

# GENERAL MANAGERS FORUM

INSIGHTS FROM TRAILBLAZING PRACTITIONERS TO ENHANCE YOUR LEADERSHIP ACUMEN



16 - 18  
**OCTOBER 2019**  
RADISSON BLU PLAZA HOTEL  
SYDNEY

## LEARN FROM



**Claire Devlin**  
General Manager  
Capability & Leadership  
Development



**Tina Morrell**  
General Manager,  
Customer Strategy  
& Experience  
Design



**Clare Hudson**  
General Manager  
People, Standards &  
Capability, Downer  
Resourcing Alliance Lead



**Luke Sullivan**  
Principal  
Risk All of Game



**Lisa Apthorpe**  
Director of People  
& Culture



## ALSO FEATURING



START YOUR  
LEADERSHIP JOURNEY!

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Priority Code - 1

## EVENT PARTNERS



# LEAPS & BOUNDS - ACCELERATE YOUR LEADERSHIP

In today's uncertain and competitive work environment, organisations need leaders with a firm grasp on all areas of their business who can drive innovation and growth. As your responsibilities change in General Management and senior leadership roles, you must equip yourself with the mindset, skills and practical strategies to influence at the executive level, communicate with impact, foster a positive culture and drive performance across your business.

The General Managers Forum is an immersive experience that will allow you to explore four crucial areas of team and organisational leadership. It is a unique and sophisticated mix of crisp, focused case studies, practical deep-dives, and generous networking opportunities that will enable rich discussion and extensive learning.

Beginning with one day of exemplary case-studies and interactive panels featuring representatives from award-winning organisations, you will progress to two days of deeper exploration under the tutelage of expert practitioners. You will have the opportunity to hone essential leadership skills and return to your teams with a sharpened tool-kit ready to put into practice the insights gained over three intensive days.

- ▶ **Practical** strategies to drive positive culture change & boost performance
- ▶ **Skills** to mitigate risk without compromising on agility & innovation
- ▶ **Frameworks** to engage stakeholders in your strategic vision, & deliver from inception to implementation
- ▶ **Tools** to guide your teams through change & transformation

## WHAT OUR DELEGATES ARE SAYING

“Very worthwhile and incredibly valuable. Liquid Learning is excellent. Really flawless, thank you.”

“The best conference I have been to. Packed an extraordinary amount of information, speakers, and messages into the 2 days.”

## DAY 1

16 OCTOBER

### LEADING LEADERS KEYNOTE

9:00-9:45

McDonald's Australia's award-winning leader-development programs have been replicated globally, establishing McDonald's Australia as an industry leader in HR. Lisa shares her insights into leadership development and investment.

**Lisa Apthorpe**  
Director of People & Culture  
**McDonald's Australia**



### A NEW & ENGAGING NARRATIVE FOR RISK MANAGEMENT CASE STUDY

9:45-10:30

A successful risk management strategy requires imagination and an understanding of the essential purpose of the organisation in which you operate. Learn from risk-branding guru Luke Sullivan to invigorate your organisational risk culture and executive risk mindfulness.

**Luke Sullivan**  
Principal Risk All of Game  
**NRL**



### REAL RELATIONSHIPS FOR BUSINESS SUCCESS PANEL

10:55 - 11:45

Relationships are at the heart of all successful enterprises, from the germination of a start-up to the continuing engagement and management of complex networks in multi-billion dollar corporations. The key is a sincere connection, and sincerity is the hardest thing to fake.

**Lisa Middlebrook**  
Founder & Director

**Tina Morrell**  
General Manager,  
Customer Strategy  
& Experience Design

**Gillian Wood**  
Director,  
Information  
Management &  
Technology Services

**Grovebrook  
Advisors**



**Department of  
Customer Service**

### EGALITARIAN APPROACHES TO EMPLOYEE ENGAGEMENT CASE STUDY

11:45 - 12:25

For the last five years DHL has been recognised as an Employer of Choice in the Australian Business Awards, and in 2018 placed 8th on the Great Place to Work® list. Linda shares DHL's culture-change journey, and reflects on the vital role played by leaders in fostering an egalitarian workplace.

**Linda Clinch**  
Vice President, Human Resources, Oceania  
**DHL Express**



### SUSTAINABLE COMMUNITY ENGAGEMENT CASE STUDY

1:25-2:05

Acciona Energy has pioneered a robust stakeholder engagement strategy, forging long-lasting and co-operative relationships for the benefit of community and company alike. Emma Reiners shares Acciona's great stakeholder engagement success stories.

**Emma Reiners**  
General Manager Brand & Marketing  
**ACCIONA**



### THE FUTURE OF WORK CASE STUDY

2:05 - 2:50

Work is changing. The aptitudes, attitudes, and acumen your teams need today will be distant memories tomorrow. Lucy shares her exciting vision for the future of work, and how she is embedding innovation culture throughout the whole organisation at BPAY.

**Lucy Lithgow**  
General Manager People & Culture  
**BPAY**



### CULTURES IN CONTEXT PANEL

3:05 - 4:05

Cultures are ever-evolving phenomena. To foster positive and productive workplace cultures, we must first understand and embrace their nebulous nature. Australia's top HR leaders will share their insights into workplace culture.

**Katy McDonald**  
General Manager,  
People & Workplace

**Jeremy Ing**  
Former Senior Director  
Employee Success

**Claire Devlin**  
General Manager  
Capability & Leadership



### PRE-DIVE INTERACTIVE ROUNDTABLE

4:05-4:30

You've heard the exemplar case-studies for senior management success. You're ready to amp-up your own skill-set. Prepare for the deep-dives in this pre-dive interactive round table.

**Michelle Farrar-Eagles** Founder & Director **Creating Conscious Leaders**

### DRINKS & CANAPÉS

4:30 - 5:30

Continue to network while you enjoy complimentary refreshments.

**ONE SMALL PAPERCLIP - LIMITLESS BIG IDEAS**

MINI-WORKSHOP

9:00-10:00

As Helen Keller put it, "ideas without action are worthless." Make your ideas count with a growth mindset. This interactive keynote will get you ready to leap into two days of deep-dives with a hunger to learn, grow, and thrive.

- ▶ Learn about growth mindsets, and how you can achieve one
- ▶ Warm up your brain with interactive exercises
- ▶ Expand your vision - the sky's the limit!

**Angela Bee Chan**

Head of Innovation & Growth  
Schneider Electric

**STRATEGY & STAKEHOLDER ENGAGEMENT**

DEEP DIVE

10:00-12:00

Stakeholder engagement is a crucial element of all strategy. In this deep-dive session, David will give you practical approaches to planning for meaningful engagement and successful delivery.

- ▶ Design flexible strategies to weather perennial change
- ▶ Understand your internal stakeholders and their vital role in strategy development and delivery
- ▶ Engage external stakeholders from inception to delivery
- ▶ Take strategy from theory to practice with proven implementation methodologies

**David Ross**

Founder & Director  
Phoenix Strategic Management

**CULTURE & PERFORMANCE**

DEEP DIVE

1:00-4:00

Great leaders understand that great culture engenders high performing teams. But cultures aren't clean-slates, and sometimes we need to drive culture change to empower our teams to do their best work.

- ▶ Understand the interdependent relationship between performance and culture
- ▶ Analyse the dominant and sub-cultures of your organisation, and disrupt toxic sub-cultures
- ▶ Drive culture change through leadership development
- ▶ Measure the success of your culture-change strategy with meaningful KPIs

**Clare Hudson**

Founder & Director  
Hudson International Solutions

**INNOVATION AMBITION**

MINI-WORKSHOP

9:00-10:00

"Innovate, disrupt, innovate, disrupt..." it's a common refrain in this age of rapid technological development and digital disruption. Everyone seems to want it and most are trying, but why do so few succeed? Treating innovation like some uncontrollable and creative magic in a bottle, rather than a structured, repeatable, measurable process is one of the most common pitfalls. This session will cover some of the key steps in improving the success of your innovation effort, from inception to delivery.

- ▶ Set an innovation ambition
- ▶ Identify and define innovation opportunities
- ▶ Maximise effectiveness through strategic approaches

**Aaron Michie**

Director, Innovation Strategy, CEO Agenda Practice  
Monitor Deloitte

**CHANGE MANAGEMENT**

DEEP DIVE

10:00-1:00

Restructures can take an immense toll on the morale of teams, and if handled poorly can generate the kind of stress and resistance that makes change impossible. Learn practical tools to lead teams through change and ensure a stress-less transition.

- ▶ Understand change as a process, not a state
- ▶ Prepare your team for transition
- ▶ Establish productive communication strategies
- ▶ Identify and analyse retention risks

**Lata Hamilton**

Founder & Director  
Passion Pioneers

**BUSINESS RISK & AGILITY**

DEEP DIVE

2:00-5:00

Superior risk management shouldn't come at the expense of agility and responsiveness. In fact, the two are intertwined. To grow and prosper, you need a firm grasp of their relationship and the business acumen to harness and utilise this synergy.

- ▶ Understand the relationship between risk and agility
- ▶ Seize opportunities while mitigating risk
- ▶ Respond to changing customer and stakeholder needs
- ▶ Master governance to reduce risk

**John Le Mesurier, MA**

Consultant, Tertiary & Vocational Educator

## Registration Information

Organisation Name

Address Suburb State Postcode

Booking Contact Information

Title Full Name Position Email Phone

## Delegate Information

#	Title	Full Name or TBA	Position	Email	Attendance Date/s
1					<input type="checkbox"/> 16 <input type="checkbox"/> 17 <input type="checkbox"/> 18
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## Your Investment

Options (per person)

Qty		Early Bird Rate Register and pay by 25 September	Standard Rate
_____	3 Days	\$2995 + GST = (\$3294.50)	\$3495 + GST = (\$2084.50)
_____	2 Days	\$2295 + GST = (\$2524.50)	\$2795 + GST = (\$3074.50)
_____	1 Day Workshop	\$1695 + GST = (\$1864.50)	\$1895 + GST = (\$3844.50)

Discounted off standard rates :

**Save up to \$500**

All prices listed in Australian Dollars

<b>Group Discounts Available:</b>	<b>15% off Standard Rate</b> Team of 3 - 4	<b>20% off Standard Rate</b> Team of 5 - 7	<b>25% off Standard Rate</b> Team of 8 - 9	<b>30% off Standard Rate</b> Team of 10 +	<b>Partner Discount</b> Members of supporting organisations receive a special 10% discount off standard rates!	<b>TOTAL incl GST</b>
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Email		Signature
		Date

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