



The Driving Organisational Change For People Leaders Conference  
**2<sup>nd</sup> November 2022, The Hilton Hotel Kensington**  
London W11 4UL

## Event Programme

### Registration, Informal Networking & GIC Welcome

08.30 – 09.15

### Morning Chair's Opening Remarks

09.15 – 09.25

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

### Organisational Change & Culture – Panel Discussion

09.25 – 10.00 **Create Adaptable, Change-Ready Cultures Which Support New Visions & Champion Transformation**

- Change-ready? From leaders to frontline staff and those behind a PC... go further to create change champions in business and a receptive culture where change is embraced and pushed forwards
- Intentionally building change management capabilities into the organisational DNA with your leaders, managers and wider functions for sustained change with impact
- Culture comes from the people, not from top down: how can HR influence culture authentically to achieve real change?

Wandusjka Jennison, Head of People, Change & Comms - Future of Work, Legal & General

Nick Watchorn, HR Director, E.ON UK

Baljit Dhillon, Head of Change Delivery, British Gas

Ashley Marshall, Global Head of People & Organizational Development, Corporate Functions, Soho House & Co

Tom Gater, Head Of Internal Communications, Halma

### Connective Leadership

10.00 – 10.15

Throughout history, great ideas have emerged when seemingly unrelated concepts are combined. What role can leaders play in fostering this effect in their teams?

- Explore the effect of idea combination as a source of innovation with a live demonstration
- Learn how leaders can take positive steps to create the right conditions for people to collaborate
- Take a look at the agile mindset that has been used for decades, and how this can support the establishment of a creative environment

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Duncan Evans, Head of Learning & Development, Agility in Mind

## **Digital & Tech**

### **10.15 – 10.40 Fuel Business Success With Digital Systems & Tools Upgrades... But Ensure That Your People, Processes & Business Can Keep Pace!**

- At the touch of a button: cultural, technical and operational hurdles HR and change functions must overcome to better support the business through the rapid speed of digital change
- Where employee digital literacy and skillsets are taken as a given – how can we ensure that any knowledge gaps are filled as soon as possible?
- Increase collaboration with IT functions to ensure the business has the best digital capabilities for maximum employee connectivity
- HR of the future: from payroll automation to surveys to employee apps, secure investment in transforming HR tech to cut the waste from our processes
- How can HR and change professionals upskill themselves to better drive the tech that links us all without losing sight of our people priorities?

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

## **Morning Refreshment Break With Informal Networking**

10.40 – 11.15

## **Smart Moves**

11.15 – 11.30

### **Small Actions That Deliver Big Impact**

How does time spent understanding human behaviours and actions make it easier and more efficient to deliver longer-lasting impact?

- Identify how to target your effort and resources where they'll make the most difference
- Understand the behavioural drivers that determine people's actions
- Reframe interventions to make it as easy as possible for people to change those actions in moments that matter at work

Owen Rose, Managing Partner, Acteon

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### **Flexible & Hybrid Working – Panel Discussion**

11.30 – 12.10

#### **Flexible Working Approaches Which Engage Employees Wherever They Are To Achieve Long-Term, Sustained Change**

- Whether additional steps to achieving change, or actioning new change approaches to handle hybrid working models... what are your ongoing hurdles around increased flexible working?
- One day in, never in, work from home, work from anywhere, four-day weeks and childcare-friendly hours... just what is it that potential and current employees want?
- From gender to disability and casting the talent pool net wider, retaining flexible and remote working, what does this mean for the future of organisational structures?
- In the “Zoom” where it happens? How can you ensure that digital co-workers are able to truly participate and not be overshadowed by face-to-face colleagues during hybrid meetings?
- Are there ways to replicate spontaneous coaching and development moments for up-and-coming team members when not in an office environment?

Katie Shaw, Head of People, Marks & Spencer

Kevin Lyons, Senior HR Manager, Pearson

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

Paul Hendstock, New Plan for Immigration (NPI) Business Change Programme Lead, UK Home Office

### **Managing Change In ‘Business As Unusual’**

12.10 – 12.25

In these complex and chaotic times, change is a constant both inside and outside of work. It is getting harder to land change. Firstly, our people are more stressed and stretched than before; burn-out is on the rise. This is coupled with the need to continuously transform to survive (e.g., Digital, Sustainability). Traditional change approaches are detached from today’s reality. It’s time for us to think differently about how we ‘manage’ change and what that means for us as change practitioners

- What are the principles and steps we can take to approach change differently?
- If our people are burning out or quietly quitting, how do we reignite their interest?
- How do we win in a constantly changing environment?

We’ll explore key principles for managing change in our ‘business as unusual’ world

Katerina Pettitt, Global ChAgile® Lead, Gate One

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### **Lunch For Delegates, Speakers & Partners**

12.25 – 13.35

### **Afternoon Chair's Opening Remarks**

13.35 – 13.45

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

### **Data & Measurement**

13.45 – 14.10

#### **It's Done But What Has It Cost & What Has It Added? Assess & Benchmark Change Success To Secure Ongoing Backing & Inform Future Strategies**

- What data is key to measuring the success of change initiatives and how can you accurately measure success?
- Bring the value of change management to life with quantitative data on bottom line, people, culture, outcomes and more to demonstrate the direct benefit to the organisation
- Our journey: from identifying reasons for change to delivery to measurement – draw tangible lessons learnt to inform future strategies

Eliza Hill, Director of Lean & Agile Transformation, BlackRock

### **Engaging Stakeholders: The Strategic Role Of Change**

14.10 – 14.35

#### **Change Is Not A One-Team Responsibility: Engage Business Leaders & Stakeholders To Share Change Ownership To Increase Strategic Success**

- Who owns change? Ensure responsibility is shared beyond just the HR or Change business function and create change champions throughout the entire business to sustain initiatives
- Create a narrative and compelling case for change to ensure that leaders feel accountable for delivering, owning and landing change

Ashutosh Pandey, Senior Director & Head of Business Process Transformation, Nokia

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### **Organisational Change**

14.35 – 15.00

#### **Change Has Changed: Updating Methodologies, Structures & Engagement Strategies To Reflect Our Changing Business Environment & Post-COVID Employee Expectations**

- Hit the pause button when “change is constant” to design and drive forward systematic, strategic and commercially minded change management approaches
- What has fundamentally changed in the business mindset and appetite for change?
- What will it take to get the job done in the “new normal”? Set new strategies in motion with a different change management methodology toolkit and updated colleague skillsets
- New working models mean new organisational structures: how to restructure quickly and effectively when change triggers further change
- What do we want the future of the business to look like in terms of design, development and structure... and how can we lay the foundations and draw up the roadmap now?

Wasim Mushtaq, Transformation Lead, Financial Markets, Standard Chartered Bank

### **Afternoon Refreshment Break With Informal Networking**

15.00 – 15.30

### **Engaging Employees & Behavioural Change**

15.30 – 15.50

#### **With Us, Not To Us: Behavioural Strategies To Embed Change With Engaged Employees Who Actively Contribute To Change**

- Leverage behavioural psychology to create great employee experiences where everyone has the ability to interact with change instead of having change happen to them
- To what extent should we expect and embrace change resistance and invest time in compelling cases which reduce the threat of change? And then how do we incorporate that into our normal change management frameworks, methodologies and approaches?
- Listen to the employee voice and close the feedback loop for ground-up internal change initiatives which will drive improvements throughout the business

Elizabeth Dunn, Head of Business Change, River Island



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### **Inclusion & Diversity – Panel Discussion**

15.50 – 16.20

#### **Build D&I Into Change Management Strategies & Use Tactics To Further Internal Progress**

- Seize opportunities to leverage our change management resources to tangibly accelerate real diversity and inclusion progress within the organisation
- Build inclusion and diversity into change management strategies as a standard: move away from the assumption that the workforce is one homogenous group for strategies which include every individual's needs
- The double-edged sword of flexible working: how can we celebrate more individuals able to better achieve work-life balances while not excluding people from the sociable environments of the office?

Kevin Lyons, Senior HR Manager, Pearson

Ashutosh Pandey, Senior Director & Head of Business Process Transformation, Nokia

### **Afternoon Chair's Closing Remarks & Official Close Of Conference**

16.20 – 16.30