

The Engaging Employees Conference
23rd March 2022, 1 America Square, London EC3N 2LB



Welcome To The Engaging Employees Conference!

Registration, Informal Networking & GIC Opening Remarks

08.30 – 09.00

Morning Chair's Opening Remarks

09.00 – 09.10

Nicholas Wardle
Head of Employee Engagement & Communications

One Housing

Flexible & Hybrid Working

09.10 – 09.30

Balance Organisational Goals & Employee Expectations To Optimise Your Physical & Virtual Workplaces & Practices, Fuel Healthy Work Habits & Engaged Productive Teams

- Office, home or a blend... strike an effective balance between employee flexibility and business needs to create new working models where employees thrive
- Maintain motivation, engagement, performance and productivity in long-term WFH employees
- Restructure and optimise your physical office and virtual workspaces with people-centric design to enhance collaboration and keep performance levels consistently high

Becky Craig
Director of Talent, Engagement & Development
Specsavers

Laura Sharrott
HR Director - Group Functions Business Partnering
Specsavers

Presentation By Conference Partner Moveworks

09.30 – 09.45

Bonus Session; Presentation By Conference Partner Moveworks

Digital Cultures & Virtual Engagement - Panel Discussion & Q&A

09.45 – 10.20

Deploy Digital Strategies To Maintain Human Connections In A Hybrid World

- Whether colleagues are sitting miles or metres apart, what are emerging tactics that are helping forge a sense of company community, cohesion and bringing hearts and minds together?
- Explore the best digital interfaces to help you deliver efficient collaboration across your teams wherever they are based
- Beyond work: replicate those water-cooler moments in the hybrid working world to cultivate social relationships, boost energy and spark creativity
- Maximise space for informal, peer-to-peer coaching, collaboration and training moments
- Upskill and increase resources for line managers to drive these hubs of interactivity

Varun Nagalia
Global Director - HR Systems & Employee Experience Apps
Unilever

Danielle Hunte-Jones
Global Head of Employee Advocacy
bp

Matthew Cooper
Head of Internal Communications & Engagement
King's College Hospital NHS Foundation Trust

Agustina Garibaldi
Head of HR Iberia & Talent Management Europe
Moët Hennessy Europe

Andrew Lawson
Chief People and Transformation Officer
Barking & Dagenham College

David Callaghan
Modern Workplace Lead
WM Reply

The Modern Workplace - What Next?

10.20 – 10.35

Develop Internal Cultures That Engage Employees During Remote & Hybrid Working To Increase Company Cohesion & Amplify Your Message

- The workplace has seen accelerated change in the last two years – our people want hybrid working, but worthy in-person collaboration.
- How prepared are you to meet your peoples wants and deliver the modern workplace they need?
- With Microsoft Viva being introduced just over a year ago – what are the challenges and opportunities of Viva to support your Employees Engagement.
- Join David to discover our latest information, and steps to deliver the next stage of the modern workplace.

David Callaghan
Modern Workplace Lead
WM Reply

Morning Break

10.35 – 11.05

Employee Voice: Measuring & Responding

11.05 – 11.25

Tips & Tools To Accurately Understand Employee Engagement Levels, Interpret Data & Inform Future Strategies

- Dial up your listening approach with pulse surveys and temperature checks to maintain agility through times of adjustment
- What are we looking for? Navigate the noise to detect the roots of (de-)motivation and determine the metrics that best tap into engagement to inform those critical next steps
- Benchmark progress and measure success to ensure initiatives are landing with the impact you are looking for

Corinne Mills
Director of People & Organisational Development
Alzheimer's Society

Presentation By Conference Partner LumApps

11.25 – 11.40

Bonus Session; Reserved For Exclusive Conference Partner LumApps

Mental Health & Wellbeing - Panel Discussion & Q&A

11.40 – 12.15

Amplify Mental Health & Wellbeing Strategies To Elevate Support & Empower Colleagues

- Go beyond just messaging to create a clear culture where a healthy work-life balance is championed to counter presenteeism and encourage colleagues to take charge of their wellbeing
- Combat the impact of the pandemic with an increased focus on interaction, community and personalised comms to counteract WFH isolation
- Upskill leaders and managers to offer support and be visible, comfortable and consistent in their care

Adam Firby
HR Director Western Europe
Molson Coors

Caroline Rowlands
Head of Internal Communications
Welsh Water

Amy Ellis
Head of Internal Communications
phs Group

Matthew Knowles
Head of Employee Communications
Thames Water

Darea Flanagan
Thrive at Work Engagement Manager
West Midlands Combined Authority

Employee Experience

12.15 – 12.30

Transform The Employee Experience To Thrive In The New World Of Work

- Recognise the role of managers in creating an awesome employee experience
- Seek regular feedback to understand the moments that matter
- Close the feedback loop with personalised action

Kate Pritchard
Head of Engagement & Leadership
Tivian

Diversity & Inclusion

12.30 – 12.50

Create Inclusive Cultures To Support Every Employee & Unlock Their Full Potential

- Embrace grass-roots enthusiasm to create day-to-day approaches which actively embed inclusivity into organisational culture
- From training to L&D to talent pipelining: design inclusive career progression with diversity at its heart to enable personal growth and fuel social mobility
- Go beyond tick-boxes for intersectionality with a personal approach that helps people feel seen and valued as individuals

- Leverage employee resource groups to increase connectivity, boost engagement and inform future goals

Lauren Von Stackelberg (she/her)
Chief Equity Diversity & Inclusion Officer
Tate & Lyle

Morning Chair's Closing Remarks

12.50 – 13.00

Lunch For Speakers, Delegates & Partners

13.00 – 14.00

Informal Peer-To-Peer Discussion

13.30 – 14.00

Topic: **Feedback & Surveys**

Helen Card
Head of Civil Service & Cabinet Office Internal Communications
Cabinet Office

Afternoon Co-Chairs' Opening Remarks

14.00 – 14.10

Tanya Burak
Director, Internal Communications
Savills plc

Kevin Johnson
Head of Internal Communications
HS2 Ltd

Engaging Employees Through Change

14.10 – 14.30

Take The Lead During Constant Change To Maintain Employee Buy-In, Engagement & Cohesion

- In the rapidly-evolving digital, legislative and industrial landscape, capture employee sentiment around changing roles and identify where intervention is required to smooth the transition
- Combat change fatigue and maintain company culture when change becomes a constant during process improvements and restructuring
- Instil a positive mentality around change for colleagues to feel assured and embrace innovation
- Increase colleague involvement in change management to take people on the digital transformation journey with you

Maureen Chambers
Group Head of Internal Communications
William Hill

Donna Dew
UK People Director
William Hill

Shape The Moments That Matter

14.30 – 14.45

Helping You Do The Things That Make You And Your Organisation Flourish

In busy, complex and fast-changing work environments it can be hard to build engagement and drive positive change – Acteon can help.

- Discover how our straightforward and proven approach can help you cut through the noise and focus your effort to deliver maximum impact
- Think differently about building engagement through motivation, capability and opportunity
- See the approach in action with examples from organisations like Channel 4, Co-op and Wellcome.

Owen Rose
Managing Partner
Acteon

Engaging Offline Workers

14.45 – 15.05

Fresh Comms & Engagement Approaches To Drive Interactivity With Offline Colleagues

- Tailor employee-friendly channels and communications to your offline workers to give them the platform and voice they want and need
- What about us? Enhance your employee value proposition and develop flexibility for colleagues in offline settings
- Ignite digital through early adopters and pave the way to participation for slow starters through peer communities and informal learning
- Level the playing field with offline worker visibility and bring your communities closer with a shared trajectory

Suzanne Arnold
Internal Communication Manager
ASDA

Storytelling

15.05 – 15.20

A Secret Weapon For Change

Storytelling is fast becoming a must-have technique for leaders today. We know it's important to persuade, influence, share knowledge and bring messages to life, but it's not always obvious exactly *why* it's so powerful. Alison Esse, Co-founder and Director of The Storytellers, will explain what it is about a story that is so compelling. She will show why leaders should use it to change mindsets and help build empathy, trust and commitment during times of change, and how storytelling can stimulate an emotional connection in a way that data and statistics simply can't.

Alison Esse
Co-founder and Director
The Storytellers

Afternoon Break

15.20 – 15.50

Leaders & Managers

15.50 – 16.10

Promote The Value Of People From The Top & Support Managers With Greater Visibility To Help Their Colleagues Thrive

- Build effective business cases to bring leadership on-board and unlock the productivity of flexible new ways of working
- Reap the rewards of true leadership impact on culture by securing C-suite collaboration for employee engagement sponsorship and authentic comms
- Equip and support middle managers with the tools and ways of thinking they need to be role models and facilitate autonomy throughout your organisation

Katey Howard
HRVP pladis UK & Ireland
pladis Global

Corporate Values & Employee Advocacy - Panel Discussion & Q&A

16.10 – 16.45

Share Clear & Strong Corporate Purpose Which Resonates & Reconnects Employees

- Align your company values to a strong organisational purpose and enable your colleagues to contribute with pride
- The best communications approaches to ensure business values truly resonate with your people and get them on board – living and breathing your vision
- How can you activate these culture champions to drive employee advocacy?
- Boost employer branding with a clear company vision and purpose that ensures employees are bought in from job application to p45

Emma Jayne
Area Director of People & Culture
Dorchester Collection

Madeleine Porter
Head of Internal Communications
Reach plc

Justine Stevenson
Head of Internal Communication & Employee Engagement
AQA

Charlotte O'Reilly
Internal Communications Manager
British Red Cross

Adrien Bourg
Sales Director

Kaltura

Afternoon Co-Chairs' Closing Remarks & Official Close Of Conference

16.45 – 16.55