

The Virtual Driving Change Conference Programme
14th September 2021

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09.00 – 09.15

Morning Chair's Opening Remarks

9.15-9.30

Alex Mileman, Head of Programme, Project & Change Management, **Hampshire County Council**

Ursula Dolton, Chief Technology Officer, **British Heart Foundation**

Employee Engagement In 2021 – Panel

9.30-10.10

Ensure An Engaged, Resilient & Change-Ready Workforce As The Change Journey Continues To Evolve In 2021

- Next-level employee engagement tactics which go beyond box-ticking to genuinely allay fears and ensure people feel invested in and bought into the change process
- Improve overall employee wellbeing and mental health by effectively communicating the benefits of change and readily involving them in the change process to maximise sustained engagement
- What are the most effective ways of managing remote teams, and how can you ensure you support employees with the transition back to the office or to a hybrid working model?
- Cut through with impactful communication strategies which build resilience, restore confidence and support employees

Beth Aarons, Global Director, Dorchester Collection Academy, **Dorchester Collection**

Matt Cooper, Head of Internal Communications & Engagement, **King's College Hospital NHS Foundation Trust**

Victoria Talbot, Head of Employee Experience & Engagement, **Direct Line Group**

Remote & Distributed Workers

10.10-10.40

Prepare To Thrive In The New Digital Age Post-Covid With Business-Critical Remote Worker & Distributed Workforces Engagement Strategies For Ultimate Engagement & Productivity

- Uncover strategies to embed successful change in remote and dispersed workforces, and ensure employees seamlessly adapt to the new digital workplace
- Discover first-rate strategies that are sure to engage remote workers in the COVID-19 landscape
- How can you maintain high employee morale, and keep change at the heart of the business agenda, in a time where face-to-face contact is minimal?
- Missing coffee breaks and chats by the water cooler? Explore tactics to communicate and check in with staff working from home to boost employee spirits and prepare for post-COVID-19 recovery

Gonzague Noel, Director, Strategic Change & Simplification, **HSBC**

Daher El Meouchi, Strategic Business Change Director, **HSBC**

Morning Refreshment Break

10.40-11.10

Behavioural Change & Resistance

11.10-11.40 (pre-record)

Influence Positive Mindsets & Combat Resistance To Embed Impactful, Long-Lasting Organisational Transformation

- Uncover best-practice on how to promote the benefits of change to prevent project stagnation and employee disconnection
- Mitigate disengagement to win-over your employees, combat resistance and regain trust throughout tough decisions
- Support your employees in times of change! Best-practice advice on how to manage employee wellbeing and mental health due to the worries of change
- Check in and listen up: assess long-term, post-change engagement levels after initial implementation to avoid disenfranchisement and change fatigue

David Edwards, Global Internal & Social Communications Lead, **NatWest Group**

Communication Strategies - Panel (Ursula)

11.40-12.20

Advanced, Sure-Fire Communications Strategies Which Enable Fast-Paced Organisational Change & Ensure A Connected, Motivated & United Workforce During Times Of Change

- Clear communication is more important than ever! Invaluable insights to establish creative communication strategies which encourage collaboration and transparency whilst navigating change
- Combat communication challenges by combining the right technologies and channels into your change communications strategies
- Develop persuasive, proactive and powerful interactions through change communications excellence

Mark Tittle, Head of Internal Communications, **Just Eat Takeaway.com**

Matthew Knowles, Head of Employee Communications, **Thames Water**

Danielle Jones-Hunte, Global Head of Employee Advocacy (Engagement), **BP**

Lunch & Informal Networking For Speakers, Delegates & Partners

12.20-13.30

Afternoon Chair's Opening Remarks

13.30-13.40

Informal Breakout Discussions

13.40-14.10

- a) Texthelp Breakout Discussion
Louise McQuillan, Workplace Solutions Manager, **Texthelp**
- b) Change Management As An Expertise
Daher El Meouchi, Strategic Business Change Director, **HSBC**
- c) Diversity & Inclusion
- d) Sponsorship In The New Normal
- e) Mid-Level Management
- f) Leadership Activation

Leadership Activation

14.10-14.40

Motivate & Inspire Leaders To Become Change Champions & Drive Business-Wide Change In An Era Of Increased Working From Home & Uncertainty

- Actions speak louder than words - how can you sustain leadership engagement and ensure they proactively own the change and lead from the front while working from home?
- Leaders need support too! Successfully identify and engage your disconnected leaders and blockers of change to embed large-scale structural and organisational transformation
- If interest wanes, change stops in its tracks: discover top tips and tricks on how to get change embedded into the organisational DNA with leaders who truly champion change

Dan Rickards, Global Head Of Change Management, **Condé Nast**

Afternoon Coffee & Networking Break

14.40-15.10

Drive Cultural Change – Panel

15.10-15.55

Inform, Engage & Inspire Staff To Drive Long-Term Business Change & Avoid A Toxic, Disconnected Culture

- How are businesses nurturing a healthy, flexible culture within their workforce that remains resilient, positive and change-ready wherever they are
- Manage employee expectations and prepare them for the highs and lows of long-term organisational change
- Advanced insights on how to implement a change structure which ensures employees live and breathe the transformation and believe in more than the company's logo

Chris Norbury, Chief People Officer, **E.ON UK**

Abigail Wilmore, Chief People Officer, **Stella McCartney**

Manisha Mistry, Portfolio Director - Digital Culture & Collaboration, **Rolls-Royce**

Jo Hicks, Director – Change & Development, **Ministry of Justice**

Tracey Darley, Change Practice Lead, **Co-op**

Agile Mind-Set

15.55-16.20

Discover How To Embed An Agile Mind-Set In Your Change Teams for Successful and Sustainable Change Delivery

- Define what an agile mind-set is and why it is important to correctly implement an agile methodology
- Receive top tips on how to successfully embed an agile mind-set that can equip team members with new approaches to continuously deliver value at work
- Assess the aspects of an agile mind-set that should be prioritised for specific teams at any given time

Martha Férez, Head of Change, Non-Financial Risk, **Deutsche Bank**

Chair's Closing Remarks & Official Close Of Conference

16.20-16.30

Graham Barton, Head of Change Awareness & Adoption, **Department for Environment, Food & Rural Affairs**