

The Business Change & Transformation Conference, 13th May 2026
1 America Square, London, EC3N 2LB



Welcome To The Business Change & Transformation Conference

Official Event Programme

Please note that these 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:



08.30 Registration & Informal Networking

09.00 GIC Welcome & Morning Co-Chairs' Opening Remarks

Lisa Gregg, Director of Business Transformation, **Aston University**



Empowering Business Change Champions

09.10 Empower Employees, Elevate Influence & Accelerate Adoption Through Networks of Change Champions

- Identify and activate change champions across the organisation who can influence peers and accelerate adoption throughout teams
- Master the art of human-centred change! Guide employees to understand the goals and their role in change programmes, turning sceptics into advocates
- Create a supportive ecosystem that equips change champions with the tools, networks, and authority to drive lasting impact across the organisation

Cheryl Stone, Head of Balance Sheet Data Optimization **UBS**



Carol Tompkins, Finance Trade Support, **UBS**



Practical AI Applications & Integration – Panel Q&A

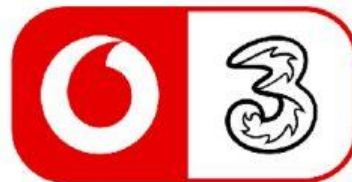
09.30 Harness AI To Transform Organisations & Deliver Real Business Impact Whilst Ensuring Consistent & Ethical Guardrails

- How can organisations use AI to drive real transformation, not just follow the hype?
- Discover how to embed AI effectively - from data integrity and infrastructure to people, culture, and trust
- How can organisations balance opportunity and caution, ensuring AI delivers value without compromising ethics, transparency, or sustainability?
- Moving beyond pilots: how change leaders can transform ideas that look promising on paper to prove real, measurable impact

Nataly Quinn, Global Head of Change & Tech Adoption, **Holland & Barrett**



Miryem Salah, Director of Data, Digital and Transformation, **Vodafone Three**



Ricky Bartlett, UK Lead AI & Automation, **CBRE GWS**



Anupama Hatti, Head of Programme Delivery, **NHS Blood and Transplant**



Ahmed Elahi, Sen Director of AI & Tech Transformation, **SkyShowtime**



Building Organisational Trust & Change Readiness

10.10 Strengthen Your Organisation's Change Muscles: Unlock Readiness, Build Trust & Embed New Ways Of Working

- Unlock strategies to build organisational trust as the foundation for successful change initiatives
- Develop your organisation's 'change muscle' and centre change at the heart of your organisational culture
- Explore how to assess and improve readiness so teams are equipped to accept and embed new ways of working
- Examine approaches to accurately understand current ways of working, ensuring that change initiatives are grounded in a clear and precise understanding

Flo Akingbade, Business Transformation Director, **JLL**

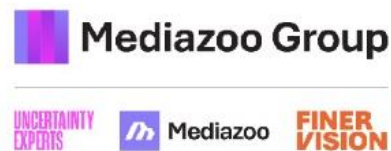


Why Change Fails

10.30 A fun, compelling and experiential session that gets to the heart of how your teams really experience change

- Truly unique and shocking insights into the emotional, cognitive and behavioural barriers holding your people back
- And why that matters for everything you're trying to do
- A taster of what one participant called "the greatest intervention for change I've ever seen"

Pete Ashcroft, Chief Growth Officer, **Mediazoo**



10.45 Morning Refreshment Break With Informal Networking

Delivering Successful Business Change: Successes, Pitfalls & Critical Lessons Learnt – Panel Q&A

11.15 Make Change Stick! Proven Approaches, Key Lessons & Strategies For Lasting Organisational Impact

- What does it take to make change truly land? How can you ensure new ways of working don't fade once the project ends?
- Unpack proven approaches for delivering a successful change and the pitfalls that derail transformation before it starts
- Embed lasting change: examine new strategies to ensure new ways of working become part of the organisational culture
- How can you manage transformation in a constantly shifting landscape, where global volatility and continuous change redefine what 'business as usual' really means?
- Understand how people, processes, and technology must align to deliver tangible, measurable business value

Gorka Lopez, Workplace Strategy Lead UK & Europe, **CBRE**



Jody Randall, Change & Adoption Specialist, **Whatfix Limited**



Dr Tracey Leghorn, Chief Business Services Officer, **SUEZ UK**



Leena Rash, Head of Group COO Transformation (UK), **HSBC**



Paul Robinson-Davis, Business Change Lead, **Flutter Entertainment**



Lisa Pullen, Head of Business Change, **ITV**



Stuart Easton, CEO and Co-Founder, **TransparentChoice**



12:00 Real Change Is Behavioural – Here's How To Make It Happen

In a world of constant, overlapping change, it's no surprise your people feel overwhelmed. Faced with yet another shift, their instinct often isn't "Let's go!" - it's "Not again..."

And that's a risk. Because your people changing their behaviours - or not! - determines whether your transformation delivers meaningful impact.

This session shares proven techniques for changing behaviours at scale, grounded in Lima Delta's Inspire, Train, Sustain framework and illustrated with a real case study. You'll leave with practical tools and ideas to help equip your people to deliver lasting change.

Georgie Cooke, Founder Head of Learning & Change, **Lima Delta**

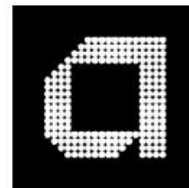


Leadership & The Psychology of Change

12.15 Harness People-First Leadership To Build Trust, Inspire Teams & Drive Transformation Success

- How can emotionally intelligent leadership build trust and enable teams to navigate change with confidence?
- Dive into why the future of leadership lies in mastering the human skills that drive trust, agility, and connection
- Transparent leadership: learn how sharing both successes and setbacks helps teams understand the real impact of transformation

Mandy Rawlinson, Head of UK & EMEA, Aberdeen Investments, **Aberdeen**



12.35 Topic Generation Form

12.40 Lunch & Informal Networking For Speakers, Delegates & Partners

Peer-to-Peer Session with Ticketmaster

13:00 Managing Client Expectations Across Different Markets

- A practical discussion on how to effectively manage and balance client expectations when working across markets with different communication styles and cultural dynamics.
- Explore key differences between regions, common challenges (such as timeline alignment and scope clarity), and simple, actionable strategies for maintaining transparency, building trust, and ensuring smooth project delivery.

Banuççek Türkoğlu Çevik, Project Manager, **Ticketmaster**



13.40 Afternoon Chair's Opening Remarks

13.50 Informal Breakout Sessions

MAIN ROOM

a) The Reality Gap: Aligning Change Strategy with Organisational Reality

Kathryn Roberts, Principal Consultant, **Lean Tree**



Carole Kingsbury, CIO, **C&C Group**



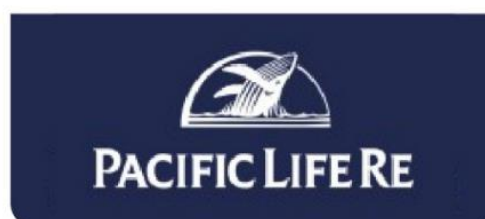
b) Practical AI

Ricky Bartlett, UK Lead AI & Automation, **CBRE GWS**



c) Storytelling for Change

Sarah Jackson, AVP, Project Management, Divisional, **Pacific Life Re**



SECOND ROOM

d) Data & Measurement

Graeme Shepherd, Product Director, Demand Planning Technology Transformation & Innovation, **GSK**



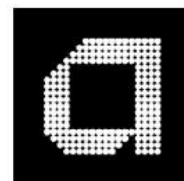
e) Change Endurance

Paul Robinson-Davis, Business Change Lead, **Flutter Entertainment**



f) Psychology of Change

Mandy Rawlinson, Head of UK & EMEA, Aberdeen Investments, **Aberdeen**



The Human Factor in AI-Driven Change

14.20 Igniting the Human Spark in AI-Driven Change

What does it take to truly excel in the age of AI? We'll dispel AI myths, share our transformation experience with practical insights and answer what it really takes for organisations to thrive in an AI powered world.

We will explore:

- Equipping Leaders to lead AI adoption with confidence
- Turning AI from a tool into a habit
- Measuring behavioural change as a result of AI adoption
- Demonstrating how AI-driven change is sticking

Anna Rissen, Partner, People & Change, **Moorhouse Consulting**



Graeme Lipschitz, AI Principal, **Moorhouse Consulting**



STREAM A – Tech Transformation

Data & Measurement

14:40 Turn Insight Into Impact: Uncover The Full Picture Of Transformation By Linking People, Process & Technology Metrics

- Decode ways to measure whether real change has happened, balancing KPIs with sentiment, insight, and lived experience
- How can you separate data from noise and reveal the truth behind success stories, setbacks, and lessons learned?
- Examine how to connect people, technological, and operational metrics to capture the complete picture of transformation
- Master how to build measurement frameworks that track progress and value as the organisation continues to evolve

Graeme Shepherd, Product Director, Demand Planning Technology Transformation & Innovation, **GSK**



Transformation & Change Models, Methodologies & Frameworks

15:00 Redefine Frameworks, Apply The Right Methodology & Drive Transformation That Delivers Results

- Explore how organisations are redefining traditional frameworks to stay ahead of rapid digital change and evolving workplace expectations
- Pinpoint ways to diagnose what your organisation truly needs before deciding how to deliver it
- Move past the Agile vs. Waterfall debate and apply the right methodology for your organisation's goals, context, and stage of maturity

Stuart Anwyl, Head of Operational Excellence, Balfour Beatty Highways Division, **BalfourBeatty**



STREAM B – People Transformation

Change Communications

14.40 Communicate With Clarity, Build Confidence & Empower People To Embrace Change

- Refine your communication strategies by identifying the most effective channels, voices, and formats to ensure messages land, resonate, and sustain engagement across the organisation
- How do you maintain communication momentum throughout multi-year transformations, avoiding fatigue while keeping stakeholders informed?
- Communication establishes trust, but how do you ensure transparency, clarity, and messages that actually land?

Audrey Sipos, Associate Delivery Manager, **University of Cambridge**

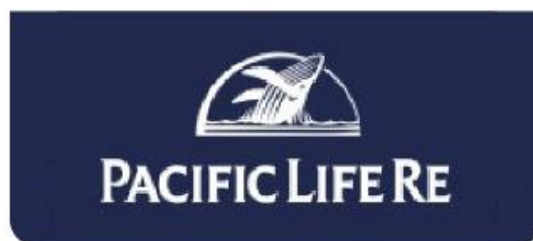


Change Storytelling: Turning Strategy Into Shared Purpose

15.00 Define The Change Story, Connect Strategic Vision & Drive Organisational Alignment

- Craft compelling change stories: discover how to engage key people and bring them along the transformation journey
- Combine data with narrative to make insights relatable, actionable, and meaningful for stakeholders
- How can storytelling be used to connect everyone in the organisation to the purpose of change, fostering understanding and active engagement?

Sarah Jackson, Head of Project Management, **Pacific Life Re**



15.20 Feedback & Evaluation Form

15.25 Afternoon Refreshment Break With Informal Networking

Culture, Change & Engagement – Panel Q&A

16.00 **Build a Culture Where Change Thrives! Inspire Ownership, Strengthen Engagement & Cultivate Trust To Foster A Culture of Continuous Change**

- Take people on the change journey: from identifying improvements to implementing, sustaining, and embedding change into day-to-day work
- Develop leadership and equip change managers with skills and confidence to guide individuals and teams through transformation
- How can you unite cross-functional teams, while embedding trust and sustaining a culture of continuous change?

Disha Mehta, Director, Global & Change Enablement, **Standard Chartered Bank**



Anna Laverty, Director, Transformation Management, **AstraZeneca**



Gary McCready, Commercial & Strategy Director – iD Mobile, **Currys Plc**



Oyindamola Sosanya, Head of Change Management, **Notting Hill Genesis**



Marcus Iles, Strategy Partner and Chief Storyteller, **Six**



Boosting Stakeholder Buy

16.40 Engage Stakeholders, Build Trust & Create Shared Ownership of Transformation Goals

- What strategies are needed for building trust and inspiring confidence in stakeholders, to guide them effectively along the change journey?
- Third-party and supplier engagement: gain insight into ensuring they support transformation goals while maintaining oversight
- Unpack strategies for stakeholder engagement that clarify roles, harmonise approaches, and reinforce programme success

Carl Hodges, Associate Director, Change & Transformation, **DHL Group**



16.50 Afternoon Chair's Closing Remarks

17:00 Official Close of Conference