



CONFERENCE OVERVIEW

THE LEARNING, DEVELOPMENT & TALENT MANAGEMENT FORUM is now celebrating its seventh year. Held annually in central London, it attracts the UK's most high-ranking L&D, Talent and OD practitioners, together with service provider/supplier companies.



CONFERENCE THEME FOR 2017: Our 2017 conference programme will focus on key issues of concern to learning, development and talent management professionals in today's fast moving and often disrupted business world. Through a combination of practitioner lead case-studies, research based seminars, interactive workshops and peer-led discussion groups, the forum aims to help our delegates share information, views and experiences on how to keep up-to-date with latest trends and align activities to the needs of the business.

We aim to provide you with the knowhow to deliver strategies which deliver lasting impact on behaviour, knowledge and skills and empower and engage your multi-generational workforce, your senior leaders and key stakeholders.

THE DELEGATE PROPOSITION

- Attend a conference programme that includes CPD accredited sessions from the top industry practitioners and experts.
- Learn from your peers, the UK's top L&D, Talent and OD practitioners.
- Meet innovative new suppliers of your choice to obtain cutting edge solutions and save money.
- Benchmark your own career.
- Attendance is by invitation only and is free of charge.

AGENDA

08:00-09:00	Registration & networking breakfast
09:00-10:00	Opening address: Jim Lawless, Taming Tigers
10:00-13:00	Conference sessions or pre-scheduled one-to-one supplier meetings
13:00-14:00	Networking lunch
14:00-17:00	Conference sessions or pre-scheduled one-to-one supplier meetings
17:00 onwards	Closing networking and drinks reception.

For further information please visit www.theldtmforum.com or contact:



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KEYNOTE ADDRESS:

Taming Tigers: Accomplishing "Mission Impossible".

Jim Lawless, Author and Elite Coach



Accomplishing "Mission Impossible" is now critical to the survival of a business or a career and depends upon our ability to adapt to and create disruptive changes, to seize opportunities at pace, to play to win rather than play "not to lose", to engage and empower others and inspire action.

Our greatest asset in creating and adapting to change is also our greatest liability: The Human Mind.

When the leaders and people across an organisation begin to understand, own and enjoy the mind-set that creates purposeful change, "Mission Impossible" becomes a live possibility. That's the reason Jim Lawless created the "Taming Tigers" framework.

His Keynote address and breakout sessions will equip you with:

- The Desire to Act to make change happen, personally
- The Courage and Confidence to take personal risks in changing objectives, behaviours and communication and
- Practical Tools: what to do and how to recognise and overcome the personal barriers – the Tiger.

Jim Lawless is the author of the highly-acclaimed book "Taming Tigers" and elite team coach. He advises companies globally on creating cultural change and elite teams and has implemented successful change programmes in companies including Apple, Barclaycard, Atos, Axa, BT, Aramark, Skril Group and Badminton England.

He tests his principles on himself before advising others, using "Taming Tigers" to become Britain's deepest free diver, diving below the magic 100m barrier on a single breath of air. He also became a jockey in 12 months - at the outset he was 20kg too heavy and couldn't ride. These adventures and their lessons bring him and his methodology immediate credibility with audiences.

Jim holds a Bachelor of Law degree, and practiced commercial law before founding Taming Tigers Ltd (formerly "Optimise"). He was elected a Fellow of the Royal Society for the Arts in 2008 in recognition of his business writing.

Jim will run associated workshops which will explore these principles in greater detail.





INDUSTRY FOCUSED SEMINARS & WORKSHOPS



Taming Tigers: Accomplishing "Mission Impossible".

Jim Lawless, Author and Elite Coach

In this interactive workshop Jim Lawless will expand upon his opening address on developing ability to adapt to and create disruptive changes, to seize opportunities at pace, to empower others and inspire action. Understanding, owning and enjoying the mind-set that creates powerful change.

Learning that drives change: creating an agile workforce.

Dr Simon Hayward, author of Connected Leadership and CEO, Cirrus



Dr Simon Hayward will draw on his extensive academic research and over 25 years' experience of partnering with international clients on major leadership development programmes to share insights on how to create an agile and customer-focused organisation.

This session will offer practical tips and highlight real-world examples to help you:

- Innovate by unleashing entrepreneurial spirit in your colleagues
- Introduce disruptive techniques to build adaptive leadership
- Encourage ruthless prioritisation
- Develop a culture where people are encouraged to fail fast and learn
- Create an agile organisation, capable of responding swiftly to customer needs in an ever-changing business environment.

Dr Simon Hayward is a respected thought leader, valued by many clients for his advice and facilitation, including Three, Marks & Spencer, Asda and Standard Chartered Bank. Simon has developed leadership strategy, leadership teams and major development programmes and focuses on supporting clients to achieve shifts in performance.

Recognised by the World of Learning Awards, British Gas/Daily Express Tomorrow's People Awards and Entrepreneur of the Year awards, he led Academee, a successful learning business, to be recognised as the 5th Best Workplace in the UK by the Financial Times, and one of the Sunday Times 100 Best Workplaces. The Company also won a special Business Excellence Award for People and People Results.

His work has been recognised by the People Management Awards, Management Consultancies Association Awards, Personnel Today Awards and the Hotel Catering Personnel and Training Awards. He has a doctorate from Manchester Business School on Connected Leadership and his first book, 'Connected Leadership', became WHSmith Business Book of the Month in early 2016. He is also a regular media commentator.





The War for Talent in a Digital Retail World: creating innovative leadership and culture strategies to attract, develop and retain talent.

James Clark, Talent & Resourcing and Luke Coleman, Tech Talent Partner at Sainsbury's Argos



How do you make a four-decade old retail catalogue business, which has a footprint of over 700 physical stores, digital? Very early into that journey we realised digital wasn't just about slapping a website on the front and hope for the best – it's about thinking how you can change your business and delivery models to improve the customer experience.

It meant we needed different skills and capabilities and a very different culture.

We quickly realised if we were to meet our ambition of becoming a digital retail leader we needed different skills. Those skills were in short supply, some didn't even exist when we started our journey and some we didn't even realise we needed until we were further down the line. The War for Talent had become more complex, we had to get innovative with our attraction, development and retention strategies. In parallel, we had to create the right environment for tech talent to thrive, which meant a different type of leadership and culture.

Three years ago, Argos didn't have transaction platforms, it didn't have apps – it now has more than a billion visits online, per annum. More than 50% of its business is digital, 30% of which originates from mobile devices. This has all been achieved by our relentless focus on building the right foundation for tech talent to thrive.

James Clark has more than 10 years' experience in in-house recruitment having spent time with organisations such as Accenture, Barclays & Virgin Media. James is an expert in the field of talent attraction, assessment & resourcing systems and processes. He applies this experience to create and roll out both volume and non-volume Resourcing campaigns, putting the candidate at the heart of everything, to create a truly world-class experience.

Currently James heads the Resourcing function at Argos to ensure 15,000 customer focused colleagues join each year.

Luke Coleman is an innovative hands-on senior Digital and Tech recruiter with 7+ years' experience building digital teams and optimizing talent channels. With both agency and in-house experience, Luke has most recently led the recruitment on Argos' digital transformation, going from zero to eight Agile teams and helping to reposition Argos as a destination for tech talent.





Engaging the World's 7th Largest Employer.

Meredith Taghi, Head of CIS for Europe and Sub-Saharan Africa, DHL Express and Obi Abuchi, Consulting Partner, NKD



How do you reconnect 100,000 employees with a company strategy in order to create a highly engaged, customer centric workforce that rave about your brand?

Creating buy-in from leadership to a level where the CEO is actually training his people.

Developing a network of such proud employees that they are queuing up to become facilitators of internal programs – the definition of sustainment.

Meredith Taghi is the Vice President, Head of CIS for Europe and Sub-Saharan Africa. A dedicated learning and engagement professional with a Master's Degree in Organizational Development and Learning. Meredith has had a diverse career spanning 20 years in customer service and human resource management across Australia, Europe and the Middle East.

Meredith commenced working for DHL Express 10 years ago in the Middle East and, after moving to the Global office, now lives in Germany. Her expertise stems from having worked both in operations management and strategic HR where she has learnt the true value to organisations of aligning employee engagement, leadership and cultural initiatives for the benefit of employees, the customer and the organisation overall.

Obi Abuchi is a Consulting Director at NKD and author of The Magic of Monday. He has spent more than a decade enabling organisations across the globe, including Shell, Deutsche Post DHL, Tesco and Transport for London, to improve performance by redefining and shaping how leaders engage and inspire their people.

Innovation in learning: developing a global strategy in a decentralised organisation.

Richard Gregory, Director of HR Operations & Organisational Effectiveness, Rentokil Initial

This interactive case study presentation will cover:



- Delivering learning to a global workforce in multiple locations and in multiple languages.
- Capturing employee interest in your learning programme.
- Creating effective and customised content whilst enabling delegation.
- Delivery systems: content formats that work for employees.
- The importance of micro learning and user-generated content.

- Right time micro learning.
- Reusing learning for customers to add value to the bottom line.





Richard Gregory joined Rentokil Initial at the start of 2013 to create their global L&D strategy & transformation programme. Focussing on delivering compelling, engaging and business centric development opportunities to over 32,000 employees, in 60 countries and in 31 different languages!

Prior to joining Rentokil Initial, Richard spent 7 years with Accenture, providing consulting expertise in learning strategy, governance and transformations to some of the world's top companies. Leading teams of up to 16 reports and budgets of over £8m across multiple industries, he has continually been seen by his peers as a thought leader in L&D. Being a "Gen Y" himself, Richard is able to utilise his passion for digital technology to solve some of the key learning challenges in an innovative and thought provoking way, pioneering both user generated and mobile content.

His real passion though is for creating and implementing learning strategies as part of major culture programmes that really push the norms of what's typically seen in most organisations – challenging the status quo and creating a culture of "Learning as a Service". His commercial & entrepreneurial approach has resulted in strong business results and external recognition, with his team being awarded Best Learning Team & Best Learning Technology Implementation awards.

Developing and implementing root and branch cultural change.

Mike Ellwood, Head of Corporate and Commercial Banking, Santander UK Plc



What was required of L&D to implement Santander's strategy to change corporate culture internally?

The importance of coaching the coaches.

Creating programmes for mentoring, developing training and support.

Developing effective teams.

Mike Ellwood has 30 years of Corporate Banking experience and joined Santander in 2009 where he has established Santander as a significant player across Corporate Banking, Real Estate Finance and Structured Finance.

Previously with RBS, he was latterly Managing Director, Structured Finance where he led many LBO's, P2P's and Shareholder recapitalisations and set up Total Capital Finance (an integrated equity offering to mid-market companies).

A transformational approach to performance management: Why Deloitte are changing their performance management approach and how.

Anila DeHart, Global Performance Experience Lead, Deloitte Global Talent.



This case-study presentation will explain and illustrate the following:

The case for change: An overview of the market, talent and internal evidence supporting the need to transform the performance experience for our talent.

The design: Our new performance experience is a significant departure from traditional models of performance management:

- 1) we're no longer "managing performance", but instead are focusing on real-time feedback, higher impact coaching and building on our talent's strengths;
- 2) we've designed a user-friendly agile process and tool to enable this.





The change approach: The approach for rolling out the new global performance process and technology to the 250,000 practitioners in 153 countries is phased and iterative. Evidence of benefits and lessons learned to-date could be beneficial to other organizations.

Anila DeHart is the Global Performance Experience Lead for Deloitte Global Talent. She brings over 17 years of a combination of senior HR/Talent Management experience and Human Capital Consulting in the UK, US and Central Europe. She has also held the roles of HR Director for Deloitte UK, Human Capital Consultant for Deloitte UK and Central Europe and Lead of several HR functions for The University of Arizona in US.

In her consulting career, Anila has led a number of projects around Business Transformation, Operating Model Design, HR Transformation and Analytics for clients in the Technology, Media, Telco, Financial Services and Consumer Business sectors.

Blended Learning: A Tool to Improve the Bottom Line through Collaboration and Executive Development.

Dr JoEllyn Prouty McLaren, Former CEO, Executive Education at Cass Business School



Corporate Learning Officers are now using online learning design at all levels of the organisation, largely in blended programs. CEOs have also identified collaboration as a key success factor for improving their organisation's bottom line. Yet, collaboration requires cross-silo thinking and working practices to access the value of an ecosystem.

This interactive workshop will explore some of the latest case studies from FT 100 organisations and executive leaders and share ways to successfully use blended learning to shift your organisation from a siloed to a collaborative mind-set, to improve your bottom line and unlock untapped value in your organization.

- Using blended learning to break through silo-thinking and build a learning culture
- How do the likes of MasterCard and Coca-Cola use blended learning to execute their strategies and improve the bottom-line to the tune of \$30m?
- Key barriers to the use of blended learning in your organisation
- Assess your organisation's readiness for blended learning
- Identify opportunities to begin or accelerate a blended learning transformation in your organisation.

JoEllyn Prouty McLaren helps organisations and their leaders build learning cultures to achieve business impact through blended learning and executive development. Her expertise ranges from business strategy to digital transformation to leadership and strategic talent management.

JoEllyn has held senior positions with the London Business School, Chicago Booth, CorpU and UNext. Most recently as CEO of Executive Education at Cass Business School she led the successful redesign of Cass Executive Education's approach to Executive Learning & Development. She has also served as a global business consultant for Fortune 100 clients in Europe, South America and North America, providing expert organisational insight to achieve real business impact. She is Principal and Co-Founder of Prizm Int'l and Senior Advisor at ICEDR.





The reality and the rhetoric of talent management in organisations!

Dr Barbara Zesik, Chief Human Resources Officer, Santa Fe Relocation Services



Talent management has been an area of significant organisational focus since 1997 when McKinsey and Company first introduced the concept of the 'war for talent'. What appears to have been neglected in many subsequent talent management publications, however, is the tension that exists between the rhetoric and reality of talent management; the difference between the glossy company brochures outlining talent and succession planning and what actually happens.

This interactive session is based on the empirical research carried out by the presenter which set out to explore how talent management 'really' works in organisations. In addition to providing insight into the research findings, there will be time for participants to reflect on how the research conclusions and recommendations may be applied in their respective firms and to discuss how they are working to address these challenges. Barbara will also share how she is planning to bring structure to talent and succession management in her current company, Santa Fe Relocation Services.

Dr Barbara Zesik brings over 25 years of experience to her current role as Chief Human Resources Officer at Santa Fe Relocation Services; an organisation she joined in August 2014.

Barbara previously held the positions of Group Head of Organisation Effectiveness at Britvic Soft Drinks and European Head of Talent and Learning at Aviva Insurance. She also spent 18 years in the IT industry, with Hewlett-Packard, Tektronix, Motorola, Palm and Dell.

Passionate about people and organisational development, Barbara's experience includes culture change, organisation design, restructuring and downsizing, talent management, learning and development, mergers and acquisitions, coaching and leadership development. She is a certified Master Practitioner and Trainer of NLP, holds an MSc in People and Organisation Development, and a Doctorate in Business Administration.

Conscious Wellbeing – taking it to the next level - deep dive solutions.

Liz Villani, Founder, Courageous Success



This highly interactive session will challenge the world of work and the need for wellbeing programmes. Wellbeing is more than putting fruit on desks, giving employees free access to mindfulness apps, putting on yoga classes at lunchtime or stress management workshops. For once let's go deeper and be transformational, rather than try a sticking plaster or tick list approach, let's get real and really make a difference to wellbeing.

Ask yourself –

- Does every member of your SMT speak to every person with genuine kindness and care?
- Does your organisation support people to be the best of themselves?
- Do you have a rampant recognition culture?
- Do you have a humanized workplace and a natural no 'management speak' culture?
- Do you encourage people to be bold, brave and courageous?
- Is your work place a place of self-confidence or arrogance?





This workshop will share latest research and case study evidence, to demonstrate how you can bring about transformative change to wellbeing in your workplace. So, roll up your yoga mats, cancel the fruit order and learn a new approach to wellbeing in a session that will be game changing in terms of your approach when back in the workplace.

Liz Villani is a non-conformist with an extensive business background. She is a global leader in change, performance and authenticity, and is passionate about revealing the successful person inside every one of us.

For over a decade she has worked with Board level and Senior Executives to transform businesses and lives for the better. Her experience of developing individuals, teams and businesses spans many sectors including FMCG, Heavy Industry, Recruitment, Law, Insurance, Finance and Public Sector. A published author, contributor to the media and speaker, Liz's style is energetic, inspirational, challenging and rebellious.

PEER TO PEER DISCUSSION GROUPS

Our discussion groups provide an opportunity to take part in round table, conversation-only, peer to peer meetings moderated by a facilitator to encourage open and frank discussion of current issues and topics.

Emotions in the workplace; an unhelpful distraction that gets in the way or an untapped resource for good?

Phil Willcox, Founder, Emotion at Work



Workplaces have challenges with absenteeism, presenteeism, mental health, anxiety and stress. Emotions have both small and large parts to play in the formation and ongoing aspects of all of these challenges. In addition, finding meaning and purpose at work is causing organisations and workplaces to address the more human aspects of work to drive performance and productivity.

Is there anything more human than emotion?

This engaging and exploratory discussion group will share experiences, challenges, ideas and questions on things like:

- Do emotions have a place in the world of work?
- If so, what is their place and what role or responsibility does L&D hold?
- If not, how do we work to factor them out of the workplace?
- What emotions are OK to experience or express at work?
- How would a workplace that actively embraced the existence and presence of emotion(s) function?

Phil Willcox has made a promise; to make work better by placing emotion at the heart of work. He fuses academic achievements (MSc in Emotion, Deception and Credibility) with his real-life practitioner experience (nearly 20 years in the fields of learning and development and HR).

Phil has carved out a niche as an expert in all things emotion and made himself a formidable source of actionable insight for those looking to create amazing workplaces. His clients include CIPD, Boots and Boots Opticians, Harley Davidson, TDX and The Emotional Intelligence Agency.





From line manager to people engager.

Ian Barrow, Client Services Director, Karian and Box



CIPD continuously highlights the power of line manager coaching in powering improved development – and our research reinforces the importance of this relationship in building colleague engagement.

- How do you equip managers with the right mindset to understand their role in engaging colleagues, and give them the tools they need to inspire and motivate their teams through effective communication? Does it make sense for all managers to be required to play this role?
- In a time when change is business as usual, how do you train managers to take employees with them on the emotional journey as an organisation transforms, often radically?
- Should this L&D role be limited to those with line management responsibility? What is the case for identifying key opinion leaders and using the influencer network to engage and communicate with employees? How do you achieve this practically?

Ian Barrow has been partnering with organisations to help them become more effective for over 25 years, connecting employees and how they work day-to-day, to the critical corporate outputs. He has helped organisations to identify, understand and improve the underlying drivers of engagement across a range of stakeholders and has been involved in research and consulting in a number of senior roles for Harris Interactive, Hay Group and Engage Group.

He has worked with companies, in both the public and private sectors, developing innovative analytics, reporting and action planning processes to take their organisations forward. He has also developed a keen understanding of how to listen to the voice of all stakeholders, presenting what he hears in an accessible way and using this to gain buy-in to strategies for making change happen. He has a passion for researching people's behaviours and motivations, transforming organisations into more effective and inspiring places to work.

Driving strategically-aligned behaviour change through L&D

Jon Wilcox, Engagement Consultant, Karian and Box



A key challenge for L&D is aligning programmes with an organisation's strategic direction and cultural transformation programmes, so that the skills and mindsets being developed can directly contribute to key business outcomes.

- How should we understand behaviour in the workplace and the role of L&D in shaping that? How can L&D contribute meaningfully to an organisation's strategic and cultural goals? Where does it fit into employee engagement, internal communications and cultural transformation, and how can we help shape the right conversation between stakeholders for our organisations?





- How can L&D directly shape behaviour change through the latest techniques drawn from social/behavioural neuroscience, cognitive psychology and behavioural economics?
- How useful are psychometric tools, such as situational judgement, emotional and cognitive reasoning, awareness and people management, to both induction and on-going training? Should we focus these tools towards specific job grades and types?

Jon Wilcox manages creative and strategic engagement projects and works with the writing team to deliver actionable insight and analysis of employee engagement research. With a strong academic background in the humanities, he applies his interest in storytelling to help clients craft their organisational narrative. He is currently running an education awareness campaign on digital security on behalf of a global mining firm and has written insight for a range of clients in the financial services, transport and energy sectors. In previous roles, he has provided research and consulting services to a range of government departments, training providers and professional associations, and had a spell as an antiquarian bookseller.

ONE-TO-ONE EXECUTIVE COACHING.

Nis Arend and Jenifer Richmond, Executive coach and leadership mentors

Take the opportunity to spend time with one of our highly qualified, experienced coaches and carve out some space from your hectic schedule to explore and reflect upon whatever's on your mind. You may have a specific, business-related issue that you would like to bring or something that is more connected to your life outside of work: challenges, ambitions, obstacles, or simply a 'niggle' or curiosity about something you can't quite define yet. What you discuss is entirely up to you.

Whatever it may be, our coaches will bring their full attention and an independent perspective to the conversation. The ultimate goal is that you leave with more options and ideas, feeling better resourced to take those forward. You may be surprised at what you can achieve!



Nis Arend is an Executive Coach, Speaker and Founder of The Corporate Confidante – a global training boutique that specializes in elevating top talent, without the fluff.

With a strong track record, Nis is renowned for rapid results, building teams and shaping leaders with the mind-set and strategies to accelerate their success and harness their own personal power to lead themselves and others.

Nis has invested her corporate life with a range of blue chip organisations, including senior roles at Deloitte and the Senior Leadership team at Barclays Wealth in their Leadership, L&D and Talent area.

She has the expertise, knowledge and in-depth experience on how leaders in today's world can reach their aspirations, achieve their goals and drive profits for their organisations and has been named as one of the "Top 100 most influential people in the events industry" by the market leader - Event magazine.





Karen Kimberley is a highly experienced executive coach, specialising in communication, confidence and capability, helping leaders to engage their people. Approved by the government as a Growth Accelerator coach for growing businesses, she is qualified in Rational Emotive and Cognitive Behavioural Coaching (RECBT), psychotherapy, hypnotherapy, Neuro-Linguistic Programming (NLP) and 'brain friendly' learning with The Institute of Training and Occupational Learning (ITOL). Karen also has a keen interest in neuroscience and the mind.

Closing drinks reception with Jim Lawless



The Learning, Development & Talent Management Forum qualifies for CPD credits. All delegate attendees will receive a CPD certificate after the event.

For further information please visit : www.theldtmforum.com or contact:

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