

ASIA-PACIFIC'S LEADING HR AND MANAGEMENT EVENT

# HR SUMMIT 2010

BRISBANE 6-7 OCTOBER 2010 MARRIOTT HOTEL BRISBANE



Proudly supported by *Human Capital* magazine

## SKILLING UP HR PROFESSIONALS TO MANAGE TALENT, PERFORMANCE AND CHANGE

### FEATURED SPEAKERS



**Dulise Maxwell**, executive director, people & culture strategic services, **Queensland Health**



**Kate McCormack**, director people, learning & culture, **Mercy Health**



**Todd Stubbings**, human resources manager, **Seymour Whyte Constructions**



**David Matthews**, group hr systems manager, **Teys Bros**



**Angela Hawthorn**, hr solutions manager, **Diageo Australia**



**Michael Harmer**, chairman, **Harmers Workplace Lawyers**



**Michael Harvey**, ceo, **CareerOne.com.au**



**Kristin Duff**, senior associate & Brisbane team leader, **Harmers Workplace Lawyers**



**Christopher Platt**, chief operating officer, **Australian Mines & Metals Association (AMMA)**



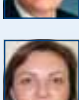
**Pat Evatt**, principal consultant & coaching psychologist, **Livingstones Australia**



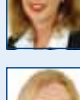
**Dr Des Tubridy**, director, **Quantum Management Indicators**



**Ann-Maree O'Neill**, director, **Reasons2Reward**



**Kristy Oswald**, human resources manager, **Southport Sharks Football Club**



**Karen Schmidt**, re-engagement expert, **Let's Grow**



**Karen Borgelt**, principal, **Allsorts Consulting & Training**



**Paul Butler**, associate director, **Grant Thornton Australia**



**Dr Tony Watt**, principal consultant, **The Culture Doctor**



**Dr Danica Hooper**, principal psychologist & state manager, **People Solutions (Qld)**



**Cathy Knight**, senior manager, people & culture, **Port of Brisbane Pty Ltd**

### HEAR SUCCESS STORIES AND PRACTICAL INSIGHTS ON THE FOLLOWING:

- » Measure and shape ORGANISATIONAL CULTURE to drive performance
- » Implement sustainable PEOPLE SYSTEMS that align with STRATEGY
- » Improve ENGAGEMENT and RETENTION for business renewal and growth
- » Manage TALENT and LEADERSHIP POTENTIAL through HR strategy
- » Understand the real impact of FAIR WORK
- » Enhance the role of HR in ORGANISATIONAL CHANGE
- » Learn coaching techniques to create a HIGH-PERFORMANCE workplace culture
- » Measure your progress: HR BENCHMARKING for best-practice
- » Harness the benefits of WORKFORCE DIVERSITY
- » Implement effective REWARD AND RECOGNITION initiatives
- » Gain insight into EMERGING TRENDS in HR management

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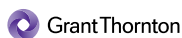
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# HR SUMMIT 2010

BRISBANE 6-7 OCTOBER 2010 MARRIOTT HOTEL BRISBANE

## DAY ONE: 6 OCTOBER 2010

8:00am Registration opens

9:00am Welcome and opening remarks from the Chairperson

### How to measure & shape your organisation's culture to become more market-driven

Lou Gerstner, former CEO of IBM stated that culture is not just one aspect of the game, it is the game. Edgar Schein, MIT stated that leaders should be conscious of culture or it will manage them. Culture is ubiquitous, yet not clearly discernible! Culture is far more powerful than strategy and is the major driver of your organisation's effectiveness! Dr Des Tubridy will discuss the following:

- » How to identify your organisation's cultural dimensions
- » How to identify the behaviours that drive those dimensions
- » How to workshop this information to achieve your desired culture
- » Quantum case study: Merging banks - How to evolve an appropriate culture

Dr. Des Tubridy, director, Quantum Management Indicators

## PEOPLE STRATEGIES THAT DRIVE PERFORMANCE

9:30am **CASE STUDY: A story of growth through HR strategy**

Grant Thornton is a leading global accounting and advisory firm. Like any other organisation, it needs to manage and address its workforce needs. Learn how HR has enabled and contributed to the overall growth and success through initiatives such as:

- » Focused and targeted recruitment
- » Retention strategies
- » Career pathway management
- » Creation of specific L&D programs

So often the story of what HR has undertaken is told by HR – this presentation is the business telling the story!

Paul Butler, associate director, workforce services, Grant Thornton Australia

10:00am **CASE STUDY: Effective engagement & retention strategies that drive performance – The Diageo story**

Diageo Australia is a leader in the global premium drinks industry and the company behind top brands including Bundaberg Rum, Johnnie Walker, Guinness, Baileys and Smirnoff. Over the last few years, Diageo Australia's innovative people strategies have succeeded in reducing turnover and increasing engagement and retention of staff, leading to recognition as a great place to work.

This session will provide insight into Diageo Australia's journey, focusing on:

- » Creating an environment that drives the right behaviours
- » Understanding the key issues impacting staff retention
- » Implementing engagement and retention strategies

Angela Hawthorn, hr solutions manager, Diageo Australia

10:45am Refreshment & networking break

11:15am **WORKSHOP:**

### The role of HR in managing talent & leadership potential

Organisations are focusing on growth and renewal and HR strategies play a key role in making this happen by managing talent effectively. Having the right people working for common organisational goals is crucial for success in this environment. This dynamic workshop will focus on practical strategies and draw on real-life examples to provide you with insight into how you can implement more effective talent management strategies in your organisation.

- » Organisational evolution - What talent development means at each level
- » The 10 major barriers to developing talent and leadership and what to do about them
- » Identifying effective talent management strategies for your organisation

Karen Borgelt, principal, AllsortsCT

## INDUSTRIAL & WORKPLACE RELATIONS LANDSCAPE

11:45am **EXPERT COMMENTARY: The psychology of safety**

This session looks at the human factors that impact on an organisation's safety culture and how organisations can take a proactive approach to

assessing and developing the safety attributes of individuals and teams. Find out about the Individual Safety Attributes model and go beyond policy and procedures to look at another key contributor to workplace accidents – the human factor.

Dr Danica Hooper, principal psychologist & state manager, People Solutions (Qld)

12:15pm **LEGAL UPDATE: Latest IR developments – what does the future hold for the Fair Work Act?**

With the Fair Work Act now in place for over 12 months, a federal election looming and the possibility of even further changes to industrial relations regulation, it is time to take stock of the key issues that have arisen since the implementation of the Fair Work Act and to consider what the future is likely to hold in the industrial relations arena. This highly practical and strategic session will:

- » Outline the workplace relations strategies your business should already have in place
- » Identify key learnings from the first year of operation of the Fair Work Act and Fair Work Australia
- » Take you through the latest industrial relations developments and hot topics such as paid parental leave, executive remuneration and the national OH&S legislation
- » Give consideration to the impact of the looming federal election on workplace and industrial relations strategies

This session is a must for employers, HR personnel and in-house counsel who want to ensure they are up to date with industrial relations regulation and have in place appropriate strategies to assist with the implementation of future changes.

Michael Harmer, chairman & Kristin Duff, senior associate & Brisbane team leader, Harmers Workplace Lawyers

1:00pm Luncheon reception

2:00pm **INTERACTIVE SESSION: 15 months of Fair Work: Fair to who?**

On 1 July 2009 the Federal Government's new Fair Work Act introduced far-reaching reforms to the Australian workplace relations landscape. Whilst many organisations are facing issues related to its roll-out, in the next year employers who locked in their workplace arrangements before the 2007 election will bargain for the first time under the new system. In this thought-provoking session, Christopher Platt will examine the operation of the Fair Work Act in the workplace and its impact on employee engagement, agreement making, industrial action and performance management.

Christopher Platt, chief operating officer, Australian Mines & Metals Association (AMMA)

*Delegates will be encouraged to add their own experiences to spark a group discussion on this timely topic.*

## ORGANISATIONAL CULTURE & CHANGE MANAGEMENT

2:30pm **CASE STUDY:**

### Implementing cultural change to improve employee management

Teys Bros is the largest Australian-owned beef processing company in Australia and the largest private company in Queensland. It recently conducted a review of the organisation to identify areas for improvement in the company's people management. Collecting candid staff feedback at all levels of the organisation, Teys Bros found that poor communication was contributing to a lack of understanding about the company's direction and goals and employees were not feeling part of the business. This session will explore the cultural shift programs implemented at Teys Bros since this review and their impact on employee management and development. Learn about:

- » Understanding the crucial link between organisational performance and people management
- » Benchmarking against international HR best practice
- » Implementing change in employee management practices – the importance of middle management in influencing change
- » Improving communication and engaging staff in the feedback process

David Matthews, group HR systems manager, Teys Bros  
*State's largest private company, 2009 Queensland 400*

3:15pm Refreshment & networking break

**3:45pm CASE STUDY: Developing and communicating sustainable people systems**

The Port of Brisbane has been undergoing major change over the last 17 months as it transitions from a Government-Owned Corporation to a private company. During the transition, the organisation has reviewed and renewed its HR systems (including health & safety) for sustainability into a privatised environment and to support line management and their people during this difficult time. This session will shed light on the lessons learned from this process of change.

- » Moving from a somewhat ad hoc approach to HR system management to a sustainable strategy
- » Implementing workable systems that support and integrate with the business and stand the test of time
- » Managing and leading change effectively

**Cathy Knight**, senior manager people & culture, Port of Brisbane Pty Ltd

**4:30pm WORKSHOP: Improving organisational performance through cultural change – Corporate remedies that work**

Corporate culture has a proven impact on performance and productivity. A healthy organisational culture delivers high-performing employees while a toxic culture destroys productivity. Key to improving organisational performance is being able to align the culture to a set of agreed and embedded values that drive desired team behaviour. This practical session will provide you with insight into:

- » Understanding how organisational culture impacts business
- » Measuring your corporate culture health
- » Strategies to achieve cultural alignment and measurable change

**Dr Tony Watt**, principal consultant, The Culture Doctor Pty Ltd

5:00pm Networking drinks reception

## DAY TWO: 7 OCTOBER 2010

8:00am Registration opens

8:25am Opening remarks from the Chairperson

**8:30am KEYNOTE COMMENTARY:**

**Beyond boundaries – “HR” to “People Systems”**

Throughout the history of business HR has evolved to address the ever-increasing complexity. So often, however, it is still labelled as a support function and relegated to a reactive role. Therefore it is forever seeking to break free of these boundaries. Is HR its worst enemy? How do we build understanding of the unmistakable nexus of business decision-making and “Human Resources”? How can we break free from the boundaries and build an integrated people system that is at the core of business?

**Dulise Maxwell**, executive director, people & culture strategic services, Queensland Health

**9:15am INDUSTRY COMMENTARY:**

**Technology innovation to attract quality employees**

New technologies are rapidly changing the recruitment space in local and international markets. Find out more about international technology trends and how these will shape the Australian recruitment market and ultimately help businesses to attract and retain quality employees.

**Michael Harvey**, chief executive officer, CareerOne.com.au

**10:00am WORKSHOP:**

**Coaching techniques to create a high-performance workplace**

A high-performance workplace is one where employees identify with the business and see themselves as accountable for achieving company objectives. These workplaces thrive on effective communication and strong leadership. In this practical session, you will learn new skills and takeaway tips on how you as HR professionals can add value to your organisation by helping to create a high-performance workplace. Focus on:

- » Understanding the key to creating sustainable, high-performance culture in your organisation
- » Improving “soft skills” to ensure positive business outcomes
- » Implementing coaching conversations in the workplace

**Pat Evatt**, principal consultant & coaching psychologist, Livingstones Australia

10:45am Refreshments & networking break

## HR BEST PRACTICE & BENCHMARKING

**11:15am CASE STUDY:**

**Building a great place to work through effective HR strategy**

Achieving ambitious growth targets with high employee retention and engagement rates during the economic downturn is not a common story amongst many industries, least of all in the construction sector. However, Seymour Whyte have achieved just that, as well as receiving industry recognition via numerous industry awards for the role its HR function plays in their success, including consecutive appearances in the BRW Top 50 Great Places to Work lists. In this session, Todd shares his experiences on the significance of achieving recognition for their workplace culture as a decentralised business in an industry that expects a lot of its workers. Explore:

- » Justifying the investment in employee rewards programs
- » The effectiveness and importance of employee consultation and follow through
- » Aligning HR strategy with the big-picture strategy

**Todd Stubbings**, human resources manager, Seymour Whyte Constructions

**12:00pm CASE STUDY:**

**Business benefits of workplace diversity & inclusion**

Mercy Health is a large healthcare provider employing over 5,000 people and is leading the way in workplace equity and diversity in Australia. The organisation has implemented a range of initiatives and practices designed to promote flexibility in the workforce, which have earned Mercy Health a host of awards and industry recognition in recent years, and resulted in an impressive staff retention rate of 98%. This session will provide you with insight into the business case for diversity and inclusion. Focus on:

- » How flexible workplace initiatives can benefit the organisation as well as the individual
- » Integrating diversity into the organisation’s attraction and retention strategy

**Kate McCormack**, director people, learning & culture, Mercy Health

12:45pm Luncheon reception

## ADAPTING TO THE NEW WORKPLACE LANDSCAPE

**1:45pm CASE STUDY: Harnessing the power of reward & recognition**

In today’s high-pressure working environments, it’s often too easy to let feedback fall under the radar. This is a major cause of employee disengagement and organisations need to act now to address this issue in order to ensure employees remain engaged with the business through the economic recovery. Learn skills and strategies to make your people feel valued and ensure great performance. Explore:

- » What type of feedback are you providing in the workplace?
- » Setting clear standards and expectations of employee performance
- » Implementing formal and informal reward and recognition strategies – the benefits of a holistic approach
- » Linking reward and recognition with employee engagement – achieving measurable outcomes

**Ann-Maree O’Neill**, director, Reasons2Reward

**Kristy Oswald**, hr manager, Southport Sharks Football Club

**2:30pm WORKSHOP: The future of employee engagement – Spotlight on emerging trends**

Research indicates that many people are now seeking new career opportunities after “coping” with their current employer during the economic downturn. Engagement and retention are once again key priorities and as HR professionals, it is crucial that you adapt to the current workplace landscape so your organisation can continue to attract and retain the best talent. In this practical session, learn about:

- » Implementing an action plan to increase employee engagement
- » Identifying where the market leaders are right now and how you can be one of them
- » Managing disengaged and under-performing employees
- » Current, past and emerging trends in employee engagement

**Karen Schmidt**, re-engagement expert, Let’s Grow

3:00pm Concluding remarks from the Chairperson & close of conference

# REGISTRATION FORM

## HR SUMMIT BRISBANE

### HOW TO REGISTER

Web: [www.hrsummit.com.au](http://www.hrsummit.com.au)

Fax: +612 8437 4753

Phone: Lisa Narroway on +612 8437 4726

E-mail: [eventqueries@keymedia.com.au](mailto:eventqueries@keymedia.com.au)

#### Delegate information

(please complete in BLOCK letters)

Suburb	State	Postcode
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Phone	Fax
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#### Please tick

- A list of seminar participants may be provided to our presenters. Tick this box if you wish to be excluded from the list.

#### Additional team pass details

2nd HR SUMMIT PASS

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Last name: \_\_\_\_\_

Job title: \_\_\_\_\_ Mobile: \_\_\_\_\_

E-mail: \_\_\_\_\_

3rd HR SUMMIT PASS

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#### Registration fees

Individual Conference Pass  
**\$1204.50 incl GST**

Team Conference Pass  
(Buy 3 and get the 4th free!)  
**\$3613.50 incl GST**

*N.B. Delegates must be from the same organisation and register on one form to qualify for the team discount*

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