

**The Engaging Employees Conference - 20<sup>th</sup> March 2024**  
10 Union Street, London, SE1 1SZ



# Welcome To The Engaging Employees Conference – Adapt, Connect, Thrive

## Official Event Programme

Please note that the following 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 & GIC Welcome

09.00 Morning Chair's Opening Remarks



Caroline Lagden  
Head of Colleague Channels & Experiences  
**Lloyds Banking Group**



# Sparking success at the heart of your business

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## AXA's Global Health & Wellbeing Programme 'We Care'

### 09.10 Deep Dive Into The Leading Global Insurer & Asset Manager, AXA's 'We Care' Programme

- Establish the four pillars of this key programme: The Domestic and sexual violence policy, The Caregiver policy, The Parental policy, and The Healthy You programme
- Examine the critical steps AXA is taking to drive an inclusive and supportive global workplace culture in 2025 and beyond



Janina Norton  
Global Head of Culture  
**AXA**

# Bridge the Leadership Gap with Rungway

Rungway reports real-time sentiment, swiftly addresses emerging issues to drive meaningful change, and empowers leaders to connect with employees at scale.

## Rungway's platform capabilities, expertise and support

### Connect Employees in Their Flow of Work

- **Always-On Platform:** Enables open dialogue between leadership and employees on web, mobile app, and MS Teams.
- **Anonymous Posts:** Capture the real drivers of sensitive issues and respond quickly at scale.
- **Surveys:** Combine survey and workplace sentiment data to keep your employee intelligence in the same platform.

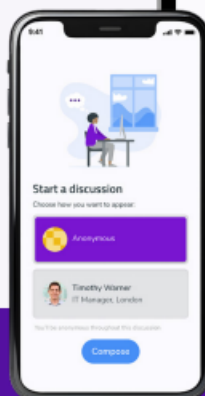
### Receive Expert Support Beyond Moderation

- **Platform Moderation:** Guides employees on workplace-appropriate content.
- **Enquiry Routing:** Directs enquiries to relevant experts and existing resources.
- **Real-time Sentiment Analysis:** Get an instant view of the data that tells you where to act.

Reach your frontline

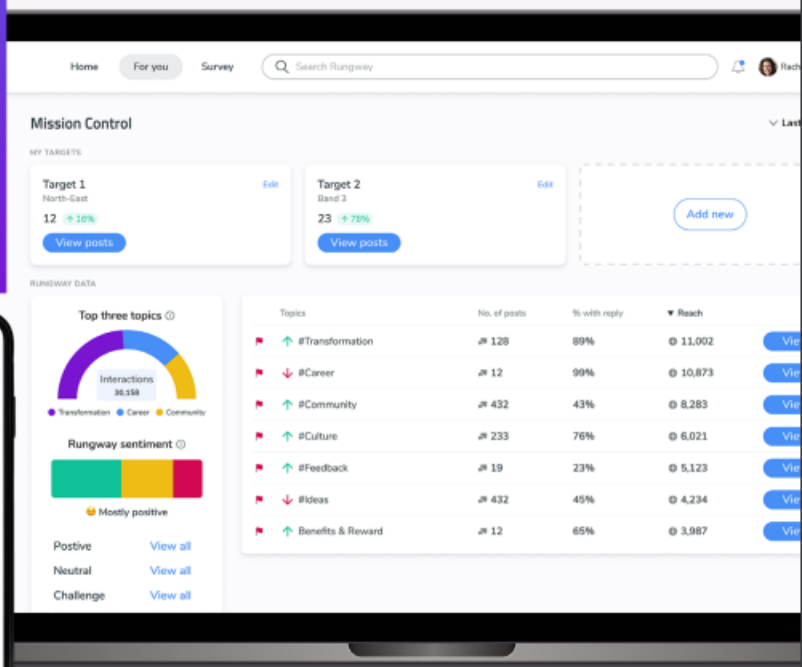
# 96%

Employees Reached By Senior Management Posts



### Respond Quickly and At Scale to Emerging Situations

- **Alerts for Emerging Situations:** Get notified of emerging issues based on keyword tags.
- **Guidance on Difficult Conversations:** Expertise and support to manage sensitive discussions.
- **Responsive and Impactful Culture:** Respond quickly with empathy to influence sentiment.
- **Actionable Insights:** The right data to focus on making tangible improvements where it matters.



Over 100,000 unique users engage daily with the platform



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St James's Place

Find us at Stall #3  
or book a demo at [sales@rungway.com](mailto:sales@rungway.com)



## Remote & Hybrid Working: Performance & Engagement - Panel & Q&A

### 09.30 Cultivate A Connected, Collaborative & Flexible Hybrid Culture That Maximises Employee Engagement & Performance Whilst Fuelling Critical Business Needs

- A high-performing, flexible, and hybrid culture... the perfect narrative! Ensure your company culture reaches every employee to drive employee engagement and maximise performance
- Different locations, different technical capabilities, different familial situations... clearly no employee is the same! Discuss fresh and innovative strategies for continually engaging remote and hybrid workers
- Deep dive into the balancing act between employee needs and business requirements for highly-satisfied employees that drive business goals and ultimately boost business success
- Tackle communication hurdles by exploring affordable tech and digital strategies that boost colleague collaboration and meet the needs of remote workers



Bank of England

Shelley O'Connor

Performance Manager & Co-Chair of LGBTQ+ Network

**Bank of England**



Caroline Watkins

Head of Employee Engagement

**Allianz Insurance**



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Insurance



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Illness



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## "I Am The 1 In 4" - How Acknowledging & Understanding Baby Loss Can Support Employee Wellbeing

### 10.00 Learnings About Baby Loss In The Workplace

Zurich and Aching Arms come to the stage to share more about their partnership journey and how proactively recognising baby loss in the workplace has helped support employee wellbeing.



Leanne Turner  
CEO  
**Aching Arms**



Donna Wayman  
Trustee at Aching Arms & Chief Operating Officer  
**Zurich**



## Speak To The Human

### 10.20 How Do You Help People Do The Things That Make Them & Their Organisation Flourish? In This Session, Acteon Share Insights From Their Behavioural Approach To Engagement

- Discover what it means to 'speak to the human'
- Think differently about building engagement through motivation, capability and opportunity
- See the approach in action with examples from organisations like Wellcome, Channel 4 and Netflix



Acteon

James Woodman  
Director  
**Acteon**

## 10.35 Morning Refreshment Break With Informal Networking



# Let's rethink intranets.

We're here to make your work life **easier**  
and the planet **greener**

**Come chat to us**  
about your employee engagement  
and communication needs.

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## Is Your Employee Value Proposition (EVP) Working Hard Enough?

### 11.20 Is Your Employee Value Proposition (EVP) Working Hard Enough?

- Effective communication drives behavioural change and makes organisations more successful so we'll explore how you can ensure your communications do just that
- Storytelling is one of humankind's most influential art forms. It will resonate with every culture, generation, and community worldwide. We'll demonstrate how you can use it to achieve your goals for engagement
- We'll share our tried & tested strategies that will elevate your employee value proposition (EVP)



Chris Andrew  
Head of Caburn Hope  
**Caburn Hope, a Gallagher Company**

## Inspiring Leadership & Management - Double Perspective

### 11.35 Champion Senior Leaders & Managers To Promote & Reaffirm Engagement Initiatives With Employee-Centric & Tailored Leadership Styles That Guarantee To Inspire Teams Beyond 2024

- One leadership model will not fit all! Cultivate a more people-centric and empathetic leadership approach that engages and inspires all members of your team
- What is the role of the line manager in employee engagement in 2024 and beyond, and how can managers balance employee expectations with senior leaders' targets
- Hone in on empowerment! How do we champion our leaders and managers as spearheads of empowerment to drive next-level communication and engagement?
- It isn't all down to managers...encourage everyone across teams to take ownership and champion personalised and engaging employee experiences

#### 11.35 Perspective 1



Chandrani Chakraborty  
Group People Director - Operations and  
Technology  
**QBE Insurance**

#### 11.55 Perspective 2



Morgan Kimm  
Head of People, Planning & Performance  
**HM Revenue & Customs**



## The Employee Communications Platform

Haiilo software helps you reach,  
engage and understand your employees.

Internal and external comms in one platform:

**Multichannel Comms**

Make your top news reach  
everyone through their  
preferred channels.

**Modern Intranet**

Bring all your employees  
together in one trusted  
digital home.

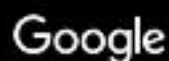
**Employee Advocacy**

Let your employees share  
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**Engagement Analytics**

Gain a holistic view of your  
teams' aspirations through  
smart surveys.

More than 1000 customers  
and 3 million users worldwide:



## Engaging Employees Through Change

### 12.15 Change Is The Only Constant! Maximise Engagement & Employee Advocacy During Periods Of Adversity & Disruption To Foster Trust & Ease Change Anxiety

- Covid-19, recessions, striking... change is inevitable! Explore how leaders have protected employee motivation and experience during such turbulent times
- Work-life balance and purpose-led work? Modernise and future-proof your engagement strategies as Millennial and Gen Z expectations begin to influence organisational culture
- Delve deeper into the “what’s in it for me?” factor to inspire positive feelings of internal change and mitigate concerns around change fatigue
- Review and refine clear and consistent communication strategies with employees as you restructure your business change journey and continue to build an authentic connection from top to bottom



Sharon Kemp  
Head of Employee Communications & Campaigns  
**Bupa**



## New & Inspiring Employee Engagement & Experiences - Panel & Q&A

### 12.35 Elevate Engagement & Cultivate Top-Notch Employee Experiences With Insight-Led Approaches That Resonate With All Employees & Their Expectations

- Uncover fresh and innovative communication strategies that respond confidently and empathetically to support employee wellbeing during times of change and encourage a healthy workplace culture
- Explore best-practice techniques to craft a tailored and personalised employee journey that creates next-level employee experiences and maximises business engagement
- What do employees really want out of their job? Cut through the noise and dig deep to the roots of demotivation and dissatisfaction to determine the metrics needed to tap into engagement and motivation at work
- From Microsoft Teams to Slack... discover and assess the best digital interfaces available to help deliver rich collaboration and engagement across teams



Meredith Klaar  
Regional Senior Internal Communications Manager  
**Ministry of Justice UK**



Joshua Reynolds  
Strategy & Communities Lead, Workplace  
Experience  
**Lloyds Banking Group**



# Award-winning employee communications

Let's connect your people with your purpose and business objectives in a personal and meaningful way – delivering a workforce of engaged, emotionally invested people who feel valued and motivated to perform.

- Internal communications
- Employee value proposition
- Change communications
- Reward and recognition
- Talent attraction and development
- Brand and corporate culture

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## 13.00 Lunch & Informal Networking For Speakers, Delegates & Partners

### Peer-To-Peer Discussions

#### 13.40 Relaxed & Intimate Insight Sharing

- A) Personalisation
- B) Benefits & Rewards
- C) Crisis Comms
- D) Non-Digital Engagement

## 14.05 Afternoon Chair's Opening Remarks



Sara Turner  
Head of Internal Communications, Prison  
Resourcing Communications Team  
**Ministry of Justice UK**

## Collaborative Workplace Cultures - Panel & Q&A

### 14.15 Foster A Culture Of Trust, Transparency & Communication To Keep Your Employees Engaged & Committed To Their Work & Your Organisation

- The million-dollar question! How can organisations foster a high-performing, inclusive, and collaborative culture in a hybrid working environment?
- Refresh your employee listening strategies to build a culture that is founded on transparency, well-being, and crucially employee experience and engagement
- Cultivate a supportive and nurturing organisational culture that encourages open conversations from both the office and home to provide effective health and wellbeing support to all employees



Tor Goldfield  
Senior Director, Internal Communications  
**Expedia Group**



Shelley O'Connor  
Performance Manager & Co-Chair of LGBTQ+ Network  
**Bank of England**



Sarah Tait  
Workplace Experience Lead  
**Lloyds Banking Group**



Align employees, leadership, and communications with the leading AI-powered employee experience platform.



# AI-powered Employee Experience Platform

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➤ Much more than an intranet   ➤ Proven in the enterprise

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## Wellbeing, Mental Health & Work-Life Balance

### 14.45 Prioritise Your Health & Wellbeing Agenda & Boost Personalised Care For Protected, Empowered & Engaged Employees & Supportive Organisational Cultures

- Office politics, financial stress, health worries...how can you create a tailored and personalised wellbeing programme when employees have such varying needs and expectations?
- Work to Live or Live to Work? Evaluate and implement programmes that will benefit employee's health and wellbeing with meaningful impact and inspire a healthy work-life balance
- Implementing well-being policies and programmes is the first step but how do we encourage and empower employees to actually engage with them to create meaningful personal change?
- Examine winning reward and recognition schemes guaranteed to empower staff, boost morale, and leave employees feeling engaged and valued



Jeremy Gautrey-Jones  
Assistant Director Employee Experience  
**RSPCA**



## Equality, Diversity & Inclusion

### 15.05 Truly Embed A Sense Of Inclusion & Belonging Into Your Organisation With Authentic & Employee-Led ED&I Strategies That Support The Varying Needs Of Every Employee

- Embrace your employee listening strategies and feedback systems to create day-to-day approaches that actively embed inclusivity and belonging into organisational culture
- Gain a better organisational understanding of neurodiversity and its complexities and recognise the critical adjustments needed to minimise barriers and challenges and drive employee engagement
- Leverage vital employee resource groups to increase connectivity, collaboration boost engagement in future employee experience strategies



Natasha Whitehurst  
Global Inclusion Lead  
**Rolls-Royce**

## 15.25 Afternoon Refreshment Break With Informal Networking

# Acteon

## Shape the moments that matter

We create **learning** and **communication campaigns** to **engage** people, and to help them to **act in the moment**.

Whatever you need employees to do, we partner with you to prompt the actions that will support positive change.

Our experienced consultants partner with you to build insight into how to achieve the impact you need. We bring the digital and creative skills to identify, design and deliver solutions from comms campaigns to music videos, workshops to animated movies, interactive digital experiences or something else altogether.

Whatever your business needs, drop us a line to chat about how we can help.

[www.acteoncommunication.com](http://www.acteoncommunication.com)

[hello@acteoncommunication.com](mailto:hello@acteoncommunication.com)



## Engaging Top Talent & Career Development Strategies

### 16.00 Attract & Engage Top Talent & Empower Employees To Kickstart Their Career Development Journey With People-Led Strategies That Boost Engagement & Maximise Retention

- Remain victorious with the war on talent! What steps are you taking to create a positive organisational culture that attracts top talents and keeps employees engaged in the long run?
- With budgets as tight as ever and hybrid working a new reality, how can you protect the importance of L&D with management and continue supporting employees career goals no matter the location and external circumstances
- Evaluate and refresh your pre-hiring strategies to get your employees excited about working for you before they have even signed that dotted line!
- Deep-dive into critical strategies for engaging employees in their future career and current career development to boost employee experiences and maximise long-term retention



Corinne Mills  
People Director  
**Alzheimer's Society**

## Dealing With Change & Uncertainty

### 16.20 Nationwide Building Society Case Study



Joss Gill  
Head of People Consultancy & Change  
**Nationwide Building Society**

## Data & Measurement

### 16.40 Harness New & Effective Measurement Strategies & Translate Findings To Guide Future Decision Making & Policies Surrounding Employee Engagement

- Identify and analyse actionable employee insights to inform and adapt future employee engagement strategies
- Dial up your listening approaches and feedback surveys to temperature check and maintain engagement through times of adjustment



Rhian Moore  
Head of Internal Communications  
**Great Western Railway (GWR)**

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



Sara Turner  
Head of Internal Communications, Prison  
Resourcing Communications Team  
**Ministry of Justice UK**