



OPENING ADDRESS: Managing across the generations: The battle for the 21st century workplace



Dr. Graeme Codrington, Co-Founder, TomorrowToday

There is a growing disconnect between the worldviews, expectations and career aspirations of the Baby Boomers (who fill most of the current top management positions in organisations) and Generation Y (born in the 1990s and 2000s, they are the workforce of the future). This new generation requires new approaches in recruitment, learning and development, management, motivation, teamwork and more. It is not about pandering to their every whim, it is about helping them to make their best contribution to your organisation. It is about meeting the challenges and expectations of the new generation workforce.

This keynote presentation will examine the Gen Y mindset, including attitudes and approaches to lifestyles and careers. It looks at key demographics from around the world and how those impact you, and why current employment templates clash with Gen Y aspirations. It will explain why Gen Y thinks and acts as they do, and how they are driving key workforce and career trends. You will discover what appeals to them and see case studies of organisations that are moving with the times and doing the right things, including practical tips to recruit, retain, train and get the most out of the right talent.

Graeme will also be running a workshop at the forum on: Bridging the Digital Divide: Navigating the information economy in a new world of work

LUNCHTIME ADDRESS: Choose your attitude

Debra Searle MBE, Professional Adventurer, Author & Director of The Duke of Edinburgh's Award



Debra Searle MBE is a professional adventurer, author, TV presenter and Director of The Duke of Edinburgh's Award. She is also a keynote speaker par excellence who is trusted by the world's top organisations including many of the those represented here today.

Debra is arguably best known for rowing across the Atlantic Ocean. After her oarsman husband developed an uncontrollable fear of the ocean, Debra, a novice rower, continued alone and rowed 3000 miles across the Atlantic. It should have taken them 6 weeks, but Debra ended up spending 3 ½ months at sea alone, encountering 30' waves, sharks, and force 8 squalls in a 23' plywood boat.

More than just a woman with an interesting story, Debra founded her first company aged 24 and her second at 26 and serves on the board of one of the biggest youth charities.

In this Keynote Address Debra will focus upon:

- Techniques for dealing with ever changing circumstances.
- Finding a way to thrive and use the opportunities that appear when we are pushed outside of our comfort zones.
- How we use our unlimited supply of FREE Words and the impact it has on our colleagues and customers.
- How to stay motivated and be determined.
- How to keep going when the journey only seems to be getting harder.

Debra will also be running a workshop at the forum on: Because you are worth it! Practical ways to assist you in achieving your goals and coping with the pressure of leadership.





SEMINARS & WORKSHOPS

The future of learning technology

Looking back, the elearning course will be viewed pretty much as the fax machine: there will still be times when we need to use it, but the days when it seemed ubiquitous and something everyone needed to have are over. The demise of both have similar roots: overtaken by a flurry of smaller, more agile technologies.

In this session, Nick Shackleton-Jones, Head of Online & Informal learning at BP, will look at where we have come from, where we are now and what is next in the world of learning and technology. It will include/focus upon:

- Techno-cultural trends and their significance for business and learning.
- How BP is adopting a different approach to online induction and social media.
- ROI and evaluation data (including cost effectiveness and employee uptake).
- The global dimension – enabling learning across borders.

Nick Shackleton-Jones, Head of Online & Informal learning, BP

Blackrock's global approach to coaching - case-study presentation

In this presentation, Cindy Mahoney, Director of Global Talent Management at Blackrock will give an overview of:

- The minefield of executive coaching.
- Blackrock's approach to coaching – past, present & future.
- The key ingredients of success – keeping the learning inside the tent.
- Demonstrating ROI.

Cindy Mahoney, Global Head of People Development, Blackrock

People and organisation development across international boundaries

Increasingly, Organisational Effectiveness Directors are being required to (re)design and (re)develop their people and organisations on all levels on an international scale. This "without borders approach" can lead to enhanced talent and performance management strategies if done correctly. However, there are many hurdles to overcome and pitfalls awaiting on the journey ahead.

In this interactive case-study presentation, Barbara Zesik will share with the audience her experiences from having implemented a European-wide suite of L&D programmes into 2 different companies over the past 3 years. This will include:

- How to redesign/establish clear talent and performance management strategies without boundaries.
- Promoting corporate values, improved leadership, increased capabilities and what your company stands for.
- Having a clear vision, matching skills with business requirements and communicating these effectively for group wide buy-in.
- The imperative link between TM and L&D – essential for sustainable and winning performance.

Barbara Zesik, Group Head of Organisation Effectiveness, Britvic Soft Drinks





Aligning leadership and talent management with your business strategy

This interactive and thought provoking session is designed to help delegates to have a fresh take on the core challenges within their business.

It will focus upon why, despite having some of the most sophisticated HR function and tools ever, there are still growing 'signals' that "everything in the garden is not rosy" including – toxic cultures, - talent deficits, - strife over pay & performance, and stress epidemics / unhealthy workplaces.

The session will also address creating a “new compass” to get straight to the heart of the matter - developing a new outlook to help your business win in the unpredictable 21st century.

- Institutions and identity : (integrating your values / role models / engagement / agenda's)
- Innovation and inclusion: (re-invigorating your organisation).
- Individuals: (a new talent code).
- Impact: (a fresh outlook on performance).

Interweaved into this session will be Norman’s personal experience from 20+ years of international HR management which will include how best to influence and interact with the board on making these key changes happen.

Norman Pickavance, Former Group HR and Communications Director at Wm Morrisons plc

Building a culture of creativity

Creativity is the key skill for the 21st Century. Organisations demand creative problem solving to drive innovation in products, services and processes. Failure to be creative, often results in failure to survive.

However, developing a creative culture is no easy task.

In this interactive and practical workshop, Dr Mark Batey, a world-leading expert in the psychology of creativity will explore and explain how to build a culture of creativity in three ways.

1. Individual creativity – how can we identify and develop creative talent?
2. Team creativity – how can teams work more efficiently and creatively?
3. Organisational creativity – what can organisations do to create the right conditions?

Dr Batey will highlight how creative cultures thrive when these three elements are aligned.

Dr. Mark Batey, Senior Lecturer In Organisational Psychology, Manchester Business School

Emotional and personal resilience

Emotional and personal resilience, are about maintaining control over oneself in situations that challenge and threaten personal performance. The trigger for maintaining control is a robust attitude towards the event or person posing the threat.

This talk describes problems at work for which resilience is needed. The consequence of such problems is under performance of individuals and organisations. The talk goes on to outline the solutions. Amongst solutions is strengthening emotional and personal resilience – strengthening attitudes towards adverse events and behaviour.

The talk continues with defining resilience, and the processes we go through to strengthen our attitudes towards adverse events and behaviour.

Mark Holloway, Chartered Occupational Psychologist, University of East London





Bridging the Digital Divide: Navigating the information economy in a new world of work

We live and work in a fast moving world flooded with information – it is not only faster but also more complex and more interconnected than ever before. The biggest revolution we face in the next decade is a shift in how we deal with information, and most companies are battling to keep up. Yet, today's young people treat all of this as normal, and use multiple technologies to help them easily navigate this information-rich economy. Your success in the next few years depends on your understanding and ability to bridge the digital divides. This session will show you how information technology will revolutionise your business, and your life. Use it to connect more effectively with your younger, talented staff and customers and ensure that you and your team are ready to make the most of the new world of work.

Dr. Graeme Codrington, Co-Founder, TomorrowToday

Because you are worth it! Practical ways to assist you in achieving your goals and coping with the pressure of leadership

In a job that requires you to be constantly striving to further the individual and collective skills of those in your organisation Debra wants to challenge you to take 55 minutes out to focus on you, for a change... because you are worth it!

In the high stress, fast paced, economically challenging corporate world we all live in, what simple strategies can be employed to help you stay on top of your game? In this session Debra will outline some of the practical way that she has found work well for her and will guide you through how they could work for you.

Debra Searle MBE, Professional Adventurer, Author & Director of The Duke of Edinburgh's Award

PEER TO PEER DISCUSSION GROUPS

These sessions are small, highly interactive, peer-to-peer discussion groups hosted by industry practitioners / moderators. Please note they are not formal presentations given by a speaker.

Peer-to-Peer Discussion Group Moderators:

- **Garcia Williamson, UK Head of Talent & L&D, KPMG**
- **Emma Brown, Senior Learning and Development Manager, Waterstones**
- **Martin Jefkins, Talent Manager, Tesco Group Personnel**
- **Lizi Cope, Manager, Design, Partner Development, John Lewis Partnership**
- **Nick Pope, Global Learning Director, Unilever**
- **Nikki Holloway, Senior Talent Development Consultant, BSkyB Group**
- **Jaimie Stewart, Learning & Development Manager, Whistles**
- **Rob Schofield, Head of Global Learning – Group Commercial Academy, Tesco**
- **Norman Pickavance, Former Group HR and Communications Director at Wm Morrisons plc**





Discussion group Topics:

Talent development - making it relevant

An interactive discussion group allowing delegates the chance to share their views and experiences on:

- Achieving balance in talent strategies owned by the business with support from HR/TM.
- How much of the development responsibility can and should the business have?
- Demonstrating results that the business cares about.
- A talent strategy that goes the distance – impactful and short term v enduring and long term.
- Do the different generations need different talent management?

The future path of L&D, which directions will it take?

This interactive peer-to-peer discussion group will provide participants with the chance to debate topics ranging from how individuals feel their own L&D functions have adapted and changed over the past few years and predictions for further evolutions, including the impact of technology, virtual learning, social learning & media, what gen Y will expect from companies of the future, to the question of whether the industry has become over-complex? There will also be an opportunity to discuss how L&D managers can take greater account of external perspectives.

As delegates enter the room they will be asked to share one key area they would like to discuss around the topic of the future path of L&D. The session moderator will then use this to kick-start the discussion.

How to gain executive engagement on talent topics

This interactive peer-to-peer discussion will explore:

- Reasons for executive disengagement on talent topics – what are the common themes?
- Key 'talent' topics which can be used as the ambassadors for the cause.
- Linking strategy and talent / how to impact organisational strategy through talent development.
- Sharing practical examples where executives actively participate in talent management issues e.g. succession planning , development of key executives etc.
- Solutions - transforming disengagement into engagement, experience from those in the room.

70/20/10 – developing leadership differently

This discussion group is designed to allow those using 70/20/10 to share their experiences with those who would like to learn more about its merits.

The session will allow delegates to debate how this approach allows the management and development of leadership talent - including:

- Exploring the principles of 70/20/10 for development of leadership talent.
- Considering examples of how the principle can applied consistently and at scale.
- Maximising the 70 – what works/what doesn't?
- Discuss how 70/20/10 impacts on transfer of learning back to the workplace.





Career succession planning - curse or cure?

As the recession lifts many organisations are likely to be left without sufficient "Prime" candidates ready to replace planned or unplanned departures of key leaders and specialists.

Despite many companies having been succession planning for years, rather than their planning being a cure for this problem they still seem "cursed" to keep having to look externally for new skilled staff.

This interactive discussion group will delve into succession planning, who is using it and how well it is delivering and what could be done differently to make it still relevant in our current uncertain commercial environment.

Together delegates will consider :-

- Is traditional career succession planning an anathema to the new generations of future leaders?
- Has career management migrated from the employer to employee?
- Can we still successfully calibrate future leaders if we don't know the future
- Has Equality legislation diluted the potential of career succession planning
- Is it really worth the effort
- Does HR have a role in career succession planning in future?



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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