

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

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

Panel Facilitator: Shalini Gupta

Employee Experience Communications Lead

BT (Enterprise)

Chris Norbury

Chief People Officer

E.ON UK

Jo Hicks

Director, Strategy & Leadership & Deputy Chief People Officer

Ministry of Justice

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.

Lauren Lewis
Director of Business Change and Transformation
OVO

10.20 Bonus Session; Reserved For Exclusive Conference Partner

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

Recruitment & Talent

11.25-11.45

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

Lumax Bonus Session

11.45-12.00

Speaker TBC

Case Study: Empowering & Equipping Managers

12.00-12.20

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

12.20-13.20

Informal Breakout Discussions

13.50-13.20

Afternoon Co-Chairs' Opening Remarks

13.20-13.30

Anthony Fitzpatrick

Head of Colleague Experience & Employment Policy

Aviva

Ryan Candy

Head of Change, Employee Experience & People Performance

Sodexo Group

Employee Engagement & Motivation

13.30-14.00

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?

Graham Barton
Head of Change Awareness & Adoption
Department of Environment, Food & Rural Affairs

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

14.00-14.15

- 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

14.15-14.35

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?
- Rotate 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

Glisser Bonus Session

14.35-14.50

Vanessa Lovatt
Chief Evangelist
Glisser

Afternoon Refreshment Break With Informal Networking
14.50-15.20

Remote L&D

15.20-15.40

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

15.40-15.55

Speaker TBC

Managing Deskless, Hard-To-Reach & Distributed Workforces

15.55-16.15

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

16.15-16.45

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

Mike Bath
Chief People & Organisational Development Officer
Marie Curie

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

16.45-16.50