15.05 Refresh Strategies, Update Management Methodologies & Reignite Engagement Levels To Reflect The Constantly-Changing Business Environment & Employee Expectations

- “Change is constant”, that’s for sure but how can you realign and restructure quickly and effectively when change triggers further change?
- Have the past few years changed the appetite for change, and can we really make change mutually-beneficial? Adapt your strategies and approaches when rolling out new change to align with changing employee expectations
- How does organisational development and change management come together in 2023 and beyond?

Tommy Hatto,
Business Change Manager,
Pets At Home



Engaged & Change-Ready Workforces

15.25 Build Resilience, Restore Confidence & Support Employees During Periods Of Change, Disruption & Uncertainty With Impactful Communications Strategies

- What are the best Build Resilience, Restore Confidence & Support Employees During Periods Of Change, Disruption & Uncertainty With Impactful Communications Strategies
- Improve company-wide morale and cultivate a sense of purpose and belonging by clearly communicating the company’s vision and values and benefits of cultural change
- Explore and examine budget-friendly engagement initiatives to maintain high morale and productivity during periods of disruption and prevent project stagnation and disengagement
- Close the feedback loop by listening to the employee voice, collating results and actioning insights into organisational change strategies

Michelle Glendinning,
Head of HR – MME2 Customer Fulfilment,
Amazon



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15.45 Evaluation Form & Feedback

We would love to hear your thoughts from the conference today, please do submit your feedback via the QR code on the screen. Many thanks in advance.

15.50 Afternoon Refreshment Break With Informal Networking

Communication Strategies – Panel Discussion

16.20 Ensure A Connected, Motivated & Engaged Workforce During Change With Impactful, Sure-Fire Communication Strategies Which Support Change Initiatives & Create Positive Synergies In The Workplace

- From pitfalls Create excitement, encourage collaboration and transparency when navigating change to secure that all-important employee buy-in for your change programmes
- Get your comms mix right, from tech to channels and content for effective and impactful change communications which hit the mark every time
- Periods of change, disruption and uncertainty require proactive and powerful communication strategies which employees can trust to enable fast-paced organisational change

Cath Possamai,
Talent Acquisition Director,
EMEA,
Amazon



Matthew Knowles,
Head of Employee Communications &
Engagement,
Thames Water



Jenny Bloxham,
Engagement & Information Lead –
Global Transformation,
Save the Children International



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Paul Hendstock, Transformation
Programme Change Lead - Government
Major Projects,
UK Home Office



Stakeholders, Buy-In & Adoption

16.50 Successfully Pitch Change Projects, Maximise Stakeholder Confidence & Sustain Long-Term Buy-In & Support To Embed Long-Lasting Change & Transformation

- Gain insight from case studies from the British Army and Amazon on key lessons learned from designing, delivering and sustaining organisational change – both structural and cultural
- When support wanes, change programme lose momentum! Manage stakeholder expectations in order to prepare them for the realities of long-term change to ensure their involvement and passion continue throughout the journey

Cath Possamai,
Talent Acquisition Director,
EMEA,
Amazon



17.10 Afternoon Chair's Closing Remarks & Official Close Of Conference

Sarah Lawton,
HR Change Director –
Consumer,
BT

