



LEARNING NETWORK SOLUTIONS
Unique Outlook To Business Conferencing

2 Separately Bookable Conferences, 17th and 18th February 2010, Cliftons Centre, Adelaide

17th February, Cliftons Centre, Adelaide

A PRACTICAL AND PROACTIVE APPROACH TO CHANGE MANAGEMENT

Key issues and strategies in managing change and making it work for your organisation

Who Should Attend: Directors, Senior Managers, Project Managers and Officers responsible for:
Change Management, Human Resource Management, Organisational Development, Strategic Planning, ICT, Contracts Management, Project Management, IT Change Management, Reforms, and Senior Branch Managers and Directors

18th February, Cliftons Centre, Adelaide

HOW TO DEVELOP AND MANAGE A HAPPY WORKFORCE

Addressing the key issues, strategies and competencies for creating and managing a happy, stress free and productive workplace

Who Should Attend: Directors, Senior Managers, Project Managers and Officers responsible for:
Human Resource Management, Organisational Development, Staff Development, Workplace Relations, Recruitment and Career Management, Performance Management and Learning & Development

Organised by:
LEARNING NETWORK SOLUTIONS

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TO REGISTER**

(02) 9585 2304

DAY1: A PRACTICAL AND PROACTIVE APPROACH TO CHANGE MANAGEMENT

After a very successful first annual conference, Learning Network Solutions is proud to present this conference with new sessions and key current issues. The fantastic feedback from the previous conference has been instrumental in developing the agenda for this 2nd annual conference. Backed up by an excellent and diverse speaking faculty, the conference will address new developments and strategies for creating an efficient and positive change and to achieve productivity and positive outcomes in the current dynamic and ever changing environment.

Program Agenda, Wednesday, 17th February

8.30 – 9.10: REGISTRATION & MORNING TEA

9.10 - 9.20

OPENING REMARKS BY THE CHAIR

9.20 – 10.20: SESSION 1

HUMANISING THE CHANGE PROCESS

- ✓ Estimating the impact change will have on your staff and stakeholders
- ✓ Balancing the emotional and the rational
- ✓ Engaging people in the process

Kylie Watson, Managing Director
LA BELLA CREATIONS

10.20 – 10.45: NETWORKING TEA BREAK

10.45 – 11.45: SESSION 2

CHANGE MANAGEMENT STRATEGY AND FRAMEWORKS

- ✓ Developing commitment to and ownership of change
- ✓ Understanding the strategic intention of organisational changes and review
- ✓ Communicating with and involving key stakeholders during the change process and
- ✓ Overcoming resistance to change

Erma Ranieri, Director Organisational Change & Development, DEPARTMENT OF PRIMARY INDUSTRIES

11.45 – 12.45: SESSION 3

HOW TO SELL CHANGE IN YOUR ORGANISATION

- ✓ Considering the personal cost of change for employees
- ✓ Evaluating staff perception of change and how this impacts on the change process
- ✓ Staff readiness for change: How do we gauge this and is it important during the change process?
- ✓ The importance of communication before and during the process
- ✓ Levels and direction of communication during the change process
- ✓ Empowerment for staff during the change process

Trish Thornberry, Clinical Educator, Tamara Private Hospital, RAMSAY HEALTH

12.45 – 1.45: NETWORKING LUNCH BREAK

1.45 - 2.45: SESSION 4

TAKING A FRESH APPROACH TO CHANGE MANAGEMENT COMMUNICATION

- ✓ Developing strategic themes to facilitate successful implementation of change programs
- ✓ Taking a creative approach to ensure ownership of communication from leaders from the outset
- ✓ Embedding change by inspiring and empowering employees
- ✓ Using a change brand and creative themes to gain employee buy-in and drive action
- ✓ Matching creative ideas with your organisational culture
- ✓ Injecting spark into measuring and monitoring

Tam Sandeman, Managing Director, IMPACT EMPLOYEE COMMUNICATIONS

**Program Agenda, Day 1, Wednesday, 17th February
(continued)**

2.45 – 3.45: SESSION 5

MANAGING RISKS IN CHANGE MANAGEMENT

- ✓ Making the link between human factors, return on investment and benefit realisation
- ✓ How effective Change Management can mitigate risk and increase the benefits of change
- ✓ New tools for assessing the people risk of change on individual change initiatives (business as usual and projects)
- ✓ Taking the organisational perspective- managing the portfolio of change
- ✓ Change fatigue and change capacity - how to assess and manage these key risk factors.
- ✓ Actions that Project Sponsors and Executives can take to mitigate people risk and position strategic change projects for success.

Catherine Smithson, Managing Director, **BEING HUMAN**

3.45 – 4.00: NETWORKING TEA BREAK

4.00 – 4.55: SESSION 6

PROJECT PLANNING AS A TOOL FOR CHANGE MANAGEMENT

- ✓ Planning for Change
- ✓ Keep it simple – don't overcook the plan
- ✓ How a plan assists with buy-in

Virginia Shaw, Registered Project Manager ,MBA,
CHANGE MANAGEMENT

4.55 -5.00

SUMMING UP AND CLOSE OF CONFERENCE

PLEASE NOTE:

- ❖ Registration, team discounts and investment for attendance is mentioned on the registration page of this brochure.
- ❖ Places are limited and offered on a first come first serve basis.
- ❖ Group discounts apply along-with the early bird offers.
- ❖ Please feel free to forward this agenda to others in your network.
- ❖ If you have any special dietary requirements then please inform us during registration.
- ❖ You will receive the conference material on the day of the event at the venue.
- ❖ You can simply register by calling us or sending as an email.
- ❖ Customised packages can be catered for team bookings.
- ❖ If you have any questions regarding the content of the program then please feel free to contact the conference program manager, Mohammed Khatri on mohd@learningnetworks.com.au or call 02-95852304

DAY2: HOW TO DEVELOP AND MANAGE A HAPPY WORKFORCE

An organisation whose employees are happy is more productive, has a high morale, and has a lower turnover ~ Mihaly Csikszentmihalyi

The greatest asset of an organisation is its employees. In today's turbulent and changing environment, organisational success depends on employee happiness and motivation. As per research, employee happiness directly affects production and performance. Staff are more productive when they feel they are in greater control of their lives and when the company is investing in their current and future development.

Learning Network Solutions is proud to present this conference that will address innovative strategies in creating and sustaining a happy workforce. Backed by expert and highly acclaimed facilitators, it will address practical strategies, tips and competencies for a happy workplace and how to cultivate an environment that unites company morale and employee satisfaction closely with loyalty and productivity.

Program Agenda, Thursday , 18th February

8.30 – 9.10: Registration & Tea on Arrival

9.10 – 9.20: Opening Remarks by the Chair

9.20 - 10.25:SESSION 1

HOW YOU CREATE WORKPLACE HAPPINESS

In this interactive session you will hear the 20 ways you create a happy workplace around you – and don't even know it. What you do naturally that creates a workplace culture that works.

Understanding how we contribute to workplace happiness and developing our awareness of the factors which inspire us.

Bridget Hogg, Principal Consultant, HR
DEVELOPMENT AT WORK

10.25 - 10.50: NETWORKING TEA BREAK

10.50 - 11.50: SESSION 2

GOOD COMMUNICATION: THE KEY TO A HAPPY WORKFORCE

- ✓ What are the prerequisites of good communication
- ✓ How to develop an effective and realistic HR communication strategy
- ✓ Working out what employees want at work
- ✓ Working out what you want from your HR efforts
- ✓ Relationship between employee engagement and organisational performance
- ✓ Practical strategies for employee engagement
- ✓ Strategies to manage your relationships with your team

Kylie Watson, Managing Director **LA BELLA CREATIONS**

11.50 – 12.50: SESSION 3

VALUING PEOPLE AND CELEBRATING DIVERSITY

Australian population is diverse in terms of cultures, faiths, gender, race, ages and abilities.

Successful organisational leaders and managers are those that recognise that managing diversity means bringing out the best in their employees by tapping into not only their technical and interpersonal skills but also into the attributes and qualities they bring into the workplace as a result of who they are and the cultures that shape them.

Workplaces where employees feel valued, welcomed and accepted reap the full benefits of what their employees have to offer and the employees will feel a great sense of satisfaction and belonging and are consequently willing to do their best.

Is your organisation reaping the benefits of its diverse workforce?

Dalal Smiley, Manager Diversity Development,
METROPOLITAN FIRE AND EMERGENCY SERVICES BOARD

12.50 - 1.50: NETWORKING LUNCH

1.50 - 2.50: SESSION 4

HAPPY EMPLOYEES AND ORGANISATIONAL CHANGE

- ✓ Why change is the new normal
- ✓ Understanding the human response to change
- ✓ Resistance as a positive force
- ✓ Actions you can take to assist employees - and yourself - through change

Catherine Smithson, Managing Director, **BEING HUMAN**

**Program Agenda, Day 2, Thursday , 18th
February**

(continued)

2.50 – 3.50: SESSION 5

**HAPPY WORKFORCE THROUGH A HIGH
PERFORMANCE CULTURE**

- ✓ Key principles of EQ and its critical importance in enhancing a productive organisational culture
- ✓ Understanding EQ of your staff and how it impacts on how they feel and work
- ✓ Differentiating success and fulfilment
- ✓ Understanding and meeting your staff needs
- ✓ Impact of culture on success and fulfilment
- ✓ Communicating a compelling vision

Dominic Siow, Master Trainer and Peak Performance Expert, EQ STRATEGIST

3.50 – 4.05: AFTERNOON TEA

4.05 – 4.40: SESSION 5

INTERACTIVE PANEL DISCUSSION

The delegates will have added opportunity through this session to share the experiences and ask questions to the available panel.

4.50: CLOSE OF THE CONFERENCE

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