



CONFERENCE PROGRAMME

3rd November 2009



Matthew Jeffery, Global Head of Talent Brand, Electronic Arts
"Why you are in danger of losing your talent to your competitors..."



Steve Thomas, Human Resources Director, Interserve^{fm} Ltd
"Transforming HR to meet the needs of the business"



**Ken Batty, Executive Director of Human Resources, Lenovo
Western Europe**
"Helping managers to hire the best people for your business"



Helen Oakwater, NLP Coach and Trainer
"The art and science of rapport"



Phil Richardson, Managing Director, Thoughtcrew
"Using lessons from nature to change leadership culture"



**Professor Steve Jones, Professor of Genetics, University
College London**
"The Human Resource – Nature, nurture or neither?"



Dr Wolfgang Seidl, Director, The Validium Group
"The psychology of stress"



**Louise Fisher, Director, Human Resources, Xerox Global
Services**
"Developing the change mindset – building a change-ready culture"





OPENING KEYNOTE: THE HUMAN RESOURCE - NATURE, NURTURE OR NEITHER?

Genetics is a remarkable science in many ways, some obvious and some less so. As *Professor Steve Jones, Professor of Genetics at University College London* says to his students in their first lecture on the subject, "My job is to make sex boring" and, after thirty lectures on DNA structure and the like they tend to agree. To cheer them up, at the end of the course Steve tells them that two out of every three of them will die for reasons connected to the genes they carry – and, with so much mortality coming from cancer, heart disease, diabetes and the like (all of which have an inherited component) Steve is right again.

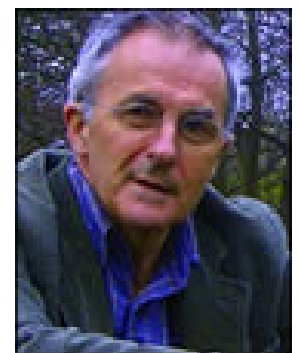
To the public, genetics brings exaggerated fears about inborn fate and over-optimism about gene therapy and "designer babies". Steve will talk about the most dangerous word in genetics: the idea of a gene "for" a particular attribute, from alcoholism to religious belief and how DNA and way of life nearly always work together to determine our health, our mood and – perhaps – even our willingness to take risks, go shopping or even be rude to the boss.

Professor Steve Jones, Professor of Genetics, University College London

Steve Jones is Professor of Genetics at University College London. He is also, television presenter and a prize-winning author on the subject of biology, especially evolution and genetics.

He is one of the best known contemporary popular writers on evolution. His popular writing shows a wry, sometimes rather dark, sense of humour.

Professor Jones believes the central problem of evolution – and, indeed, of genetics itself – is to understand diversity. To attempt to understand this issue he studies the ecological genetics of humans, fruit flies and - most fascinating of all – snails!



In 1996 his writing won him the Royal Society Michael Faraday prize for his numerous, wide ranging contributions to the public understanding of science in areas such as human evolution and variation, race, sex, inherited disease and genetic manipulation. He has achieved this through his many broadcasts on radio and television, his lectures, popular science books, and his regular science column in The Daily Telegraph as well as contributions to other newspaper media.



CASE STUDIES AND SHARED LEARNING

Transforming HR to meet the needs of the business

Within many large, well established organisations the HR function can be entrenched in legacy, bureaucracy and broken processes, and is often unable to properly meet the changing needs of the modern business. At Interserve Facilities Management the HR function has been radically revitalised in order to overcome these very problems. Through the implementation of common policies across the entire organisation, the use of new technologies and the introduction of HR business partners, the HR department is now more closely aligned to organisational goals and performance.

In this session Steve Thomas will share how the development of a high performing HR function has enabled Interserve Facilities Management to become more responsive to market pressures and ensure long-term success. Delegates will also have the chance to discuss how they can push the frontiers of HR within their own organisations.

Steve Thomas, Human Resources Director, Interservefm Ltd

Steve Thomas is the Human Resources Director for Interservefm Ltd. He has worked in a wide variety of challenging, customer focused and delivery oriented blue chip business sectors. He has successfully directed and delivered HR initiatives in the private and public sectors covering joint venture start ups, acquisitions, mergers, employee relations, selection & recruitment, management development, remuneration, downsizing, upsizing and restructuring.



Steve has held a number of similar executive roles with British Transport Police, 24Seven Utility Services Ltd (a joint venture owned by London Electricity and Eastern Electricity), P&O Stena Line (another joint venture), Christian Salvesen Distribution and Wincanton Distribution. While at Wincanton he gained experience outside the HR field as Business Development Director and Regional Operations Director.

Steve is a Fellow of CIPD and holds a postgraduate diploma in personnel management.



CASE STUDIES AND SHARED LEARNING

Developing the change mindset – building a change-ready culture

Change-ready cultures promote thought-leadership, innovation and creativity, empowering individuals and teams to broaden service offerings and forge stronger links with customers. At Xerox Global Services, the focus is on 'change as a constant', and every employee, from the moment they join the organisation, is encouraged to be adaptable and open-minded.

Louise Fisher will discuss how the change-adept culture at Xerox Global Services enables them to quickly and accurately respond to customer needs as well as reducing costs. Louise will also share her experiences of setting up a new, agile division within a large traditional organisation and how, through the implementation of new HR processes that dovetail with existing, more traditional ways of working, they have created an HR function that is both agile and robust.

Louise Fisher, Director, Human Resources, Xerox Global Services

Louise Fisher serves as the European Human Resources Director for Xerox Global Services. In this newly created role, she ensures that Xerox develops and implements strategies that enable the company to expand its pool of knowledgeable personnel and reach its services business growth targets. She works closely with senior executives and uses her change management expertise to integrate newly developed HR best practices throughout Xerox to help build the company's operational success.



She is an expert in delivering major restructuring and organisational change programs, as well as in acquisitions and disposals. She has also held leading HR roles in large-scale U.K. and European outsourcing initiatives companies. Her responsibility for her new team at Xerox continues her strong track record of leading, developing and growing experienced HR professionals.

Prior to joining Xerox, Fisher held operations and HR roles in a variety of international blue-chip retail organizations such as Woolworths and Grand Met Retailing. Following this, she specialized in training, management, and organization development in both the retail and hotel industries for seven years. She then took on the position of HR Director in various printing and publishing companies and IT organisations, including the Hurst Publishing Group and ICL/Fujitsu Services.

Fisher holds a Master of Arts degree in Human Resource Management. She is also a Fellow of the Chartered Institute of Personnel and Development (CIPD) and has contributed to a CIPD publication on International Mergers and Acquisitions. She also serves as a non-Exec Director on the Board of the CIPD.



CASE STUDIES AND SHARED LEARNING

Why you are in danger of losing your talent to your competitors...

As workforces become more fluid and employees move companies on average once every 3 years, your talent is being targeted daily. Some are building relationships already with their next employers via Social networks. Your company is in danger of losing the global war for top talent and this session will tell you all the tricks being used by the best social networkers, by the best recruiters and the best Employment Brand marketers, to lure your workers away.

Learn how you can adapt and instill low cost solutions to build employee loyalty and start to forge an employment brand that will attract a talent pipeline to your door. Miss this session at your peril if recruiting & retention matters to you. Matthew is well known in the industry for his passionate and inspirational oratory.

Matthew Jeffery, Head of Global Talent Brand, Electronic Arts

Matthew Jeffery is the Global Head of Talent Brand for Electronic Arts, the worlds leading developer and publisher of interactive entertainment. EA games include The Sims, Fifa, Burnout and Spore amongst others. Matthew is responsible for raising talent brand awareness across the Globe through a host of market leading initiatives. Matthew has also headed up Recruitment for EA across EMEA. Prior to EA Matthew has held high profile recruitment roles both client and agency side. Matthew has 5 years sales and marketing experience and a Masters Degree from the London School of Economics. Matthew is well known for his oratory and ability to inspire audiences.





CASE STUDIES AND SHARED LEARNING

Helping managers to hire the best people for your business

In most organisations, the responsibility for interviewing and hiring people lies with departmental line managers. But, when these line managers have had little training or experience in selecting the best candidates what can HR do to ensure the right talent is being brought into the business?

At Lenovo, Ken Batty and his team have developed an innovative selection and interview framework for line managers to follow, helping them to test candidates in ways that the more traditional conversation-style interview does not and enabling them to match applicant competencies with skills gaps within the organisation. In this seminar Ken will share his experiences of developing & implementing this framework.

Ken Batty, Executive Director of Human Resources, Lenovo Western Europe

Ken Batty has worked for Lenovo as the Executive Director for Human Resources in Western Europe since 2005. Lenovo is the largest PC manufacturer in China and in 2005 they acquired IBM's PC business across the world.

Prior to the Lenovo acquisition Ken worked at IBM for 20 years in a variety of sales and marketing roles, both in the UK and at the European HQ in Paris.



Ken and his team provide HR support in 14 countries to over 1500 staff including a large Shared Service Centre in Bratislava, Slovakia.



PERSONAL AND PROFESSIONAL DEVELOPMENT

The psychology of stress

With one in six employees now suffering from stress related mental health issues, such as anxiety or depression, this workshop will review the latest research findings and government recommendations on their prevention and treatment. Dr Wolfgang Seidl will provide clinical insight and practical advice on the physiology of stress, what to do when stress becomes a performance management issue, why some people are more resilient than others and what HR can do to both rehabilitate absent employees and increase the ability of all workers to remain healthy under pressure.

Dr Wolfgang Seidl, Director, The Validium Group

Dr Wolfgang Seidl MD MA DipC MBACP (Accred) is a regular keynote speaker for the Society of Occupational Medicine (SOM), the EAPA conference in the United States and regular contributor to all the major HR titles in the UK. An internationally recognised expert, he has published and presented research findings on the psychology of wellbeing to the ROI associated with EAP initiatives.



A medical doctor with in-depth training in medical psychology and psychosomatic medicine, Wolfgang holds a master's degree in Psychiatry, Philosophy & Society and is also a BACP accredited counsellor. His research to measure the effectiveness of counselling initiatives is now used as the industry standard.

Formally responsible for the delivery consultancy, sales and clinical programmes at Accor Services, he is now the executive director of the Validium Group, which delivers employee assistance and wellbeing services to organisations including Nationwide, The Body Shop, The British Library and numerous government organisations.



PERSONAL AND PROFESSIONAL DEVELOPMENT

The art and science of rapport

Do you sometimes wonder why you just clicked with someone and felt really uneasy with someone else? Have you ever needed to escape from a conversation gracefully? By matching or mismatching another person's body language we unconsciously send signals to the other person. Although 93% of our communication is non verbal, most people focus their attention on 7% i.e. the words. NLP rapport skills focus on the other 93% - how we use our voice and body. Rapport is essential for effective communication and getting your message across, particularly when the message is negative and potentially difficult for the receiver to hear.

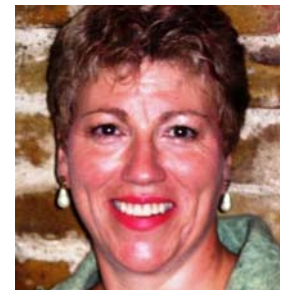
NLP (Neuro Linguistic Programming) is the study of the strategies that make people excellent at what they do – of the 'difference that makes the difference' between the ordinary and the truly extraordinary.

In this highly interactive workshop you will learn and practice new empowering ways to connect and then comfortably disconnect from another. The session will be very experiential to ensure delegates leave the session with new skills and understandings which they can use immediately. The workshop will include several practical paired exercises.

Helen Oakwater, Executive Coach and NLP Trainer

Helen Oakwater is an Executive Coach, NLP Trainer and Writer specialising in face to face communication skills.

An inspiring and charismatic speaker, Helen brings her knowledge and experience from working in the City, Public, Private and Voluntary sectors into her independent professional practice.



In the early 1990's her focus changed dramatically when 'overnight' she adopted three children. She wears a number of hats within the adoption world and was a member of the Governments Adoption Task Force.



PERSONAL AND PROFESSIONAL DEVELOPMENT

Using lessons from nature to change leadership culture

Biology has long been an inspiration for business with examples that can be traced back to the ancient Egyptians and the early Chinese dynasties. Known as biomimetics, the latest applications of lessons from nature are being used in building design and product development.

Phil Richardson's research at the University of Bath, takes biomimetics in a different direction, questioning whether biomimetics can be used to design and run business itself through changing leadership culture. He has compared the development of a new business biomimetic process with the traditional approach to business and discovered that biology can help inspire leadership, drive change and encourage sustainable business practices.

In this workshop Phil will explain how this exciting new approach is being used to generate profitable revenue and demonstrate how this research can be applied to your own organisation by letting you experience the approach for yourself.

Phil Richardson, Managing Director, Thoughtcrew

Phil Richardson is a part time researcher in the department of mechanical engineering at the University of Bath. He runs Thoughtcrew, a leadership innovation firm, is a chartered biologist, teaches strategy on the OU MBA and has a wide range of line management experience; working as an executive with companies such as Deloitte, GE Medical, IBM and BUPA. Phil's industry background is in pharmaceuticals and biotechnology and his consulting clients include Boots, First, BT, AT&T, Home Office, Iron Mountain, Northern Rail, NHS, AB InBev, Coca Cola, Diageo, Mars and Reckitt Benckiser.

