

# **THE HYBRID WORKFORCE CONFERENCE PROGRAMME**

## *Registration, Informal Networking & GIC Opening Remarks*

08.30-09.00

### 09.00-09.10 **Morning Chair's Opening Remarks**

Den Carter

Head of Channels & Content, Colleague Communications & Culture

**British Airways**

### **Connected Workforce Culture Panel**

09.10-09.40

### **Here & There? Truly Transform Your Company Culture For Hybrid Working To Attract, Engage & Retain Top Talent With Flexible, Inclusive & Supportive Cultures**

- Culture is no longer being defined top down - it's coming from the grassroots, and it's loud and clear what they want... flexibility! Bring leaders on board with employee-voice led arguments to be a stand-out employer in the future workplace
- Change the perception of high performance: bums on seats was always a poor indicator but how do we cultivate real measures of effort, motivation and success?
- Ensure leaders maximise face-to-face engagement opportunities – why, when and how often?
- Can you re-create remote water cooler chats and impromptu team lunches? Innovate your onboarding so new colleagues who've never been into an office or met anyone in person feel included and supported

Chris Norbury

Chief People Officer

**E.ON UK**

Anthony Fitzpatrick

Head of Colleague Experience & Employment Policy

**Aviva**

Louisa Bench

Director Global Talent & Development

**British Council**

### **Tools, Channels, Tech**

09.40-10.00

## **Harness The Best Tech & Tools To Drive Efficient & Effective Hybrid Working**

- We're all more digitally savvy than 2 years ago, but what new tech is coming down the tracks that can help us further?
- People have embedded new tech and digital tools but how are they working? What have been key learnings and successes? How do we get the most out of them?
- Beyond Zoom to voting tools and drawing boards... how have people used tech to boost interactivity in their hybrid workforce?

Suzy Jearum

Associate Director of Digital Employee Experience

**Coca-Cola EuroPacific Partners**

## **Case Study: OVO Belonging Networks**

10.00-10.20

### **Connection, Community & Belonging Is A Key Priority At OVO**

Come and join us as we share about how we introduced and grew a people-led community of Belonging Networks in our workforce which ensured our people felt more connected than ever before, despite working from our homes.

TBC

## **Work+Family: A New Set Of Priorities**

10.20-10.35

Oliver Daniels

Client Services

**Bright Horizons Work+Family Solutions**

## *Morning Refreshment Break With Informal Networking*

*10.35-11.05*

## **The Evolving Role Of The Office Space**

11.05-11.25

### **The Role Of Office Space... Rethink The Office Space To Increase Collaboration, Creativity & Engagement To Lead Organisational Growth**

- Reframe the role of the office to become a place where creativity happens and rethink the layout of the office to promote collaboration
- We've proven that we can work successfully from home but do we all want to work remotely 5 days a week?!

- Young Guns Vs. Experienced Pros: balance the need of the younger generation to have contact time with more established staff against the needs of the generation above who are juggling work and family life

Deepa Shah  
People Director, Head Office  
**Bupa**

### **Moveworks Bonus Session**

11.25-11.40

### **Recruitment & Talent**

11.40-12.00

#### **Attract Top Talent & Reduce Attrition In The Midst Of A Turbulent Labour Market Through Hybrid-Friendly Strategies That Set You Apart From Other Employers**

- Be forward thinking in terms of your operating model and have flexible attraction strategies which appeal to the colleagues of today and tomorrow
- AI, robotics, ML: harness the new to streamline and optimise your hybrid recruitment approaches
- What are people doing to retain people in the hybrid world?
- Break down barriers between office and homeworking to maintain inclusivity and ensure equal development and progression regardless of working location or hours

Margarita Echeverria Rengifo  
Global Head of Assessments Resourcing  
**Vodafone**

### **Knowledge Sharing & Collaboration in the New Hybrid Environment**

12.00-12.20

- What's hybrid about hybrid work?
- Benefits and impact of a successful hybrid experience
- Creating a successful hybrid knowledge experience

Dan Brayshaw  
Director, Northern Europe  
**LumApps**

### **Case Study: Empowering & Equipping Managers**

12.20-12.40

**Invest In Your Managers Who Are Driving Change On The Ground & Delivering The Future Of Work Through Building A Culture Of Trust & Migrating The Measure Of Productivity From Input To Output**

- The future of work depends on the ability of managers to adapt to change and embrace the possibilities of hybrid productivity. Are your managers ready to contribute to your hybrid roadmap and switch their focus from inputs to outcomes?

Jo Daly  
VP, Learning & Development  
**Warner Music Group**

*Lunch & Informal Networking For Speakers, Delegates & Partners*  
12.40-13.40

**Informal Breakout Discussions**

13.10-13.40

- Neurodiversity
- Vaccine discrimination
- Social mobility
- Protected characteristics

**Afternoon Co-Chairs' Opening Remarks**

13.40-13.45

Anthony Fitzpatrick  
Head of Colleague Experience & Employment Policy  
**Aviva**

Ryan Candy  
Head of Change, Employee Experience & People Performance  
**Sodexo Group**

**Employee Engagement & Motivation Panel**

13.45-14.15

**The Hearts & Minds Of Your Employees Regardless Of Whether You're In The Room, Or On Zoom**

- For lots of us we're in a real time of austerity – how do you do effective employee engagement, in a hybrid world, on a budget?
- Seek ways to personalise and improve employee experience through employee voice listening and high survey participation
- Whether down the road or in a different time zone – how can you increase engagement with HQ when site visits and face-to-face forums are not possible?
- The changing role of the leader and the employee voice: the people have a lot to say, so how do you get your leaders to genuinely listen and respond?

Sue Tunmore  
People Director  
**Co-op**

Deepa Shah  
People Director, Head Office  
**Bupa**

Alastair Gill  
Ex Head of People  
**Formerly giffgaff**

Hannah Smith  
Associate Director, Talent Development Lead  
**Fidelity International**

### **Moving Past Excel - Using Tech To Enable A Successful Hybrid Work Environment**

14.15-14.30

- How tech can enable employee engagement
- What are real-life benefits of using software to transition to hybrid work

Cosmin Patlageanu  
CMO  
**YAROOMS**

### **Reopening, Reintegration & Cohesion**

14.30-14.50

#### **Make The Office A Destination To Encourage People To Brave The Commute & Come In**

- Show you care: offer personalised support to colleagues to make coming into the office exciting and possible in their unique circumstances
- What steps need to be taken so the office is a safe and inclusive environment?

- Rota people in to ensure there's a buzz in the office when they come in so they get something out of it and want to come back again
- What practical, operational considerations need to be thought through to welcome people back to the office when they're not in everyday? How do you ensure everyone has the equipment they need to work from home and the office without having to double the budget?

Laura Cole  
Managing Director, Head of HR UK & Europe  
**Standard Chartered Bank**

**Unlocking The Hybrid Working Opportunity: Using Technology To Keep Team Members Connected And Engaged In A Hybrid Working Environment**

14.50-15.05

The very idea of flexible, borderless hybrid working dictates that there can be no one-size-fits-all approach. Across the globe, the day-to-day reality of hybrid working is going to look very different from one company to the next. It may even be the case that some business leaders are paying lip service to hybrid working while secretly setting their sights on re-establishing old norms at the earliest opportunity.

Nevertheless, the evidence suggests that some form of hybrid working is already happening amongst a sizeable majority of blue chip companies, with many of these businesses looking to permanently embrace this working model for some or all of their desk-based workers. The question is: how are they getting on? This quick fire session will consider these four key areas, that you should consider when identifying the appropriate meeting, training and event technology to enable your hybrid workforce:

- Making every hybrid meeting an event worth showing up for
- Prioritising engagement, wherever employees are located
- Providing equal experiences and value for all employees, wherever they are sitting
- Monitoring the effectiveness of hybrid working

Vanessa Lovatt  
Chief Evangelist  
**Glisser**

*Afternoon Refreshment Break With Informal Networking*  
15.05-15.35

**Remote L&D**  
15.35-15.55

### **Boost Attendance & Engagement To Ensure An Upskilled Hybrid Workforce With Pertinent & Inspiring Learning & Development**

- How can you encourage people to care about the training and get involved regardless of the format?
- How can you replace spontaneous coaching moments with new members of the team?
- Adapt your L&D practises to fit the digitally native workforce of the future and which will differ from the competencies required pre-COVID

Daniel Brooks  
Head of Organisational Learning & Development  
**British Medical Association**

### **Vevox Bonus Session**

15.55-16.10

Speaker TBC

### **Managing Deskless, Hard-To-Reach & Distributed Workforces**

16.10-16.30

### **Manage A Productive & Motivated Workforce To Ensure The Success Of Your Organisation Wherever They Are & Whatever Their Role**

- The role of the leader has changed dramatically! Help them motivate and inspire their teams to build a sense of belonging, empowerment and trust without resorting to micro-management which can lead to resentment and attrition
- Educate your people and provide adequate IT security to protect company data with a dispersed workforce
- Leverage good middle managers to increase employee connection to the company and ensure that each colleague still receives individual, personalised engagement

Abi Goodwin  
Group Director of Strategic Workforce Planning  
**Sky**

### **Mental Health & Wellbeing Panel**

16.30-17.00

**With Hybrid Working Becoming Simply The Future Of Work For Most People, Rethink Your Health & Wellbeing Strategies To Support Your People Wherever They're Working & Retain Top Talent**

- Hybrid working was forced on all of us, some love it, some hate it. For those who find being at home isolating, uncover new ways to engage and support
- What new solutions have we had to come up with for a new way of working to prevent overworking, isolation and burnout?
- Home is a sanctuary? Offer support when your people have to deal with difficult situations at home

Anirudh Deshpande  
Director & Sr. HRBP - Global Functions  
**Smiths Group Plc**

Nazaneen Challawala-Hatimi  
Internal Communications Director  
**AXA XL**

Belinda Vazquez  
Workspace Director  
**TUI**

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

17.00