

## 2016 CONFERENCE PROGRAMME

11-14 May 2016,

MV Arcadia

### KEYNOTE SPEAKERS

**WEDNESDAY KEYNOTE:** The Baroness Mone of Mayfair OBE, Entrepreneur and government business advisor.

#### **Fight to the top!**



Lady Michelle Mone of Mayfair is an entrepreneur, renowned speaker and business mentor. Michelle grew up in the East End of Glasgow where – due to family illness – she was forced to leave school at 15 with no qualifications. In 1996 she founded Ultimo, which went on to become the UK's leading designer lingerie brand with a staff of thousands and multi-million pound turnover. Michelle's passion is to use her success to inspire others, speaking around the globe at business events and mentoring hundreds of young entrepreneurs from across the world. In 2010 she was made OBE by Her Majesty the Queen, in recognition of her services to business. In the run-up to the 2014 referendum on Scotland's future, she helped to lead the campaign to keep the United Kingdom together. In October 2015 Lady Mone, Baroness of Mayfair entered the House of Lords. Lady Mone is the new start-up business Tsar undertaking the Mone Review at the request of the Prime Minister & Secretary of State Iain Duncan Smith.

Join us to hear her inspirational personal business story and a first-hand account of her journey to the top!

**THURSDAY KEYNOTE:** Jeffrey Hayzlett, Leading business expert and host of Bloomberg TV's 'C-Suite with Jeffrey Hayzlett'.

#### **Think big, act bigger: The rewards of being relentless**



We are delighted to announce that Jeffrey Hayzlett leading business expert, cited in Forbes SUCCESS, Mashable, Marketing Week and Chief Executive, will be joining us on board the Arcadia in May. He will be sharing with us his book and program, which is a take-no-prisoners, attitude adjustment for those of us who call ourselves entrepreneurs. Following the success of his prime-time show '**C-Suite With Jeffrey Hayzlett**', companies and events always want to know what is the secret behind the

success of entrepreneurs and executives who can move mountains.

Jeffrey says: "I've owned franchises, ran small businesses (and sold over 200 of them), and I have been the CMO of a Fortune 500 company. I've learned that in every business and in every industry, limitations exist everywhere - mostly in our minds and in the stories we tell ourselves. Getting past these limitations is hard work. Let's see where I can instil this motivation and way of thinking in our attendees, to overcome obstacles and kick business up to the next level."

**FRIDAY KEYNOTE:** Wing Commander Andy Green OBE, Royal Air Force Fighter Pilot, 'Fastest man on Earth'.

## **The World Land Speed Record – Achieving the Impossible!**



On 15th October 1997, a jet-powered vehicle called Thrust SSC became the first (and still only) racing car to travel faster than the speed of sound, setting a new World Land Speed Record of 763 mph. Thrust SSC was driven by an Oxford mathematician and Royal Air Force Fighter Pilot, Wing Commander Andy Green, who is the 'Fastest man on Earth'. Working at the centre of a world-beating team of scientists, engineers and technicians, Andy helped to overcome the seemingly impossible goals that the Thrust team had set themselves.

The team is now back with an even more remarkable project. Design for the BLOODHOUND SSC started 8 years ago, aiming to create a vehicle that will exceed 1000 mph at ground level – faster than any jet fighter has ever been. In reaching this astonishing speed, the BLOODHOUND team is not just looking to set the most remarkable record of all time. They are also aiming to share the story with a global audience, in order to inspire the next generation of young engineers with the magic of science and technology. The near-completed car was revealed to the public in late 2015 and is now getting ready for its first test runs. Setting and achieving extraordinary goals, developing a truly world-class team, and building and driving the most amazing straight-line racing cars in history, is all part of Andy Green's unique story, which he will bring to vivid life with a remarkable inside view of the World Land Speed Record.

## **BREAKOUT SESSIONS:**

Guided by the industry's leading experts, the following breakout sessions allow delegates to get under the skin of the critical issues they are facing, identify quick fixes to immediate problems and consider longer term plans.

All sessions aim to offer practical takeaways and action points, many of which can be used immediately upon the return to the office. Most sessions are interactive in nature, allowing delegates to learn from each other as well as the session leader.

### **Building HR resilience: soft skills, tough environment**

Stevan Rolls, Partner, Talent, Deloitte



This session will critically assesses the role of HR in corporate organisations with reference to the underlying factors affecting psychological resilience. We will explore the degree to which resilience -- both personal and professional -- is influenced by the structure, position and responsibilities of HR relative to that faced by other corporate professionals. Practical strategies addressing resilience and well-being for HR professionals will be discussed in consideration of how HR's role develops going forward.

**Stevan Rolls** started his career as an apprentice electrical engineer before changing paths to become a chartered occupational psychologist. He has a Master's Degree and PhD in applied psychology from Cranfield.

Stevan has worked in professional services for the last 18 years and was UK Head of HR for nearly 9 years. He recently moved to a new role with responsibility for Leader and Workforce agility for the Global Firm. Stevan sits on the Deloitte Global Executive Talent Council and is one of the UK firm's mental health champions.

## **Current employment law issues 2016**

Jim Lister, Head of Business Employment, Slater and Gordon.



The amount of employment and employment-related law continues to rise at an unprecedented level. One of the UK's leading employment lawyers will guide participants through the labyrinth of the latest employment law issues with particular significance to the HR community.

**Jim Lister** is a Business Adviser and Employment Lawyer who heads up the Business Employment team at Slater and Gordon in Manchester, having previously been the head of the Employment department at Pannone. He has been advising businesses and senior executives for over 25 years, during which time he has established himself as one of the leading employment lawyers in the North of England. Long-term client relationships include those with the Bank of England, Kelloggs, Reebok, Radisson Hotels and Tetra Pak.

Jim specialises in strategic employment issues for businesses, including re-organisation and restructuring, TUPE transfers, restrictive covenant enforcement and executive terminations, particularly those involving complex share options, quasi partnership or shareholder issues. Particular sector expertise include employment law, Care (including Care Quality Commission and barring issues), primary and secondary education, recruitment, hospitality, construction and engineering.

## **Capita's Project EMMET – A case study in creating a senior talent pipeline.**

Catherine Possamai, Director of Talent and Resourcing, Capita



Winning major new contracts with regularity and completing around 15 acquisitions annually contributes to Capita's sustained success and creates an exciting, dynamic business environment. Yet as a strongly cost-disciplined, multi-faceted organisation, the influx of new business means a steady flow of critical vacancies across its divisions both for new programmes and for backfilling existing roles. Learn how Capita developed a method for creating a senior talent pipeline that in its first year, resulted in 10 very senior hires, 70 'warm' engaged candidates in five pipelines, cost savings and positive feedback from all stakeholders.

**Cath Possamai** is Director of Talent and Resourcing for Capita plc. Reporting directly to the Board, her role includes responsibility for talent identification both internally and externally, leadership development and succession planning as well as for Capita's employer brand. During her four years at Capita, Cath has previously held positions as Director of Recruiting Strategy for the Army, Managing Director of Capita's Recruitment Managed Services business and Director of Resourcing.

Prior to 2011, Cath spent 8 years at Alexander Mann Solutions, where she worked across a number of outsourced recruitment solutions including GE, CSC, Cable & Wireless and Zurich Financial Services.

## **The HR Professional: Adding value to the business in a VUCA\*\* world.**

James Ballard, Director, Annapurna HR Recruitment and Richard Colgan, Founder and Managing Partner, Oakleaf Partnership

[\*VUCA: volatile, uncertain, complex and ambiguous]



What does your organization need from you as a senior HR leader at a time of unprecedented workplace volatility and change? And what does the HR professional of tomorrow look like? Led by two HR careers experts, this session will analyse and explain the wide-ranging expertise demanded by organizations today of its HR leaders to meet strategic

business goals and develop HR teams in new skillsets.

**Richard Colgan** graduated from Manchester with an Economics degree and went on to The Royal Military Academy Sandhurst for Young Officer training where he spent the next 8 years serving in the Infantry with the Royal Anglian Regiment, which included two operational tours of duty. He then spent the next 9 years' working for Michael Page and was a joint founder of their HR recruitment business in 2000. He left to launch Oakleaf Partnership in 2005 as he wanted a business that reflected not only the customers he served, but also one that embodied his own values. He firmly believe they have achieved that ambition.

**James Ballard** graduated from the University of Nottingham and then spent 8 years at the FTSE 250 global recruitment firm S3 where he helped to found and grow the HR, IT, Accountancy and Finance & Senior Appointments divisions. James and two colleagues from S3 went on to found Annapurna Recruitment in 2009, who are a market leading, ethical, full service, HR, Technology and Change recruitment firm and are current holders of the 'Agency of the Year 2015' award, and two time winners of the 'Best Professional Services Agency' at the Recruiter Awards for Excellence.

James founded and facilitates the thought leadership HR Transformation Network content communities and channels which have over 20,000 members globally and a TV channel at [www.hrtn.tv](http://www.hrtn.tv).

## Creating a workplace coaching culture.

Ian Woodward, Group HR Director, Caesars Entertainment



Learn how a coaching culture took root at global brand Caesars Entertainment in the face of critical business issues. Follow Caesars Group HR Director Ian Woodward on his own coaching journey, and hear how coaching techniques were applied in the company's UK and overseas operations with a positive effect on their service experience and performance. Ian will also share his top tips for implementing a coaching culture within the workplace.

**Ian Woodward** works in the gaming sector of the leisure and hospitality industry, as Group HR Director with responsibility for both UK and overseas operations and has extensive experience in HR leadership, strategy and talent management. With a strong bias towards customer experience and associated behavioural training of staff, he has worked on and supported the development and introduction of companywide service standards that have increased revenues through clear brand positioning and customer segmentation. In turn this has improved overall guest experience and up-skilled the workforce to deliver exceptional service in a new way.

Ian is passionate about HR as a strategic business partner and achieving measurable results through aligning HR activities with organisational objectives and bottom line impact. He is an experienced coach and holds a masters degree in Strategic Human Resources Management.

## Targeting and recruiting 'differently abled' people.

Stefanie Nennstiel, Global Lead, Autism at Work programme, SAP.



By 2020, global IT company SAP aims to have 1% of its workforce represented by people with autism, to leverage the unique skills and abilities they bring to the workplace. First launched in 2013, SAP's Autism at Work currently operates in Brazil, Canada, the Czech Republic, Germany, India and Ireland, where the company hires people on the autistic spectrum into a wide variety of job types. This session will outline SAP's five-step hiring process used in most of the countries and reveal the company's strategic business perspective on seeking out, hiring and integrating differently abled workers.

A diversity & inclusion expert in SAP's Human Resources, **Stefanie Nennstiel** is responsible for the set-up of its global employment strategy and local roll-out of recruiting and employing people on the autistic spectrum. In addition, she leads on the 'Differently abled people' workstream as part of SAP's global D&I portfolio. She joined SAP in 1992 in its Field Services division, where she worked on customer implementation projects, subsequently taking responsibility for Field Services' global education programme. Moving to HR in 2006, she took the lead in 2008 for SAP's Global Career Framework, Global Job Codes and supported the strategic Global Grading System.

## **Building a learning organisation.**

Terry Jones, Vice-President, Talent, Learning & Development:, Europe, Eurasia & Africa, specialist (re)insurance organisation, Chubb



An organisational mindset that values continuing learning & development as a core operational strategy offers a critical competitive advantage for business success. Yet too many organisations position L&D as either an occasional perk for employees or an emergency fix-it tool. How can HR ensure that L&D is a business imperative?

Learn from Terry Jones's 16 years of experience in learning, talent and performance management in global brands such as ACE, Google, BT and Xerox in this stimulating and practical session.

Key points:

- Lessons learned from experience in leading-edge global brands
- Mastering the context, whether big or small company
- Creating the environment
- Making it stick.

**Terry Jones** is a senior talent & development leader with a deep knowledge of creating progressive learning environments in global companies such as ACE, Google, BT and Xerox. A strategic thinker, results-orientated and with a strong commercial background, he is recognised for establishing innovative organisation-wide talent & development plans and designing the right operational arrangement to execute them at pace.

## **Transformation is not a dirty word: The story of (digital) growth and evolution for organisations**

Naleena Gururani. Global HR Director, Lebara Group



"Transformation" is one of the buzz words in business today, either exciting or terrifying people within organisations undergoing significant transitions to new ways of working. Why transform when just changing might be enough? Learn from the experiences of telecoms company Lebara in taking on a digital approach to becoming lean and agile with quick decision-making built in. For HR, this has meant moving to a People function from an HR function and learning to 'twerk' - tweaking ways of

working, focusing on operating rhythm, and a commercial approach to people interventions.

**Naleena Gururani** specialises in building people agenda for transformation led digital and tech organizations. Her particular focus is on 're-energising to invest' in human capital across different geographies in particular Europe, Asia and America. Naleena is a thought leader who champions Innovative HR through focus on culture change, talent management and Innovation in practice through people interventions. With an MBA and a degree in Economics, Naleena applies intellectual horsepower in building commercial and business focused HR. As an HR Director, Naleena has successfully led transformation of Lebara Group into a multi-product convergent digital company.

## DISCUSSION GROUPS:

### Do we need recruitment or can it be replaced by an algorithm?

Matthew Jeffery, VP Global Head of Employment Branding & Sourcing, SAP



Technology is moving at such a pace but has it reached a point that it can do the work of a recruiter? Can cleverly designed algorithm's assess the value of a candidate more accurately than a recruiter?

When hiring managers and recruiters use their discretion to overrule the results of assessment tests, their hires do less well than workers selected exclusively on the basis of test scores. After studying the tenure and performance of 300,000 hires at 15 different companies, a research paper for the National Bureau of Economic Research concluded that "firms can improve worker quality by limiting managerial discretion. This is because, when faced with similar applicant pools, managers who exercise more discretion (as measured by their likelihood of overruling job test recommendations) systematically end up with worse hires." This session explores how far algorithms can truly replace the need for recruiters.

**Matthew Jeffery** is an accomplished talent acquisition strategy leader with 20+ years of recruitment experience. He currently leads global sourcing and employment branding for SAP, the world leader in Cloud enterprise applications in terms of software and software-related service revenue. His work there has earned him and his team a ERE Recruiting Excellence Award for Best Employment Brand 2015 and Most Strategic Use of Technology 2015; Recruiter Award for Best Graduate Strategy & Best Global Recruitment Strategy; Brand Hall Award Gold for Employment Branding; Asia Recruitment Awards Gold for Graduate Strategy & Silver Awards for Employment Branding, Careers Site & Diversity. Jeffery is well known for authoring ERE's most commented trilogy of articles of all time: Recruitment 3.0/4.0/5.0 on the Future of Recruitment and is one of Recruitment's best firebrand orators.

### Are zero hours employment contracts a necessity in a customer-centric, 24-7 world?

Amanda Burgess, Head of HR, , Regus



Zero hours contracts are found in industries ranging from catering/hospitality to industrial and retail. Such contracts save employers money through calling workers in to work for pay only when there is actual work to be done instead of guaranteeing a specific number of hours. While some workers like the flexibility offered by these arrangements, others argue that zero hours contracts cause financial hardship and instability. But is there a case to be made for such employment arrangements today when consumers expect to shop, travel and conduct other life business around the clock? If so, how can these arrangements be improved to provide a living for thousands upon thousands of UK workers? Or are there workable alternatives?

In her current role at the global office solutions provider, **Amanda Burgess'** key areas of focus are managing change, compensation and benefits and employee relations (ER). Known as the "ER guru", she has also been involved with introducing a well-received 360-degree feedback programme into the

organisation. Before joining Regus, Amanda has held HR roles in a variety of industries at companies such as Superdrug, Mexx, and MindShare.

## **Which benefits are most valuable to your employees, and what are creative, appealing and meaningful benefits that can be offered at low cost?**



Marc Lucock, HR and Training Director, Selco Builders Warehouse

Employee benefits can be an expensive component in your people costs, and not all benefits will have value to all employees. This discussion will explore the role of benefits in increasing employee engagement and how to maximise the value of benefits for both your staff and your budget.

**Marc Lucock** has worked extensively in a variety of HR and training roles at trade-only building supply retailer Selco since 2005. Previously, he was divisional training officer at home improvement and building trade retailer Wickes.

## **Employability skills: what is HR's responsibility to deliver such skills training to new and returning workers within their organisations.**

Jacqueline Moyse, Head of Organisational Development, Mandarin Oriental Hotel Group.



Employability skills are much more than teaching people how to create CVs, and this discussion will explore a variety of issues at the forefront of global debate today. For instance, the UK and world economies are seeing employment challenges in industries such as steel production and oil & gas. What is the responsibility of the employer and HR to consider transferable skills for the workforce and how could a scheme to review the transferable nature of its skills base be created and implemented? Second, instead of making people redundant when their skills are no longer needed, how can employers look to upskill these workers for future skills requirements? And are some skills or knowledge, skills and abilities absolutely timeless and future-proofed?

**Jacqueline Moyse** worked with InterContinental Hotels Group for 15 years, then ran her own consulting business for three years, prior to moving to Hong Kong and joining Mandarin Oriental Hotel Group as Head of Organisational Development. Her roles with InterContinental included Director of Training and Development for the InterContinental Hotels and Resorts worldwide and Director of Human Resource Development and Director of Internal Brand Development.

As a consultant, Jacqueline worked both independently and as an associate. Her client list represents a wide range of industries and companies including Champneys Health Resorts, Fujitsu IT Services, Thomas Cook Travel, Barclays Capital Investment Bank, One & Only Resorts and Oxford Brooke University. Her assignments focused on internal communications, aligning HR processes, employee engagement, assessment centres, leadership development and internal brand alignment.

At Mandarin Oriental, Jacqueline is responsible for the implementation of the Organisational Development strategy and her key focus includes; Performance and Talent Management, Leadership and Talent Development as well as the ongoing implementation and alignment of HR systems and processes. She also oversees the Learning & Development function.

## PERSONAL & BUSINESS DEVELOPMENT

### **Grown-ups don't use PowerPoint**

Lee Warren, Co-founder, Invisible Advantage



Presenting is an essential business skill and you are expected to be good at it. Most business presentations however are somewhere between dull and insanely dull - even worse, they don't get their point across and just waste everyone's time. This session will teach you how to think of a presentation from the audience's point of view. We'll look at the mistakes almost everyone makes in every presentation and how to avoid them. You'll learn the technical and psychological skills that theatre practitioners and writers use to craft compelling messages that communicate your point and make people act on your ideas, and you'll take away lots of tips and techniques to avoid 'death by PowerPoint'. By the end of this session, you'll never think about presenting in the same way again!

### **I hate networking!**

Lee Warren, Co-founder, Invisible Advantage

Relationships drive business, and good networkers thrive in any environment. Many people, however, find face-to-face networking difficult, even when they're experienced at it. Often, people mistake quantity for quality, and don't know how to turn an initial contact into a business relationship.

'Making Networking Work' is an interactive seminar designed to help you practise the skills needed to become a better networker. You'll learn the best ways to meet people, the secret of remembering their names, when and how to leave a conversation and the skill of keeping a good conversation going. You'll learn how to set clear goals, and create a referral strategy, rather than just handing out business cards and hoping for the best!

This is a 'hands-on' seminar, based on Lee's experience of over 1,000 networking events and you will leave feeling confident and excited about your next networking event!

**Lee Warren** has been a professional magician and mind-reader for 20 years, he has a strong background in sales, and he now uses this background in magic, theatre and sales to give presentations, seminars and coaching to firms including Deloitte, EY, Barclays Wealth and HSBC, helping people to become more persuasive, present better and increase their ability to get their message across to colleagues and clients.

A member of the Magic Circle, he was described by Prince William as 'absolutely amazing'. Lee has written sell-out theatre shows and has been a commissioned artist at The Royal Opera House.

## **Social Intelligence – The leadership skill of the future**

Christopher Barrat, International Speaker & Author, The Greystone Partnership



It used to be all about IQ – get the right degree and you must be good. Then EQ – emotional intelligence and much self understanding. Both are useful but the real skill of the future is SQ – the amount of Social Intelligence you can deploy in the workplace. We have entered the world of matrix organisations where indirect influence and personal connectivity can determine success more than ever before.

In this interactive, amusing and challenging presentation you will get:

- A clear definition of what Social Intelligence is
- An understanding of why it is so vital
- Tips and hints on how best to use the relevant skills
- A chance to discuss and challenge old ways of Leading

## **Lessons in life from my wife!**

Christopher Barrat, International Speaker & Author, The Greystone Partnership



You may have heard of the seven wonders of the world, you may know the '7 habits' of highly effective people, you may know the seven deadly sins.....

More important, amusing, relevant and useful than all of these are the seven 'Lessons in life from my wife' – if you can take these on board you will truly be effective in all you do, both business and personal. In this informative, challenging and fun session, you will be taken through true stories and the learning that comes

from them - including:

- How to win arguments
- How to stay positive when others are really annoying
- How to live with change
- How to stay young

Based on 7 true stories each one tackles an important a key skill of living and working effectively in modern life. You will leave with new energy, enthusiasm, insights and strategies to cope with the ups and downs of modern business life.

**Christopher Barrat** has worked with many international companies helping them to develop communication and leadership skills that can inspire and engage teams and individuals. In this 'Keynote Workshop' you will get the chance to both learn and experience first hand some of the skills, and from that have some simple take-away learning that can be quickly applied back in the real world.

## Identify the biggest problems that get in the way of driving your business' success.

Jeffrey Hayzlett: Bloomberg TV – The C-Suite (WORKSHOP)



Participants in this interactive breakout session will meet and identify how situations arise in their businesses that prevent their organizations from achieving greater growth.

We will identify key obstacles and brainstorm potential solutions to overcome obstacles that get in our way.

## Innovation and the value of failure

Nick Lansley, Innovation Insider at Nick Lansley's Innovation Lab



Innovation today isn't easy. Budgets are low, expectations are high, and everyone is feeling risk adverse, so messages from the innovation culture around 'trying and failing' as if it is some sort of desired goal don't sit well. Leaders want tangible results – and results to them are improvements to their bottom line.

Nick's presentation will explore, with examples, how to manage the shift to the mindset that 'innovation is good'. Hear how to bring your teams on a journey that allows them to see the value of assigning budget to experimentation and prototyping, trying, failing, and trying again.

**Nick Lansley** is one of the founders of Tesco's e-commerce offering, serving online customers with wine, books and groceries in the mid-1990s. Nick formed Tesco's first innovation team in 2000, testing and implementing new technologies to help make work simpler and easier for colleagues. He also shaped new customer offerings such as the 'Tesco Access' site for blind customers and the first mobile phone app for grocery shopping in 2003 as well as the first Tesco iPhone app in 2009. Nick has championed open innovation through Tesco Labs, creating the Tesco API for groceries and engaging with the third party developer community with 'TJAM' events where start-ups can meet Tesco executives. Today Nick describes himself as an "Innovation Insider" with a passion for bringing pragmatic innovation techniques and ways-of-working to areas of business that want to start their own innovation teams, or who are struggling to get traction with innovation projects.

## Will rising rates mean rising fears (to the global recovery)? Economic review.

Justin Urquhart Stewart, Co-Founder, Seven Investment Management



The Economic cycle has changed. So what happens next?

As interest rates start to rise albeit gently, what will be the effect on the recovering global economy? Can the USA sustain its recovery or does weak growth become weaker growth?

The Eurozone has seen a recovery, albeit somewhat insipid, although the UK has been the poster boy of the developed nations. China's enigmatic economic growth is as inscrutable as ever, but we can see that it is lower and slower.

So the world is heading for slower period that may even appear sluggish as we work through the "tiny teens" of low interest rates, low inflation, low growth and very likely low returns.

So what can investors do to try and find some positive returns in such a thin economy, and above all avoid the pitfalls of the market lurches that have seemingly become a regular feature?

Having trained as a barrister, **Justin Urquhart Stewart** took up corporate finance, working in both Africa and Singapore. He then returned to the UK and helped in the developments towards Big Bang in 1986 in London which led to him helping to found Broker Services in 1986. Broker Services went on to become Barclays Stockbrokers, where Justin was Corporate Development Director. In early 2001, he co-founded Seven Investment Management, an investment management business that innovated the UK investment market with the introduction of the first Sterling Investment Wrap Account. Seven Investment Management now manages and administers around £5.8 billion on behalf of professional financial wealth managers and intermediaries.

Justin has a keen interest in developing the investment market to break down as many of the traditional barriers as possible for both private investors and smaller companies. As part of this he was involved in the original development of the AIM market and the investor educational company, Proshare. He writes regularly for national magazines and newspapers, and is a frequent commentator on television and radio, both in the UK and abroad.

In March, Justin won the 'Best Industry Commentator 2012' from the City of London Wealth Management awards, as voted for by professionals and consumers. He is married with one daughter, two cats and a motorcycle, with an interest in archaeology and writes short stories on the Roman Empire.

**Brexit: reasons to be sceptical, and reasons to be hopeful.**

Diego Zuluaga, Financial Services Research Fellow, The Institute of Economic Affairs.

Despite claims of impending doom, it is unlikely that a British departure from the European Union will have important economic consequences in the short term. However, a Brexit could change the direction of travel of economic policy in the UK in crucial areas such as migration, trade, financial services regulation and the role of the state in the economy. The choices made by future governments will determine whether Britain stays on a path to increasing prosperity.

In this presentation, Diego Zuluaga will examine the main points of contention among economists and policymakers about the EU, the advantages and disadvantages of the status quo, and likely developments in Europe following a vote to Remain. He will then chart three possible courses after Brexit – best-case, worst-case and likely scenarios – to illustrate the risks and opportunities of a vote to Leave. Diego will show that the British economy can prosper outside the EU, but only if a clear policy of openness, market reform and fiscal prudence is followed.

**Diego Zuluaga** writes primarily on regulation in banking, financial markets and the innovative industries, and is a frequent contributor to government consultations at UK and EU levels. Diego is also Head of Research for EPICENTER, a pan-European network of free-market think tanks. He has written for outlets such as CityAM, EurActiv and CapX on topical policy issues.

## One to One Executive Coaching:

Spend an hour with a highly qualified and experienced coach to discuss:

- **Leadership coaching** – applicable for individuals who want to explore how they bring themselves to a broader leadership role authentically and skilfully to effect greater engagement in complex 'VUCA' environments
- **Executive coaching** – applicable for those who have a management role, whether as a line manager or in project teams, and who want to explore how they can support the development and performance of others more successfully through their interactions and behaviour
- **Coaching for change and adaptability** - applicable for those in any of the categories above who want to focus on how they develop and maintain greater engagement and resilience in themselves, their teams and the wider organisation (would potentially cover areas such as Mindfulness)

### Performance Coaching International

#### **Executive Coach 1 - Louise Bradshaw**



As a Senior Executive with PCI Louise has extensive experience from her many years in the retail and financial services sectors. Prior leadership roles within sales, service and training means that she understands firsthand the issues which face leaders and the strategies to overcome them.

Her specialist areas are leadership, enhancing performance, work/life balance, branding and image, dealing with conflict, overcoming procrastination and identifying career visions.

She has built an enviable reputation as an inspirational executive coach, working at senior levels in the public and private sector delivering results through building strong long term relationships with individuals and exceeding client expectations.

Her adaptable and flexible approach to meeting the needs of the situation together with a lively and enthusiastic 'can do' attitude, means she inspires her clients to achieve more than even they thought they were capable of. Louise is direct and is perfect for clients who want results quickly.

#### **Executive Coach 2 - Lindsey Agness**

Lindsey is an Executive Coach, award winning author and international change expert, specialising in engagement, performance improvement, behavioural change and motivation. Lindsey worked for 11 years as a change management consultant, corporate trainer and coach for PricewaterhouseCoopers. She has been using her skills to build capability and capacity to change in large private and public organisations throughout the UK, Europe and the US. Lindsey has a Masters Degree in Policy Studies from Bristol University, is a Master Trainer of NLP and the author of 4 best-selling books on organisational change management and personal change.

## **Executive Coach 3 - Graham Da Costa**

An Executive Coach with 30+years' commercial experience specialising in Leadership, culture and gaining the 'discretionary effort' of employees through motivation and engagement. Before focusing on executive coaching and consultancy, Graham held a number of senior customer facing Leadership, operational and HR roles within financial services. A thought leader and regular conference speaker in the areas of attitude and all aspects of feedback. His challenging style, supports leaders to make fact based decisions bringing external objectivity to their individual, team and organisational success.

## **The OCM**

### **Executive Coach 1 – Jerry Gilpin**



I am an experienced Coach, accredited at Senior Practitioner level by the EMCC and a Supervisor for both internal and external coaches. Over the past 8 years, I've completed about 2750 hours of coaching with over 200 individuals, many of them C-level leaders, and have currently worked for well over 100 different organisational or individual clients. Before becoming a coach I spent 25 years developing people in all walks of life, working for and running organisations in the education and third sectors. This experience has given me the ability and confidence to coach clients in a way that focuses on sustainable whole-life change which in turn delivers improved performance and self-management for leaders within businesses and other organisations.

What kind of coach am I? The label I most like is 'development coach.' Clients comment positively on my professionalism, empathy, and intuitive ability to challenge constructively. Whoever you are, and whatever role you occupy at work or as a family or community member, you have the potential to develop, and to become more fully alive, to function more effectively and satisfyingly; and it's my role and privilege as a coach to help you do that. Transitions into new roles and situations can be a particularly useful time to do this work.

### **Executive Coach 2 – Anna Mclean**



I am a Business Psychologist and EMCC accredited coach (Senior Practitioner). Working with Fortune 100 companies across EMEA and SE Asia, my focus is on leadership development with a particular interest in emerging leaders and individuals transitioning from technical professional to broader strategic roles. Prior to returning to full time studies in 2002, I had a successful career in the oil and gas industry for more than 20 years. Building on a solid scientific foundation as a Geoscientist I progressed through roles in the wider business including asset management and technical resource management in the international arena.

My coaching style is best described as pragmatic. I help individuals maximise their potential and improve performance by combining a strong appreciation of the way business works with expertise in the use of leading edge psychological tools and techniques. With a particular interest in positive psychology and strengths-based approaches, I am passionate about enabling people to be at their best.

### **Executive Coach 3 – Angela Keane**



I am a qualified Coach, Team Coach and Supervisor, with a strong interest in helping multicultural teams and organisations work better. I have a strong commercial and international background, having worked as Group Head in London with News International (publishers of The Times and Sunday Times) for many years and then as Advertisement Director for Dow Jones in Singapore. For over 9 years, I was based in

China, during which time I became a qualified coach (distance learning with The OCM), which I followed with a Masters in Coaching & Mentoring from Oxford Brookes. As a coach I have worked with many of the world's most successful companies.

My coaching style is driven by my deep interest in and affection for others. My first-hand experience and understanding of how large organisations operate constantly feed into my coaching. I lead with support and a belief in your capacity to do better, but I also see the role of the coach as being able to challenge and introduce different perspectives to how you think and behave.

## SUPPLIER PRESENTATIONS

All suppliers at The HR Forum have the opportunity to showcase their great work and share their latest research insights. This isn't an extended sales pitch, simply the chance to learn more about what other companies are doing. Delegates have voted for their favourite proposed sessions and this year's supplier sessions are as follows:-

### **Hung, drawn....and sorted!**

Darren Maw, Barrister and Managing Director, Vista Employer Services Limited

Workplace investigations can be a pain in the neck, choking up diaries and stretching resources. This interactive workshop will give you action points aimed to improve the investigations that take place in your workplace: We will share insights from all our involvement with investigations – conducting them, developing managers' skills to do them and managing the employment tribunal hearing in which they play a crucial part.

The workshop will draw on our experiences in conducting investigations for the NHS, in manufacturing and in professional services. Combining our experiences with your own, this workshop will enable you to review your current approach and get your organisation in the swing of effective and efficient investigations. It will explore:

- Sifting a complex allegation to identify who to see, about what and in what order?
- Knowing when to stop: when do you have sufficient evidence to decide the next step in the process?
- How to keep stakeholders in the loop without breaching confidentiality

As an employment law barrister **Darren Maw** has worked with companies such as Airbus, BAE Systems, Culina Logistics, General Motors, Colgate-Palmolive, Muller and Durex (SSL), together with professional services and consultancy businesses. As Managing Director of Vista, Darren is passionate about innovative and truly bespoke service delivery across the HR professional services portfolio.

## **Is Performance Management dead?**

Kevin McAlpin, Managing Director, Performance Coaching International

78% of HR Directors are changing or reconsidering Performance Management - Why?

In this interactive session, we will review the latest research and find out why Global organisations such as Google, Microsoft, GE, and Deloitte have recently scrapped the traditional performance management process.

80% of employees believe their performance review is inadequate. Is the traditional process on the way out? Why do they fail? What is the cost to industry? What will be the future way of measuring the performance of individuals and teams?

**Kevin McAlpin** is one of the UK's leading Executive Performance Coaches. Originally a highly successful sales and operational manager, Kevin has held various HR board level roles. He regularly speaks at conferences and appears in the media as a thought leader in the areas of building trust and reputation, thriving in uncertainty, resilience and having courageous conversations. Kevin has also coached a wide range of international sports people, including Olympic, world and European record holders. He is also the official PGA EURO PRO Golf Tour performance coach and author of the bestselling book 'The Five Minute Failure' and 'Presenting the Penguin Way'.

## **Making a breakthrough impact as an HR professional**

Justin Temblett-Wood, Senior Partner and Lead Consultant, Achieve Breakthrough

This interactive discussion will tap into what truly makes a brilliant HR Professional and give access to making the shift from being good to being extraordinary. We will discuss the key ingredients, the situations you can create to make the impact that you want to make and we will inspire one another to do the unthinkable in your work. The key points we will cover in the session are:

- What gets in the way of making the impact we want?
- What does extraordinary look like?
- What are the levers we can pull to make maximum impact?
- The missing ingredient – the power of context

The session will raise the aspirations of those who attend and equip them with tangible tools for making a step change in the impact that they can make in their organisations.

**Justin Temblett-Wood** is committed to transforming people's thinking and actions to deliver real business benefit and does so through his natural ability to connect with people and get the very best from them. Justin has a wealth of experience in working across sectors, in particular the Pharmaceutical and Transport industries. He partners with organisations in large scale change programmes as well as senior leadership/exec level interventions. Justin has a pragmatic and honest style which his clients find empowering and inspirational.

## **Focused leadership in a busy world**

### David Tomkinson, Director, andpartnership

Juggling multiple projects and demanding deadlines can result in feeling out of control and unmanageable stress levels. Technology often adds to that stress rather than helping us, with a feeling that we can never 'switch off'. In this interactive session, David Tomkinson will take you through some simple tools and techniques to drive greater efficiency, stay focused and take back control.

Key workshop elements will include:

- How to be more purposeful
- How to break the 'busy' habit
- Being present in a changing world
- Tackling distractions
- Hearing the sound amongst all the noise
- Why distractions can stop us being our 'best self'

**David Tomkinson** is a highly experienced learning and development professional with over 25 years in L&D, OD and HR functions. He is co-founder of andpartnership and works with senior leaders across all sectors, in private, public and not-for-profit organisations.

His passion is releasing potential by helping people to be at their best more of the time. He is a Director of his local hospice and supports Aston Villa, so is an expert in resilience.

## **Storytelling: The secret weapon for organisational change**

### Alison Esse, Co-founder and Director, The Storytellers

Changing attitudes and mindsets is a critical – and the most difficult – part of business transformation or cultural change. Alison Esse, co-founder of The Storytellers, will explain how a simple storytelling approach can dramatically accelerate change by aligning the entire organisation behind a common purpose:

- How storytelling creates an emotional connection to change
- What lies behind resistance to change (and what to do about it)
- How to articulate strategy as an emotionally compelling narrative
- How to make leaders inspiring storytellers

**Alison Esse** is one of the founding partners of The Storytellers, pioneering storytelling in business as a practical, tangible methodology. A graduate in modern languages from Edinburgh University, her early career was spent in consumer PR, event production and sales and marketing. She is a regular speaker on the subject of storytelling and the role it plays in high performing leadership, change and transformation. She is responsible for building the profile and client base of The Storytellers worldwide and plays a pivotal role in building senior client relationships at board level.

## ACTIVITIES

### **Single Malt Whiskies & cheese**

Steve Parker, Managing Director, Hampton Cheese and Wine Company

The Whisky and Cheese Tasting Experience will cover the basics whisky and cheese tasting in an informal and informative manner. Steve will serve 6 different single malt whiskies paired with matched cheeses and give the history, background and details of how they are made, and we promise you a fun and informative session.

### **South America wines and cheeses**

Steve Parker, Managing Director, Hampton Cheese and Wine Company

With the Olympics being held this summer, this innovative tutored tasting is adopting the theme of South America and this tutored tasting will give you the opportunity to try some of them in a series of carefully chosen pairings. Come along and see whether you can tackle all the cheeses and pass all the wines, without any of them ending up in the sin-bin.

Steve's lively and entertaining presentation style is informal and informative meaning you will taste some amazing cheeses and wines whilst learning a whole pack of information at the same time.

**Additional activities: Casino, Aerobics, Galley Tour**

## EVENING ENTERTAINMENT

THE NOISE NEXT DOOR: Comedy Improv Group



The Noise Next Door are one of the UK's leading improv groups. In three short years they have taken the circuit and the Edinburgh Fringe by storm, leaving audiences in awe of their lightning-quick wit and breath-taking comedic talents. They have been performing their own distinctive brand of off-the-cuff comedy since they met at university. With absolutely no script, they have an uncanny knack of transforming audience suggestions into fantastically funny scenes and songs in the blink of an eye with a perfect blend of ludicrous characters, witty one-liners, epic stories, and explosive physicality.

## FRIENDS, PEERS, COLLEAGUES

Most HR professionals feel that they don't spend enough time with their existing network of peers. We can help. If you are part of a group of senior HR practitioners, either formal or informal, and would like us to create a bespoke networking and learning experience for you, then please get in touch to discuss this further.

## JOIN US...

### Interested in speaking?

Please contact Hilary Fenwick on 020 8487 2244 or [hfenwick@richmondevents.com](mailto:hfenwick@richmondevents.com).

### Interested in being a delegate?

If you would like to receive an invitation to attend The Human Resources Forum, 11-14 May 2016 on board the Arcadia cruise ship, please contact Sheila Ingram on 020 8487 2261 / [skaton@richmondevents.com](mailto:skaton@richmondevents.com). More details can also be found at [www.hrforum.co.uk](http://www.hrforum.co.uk).



**The Human Resources Forum qualifies for CPD credits. All delegate attendees will receive a CPD certificate after the event.**

