8[™] WOMEN IN OPERATIONS LEADERSHIP SUMMIT

UNLOCK YOUR LEADERSHIP CAPABILITIES TO THRIVE IN THE DYNAMIC & COMPETITIVE MODERN WORKFORCE

10 - 13

MARCH 2020

INTERCONTINENTAL MELBOURNE
THE RIALTO

LEARN FROM



Simone Alexander Chief Operating Officer



Petra Sprekos General Manager Sales Services & Operations

carsales



Beth Liley General Manager, Customer Operations



Katrin Stoeker Chief Operating Officer

Steadfast

RWRITING AGENCIES



Rochelle Reynolds General Manager, Customer Operations



Marty Smyth Chief Executive Officer



Isobel Santos General Manager, Customer Banking Operations





Effie Gorringe Director of Operations, ANZ



Kate Matson
Executive Director,
Franchise
Operator
Management



Ivy Lee General Manager, Supply Chain



Rod Barnes General Manager, Deliveries



Andy Holmes Chief Operating Officer



ESTA 000

Todd Foster Chief Operations Officer



Melinda McCormack People & Culture Initiative Lead



















Mark Smith Chief Finance & Operations Officer



Cris Topfner-Rigby Head of Retail IT Operations



Sara Prendergast Senior Manager, Performance Reporting



Carol Smit Head of Group Operations



Head of
Procurement
Operations



medibank
For Better Health







CONTACT US

Call +61 2 8239 9711 **Use Code** - I

EVENT PARTNERS





EMPOWERING WOMEN TO LEAD

Globalisation, digital disruption and the steady casualisation of the workforce is drastically altering the way we do business and how we live. While the number of women in senior leadership roles in operations is gradually growing, representation unfortunately remains relatively low. Fortunately, leaders in operations have a unique blend of technical skills and a resilient capability to influence and lead others. This combination of skills is imperative to unlock career progression in the modern workforce.

This summit will bring together Australia's most influential and accomplished women in operations to share their leadership journeys. With a greater understanding of how senior executive women in operations have progressed in their careers, you will be able to refine essential leadership skills, developing a clear vision to achieve long-term success. Knowing how to build trust in your team, strive towards a common goal, and lead with confidence will help you to fulfil your potential as an outstanding operations leader.

- ► Learn how to attract & retain top female talent in operations
- Discover development opportunities to advance your career
- ► Overcome career roadblocks
- Expand your professional network

WHO WILL ATTEND?

This summit will provide valuable insights for current, aspiring and emerging leaders in operations, including:

- Managers / Senior Managers
- ► Heads of
- ► Team Leaders
- Operations supervisors

This event will be relevant for anyone in charge of:

- ► Change
- ► Operations
- ► Change
- Delivery
- Logistics
- Supply Chain

Women in Operations is open to both women and men.

PRE-SUMMIT WORKSHOP 10 MARCH 2020

SOLID FOUNDATIONS FOR STRONG LEADERSHIP

When you begin to progress in your career, initial success can be gained from strengthening your technical skills. Becoming more adept in your role allows you to take on more responsibilities and new challenges. However, when you take the next step in your career and move up into a leadership position, managing people and taking that step from technical specialist to leader requires a new set of skills.

Developing a solid leadership foundation to master mindset, behaviour, personal brand and communication will help set you up for success as you move into the next stage in your career. In this interactive workshop, Jo will take you through an engaging and informative full-day of training to help you build your essential leadership toolkit.

Foster the correct mindset necessary for leadership development

- Simple tricks to help you develop a positive, solutionfocused mindset
- ► Recognise and breakthrough mental barriers
- ► Remain resilient and productive in a crisis

How mindsets, habits and behaviours drive outcomes

- ► Understand how mindset influences your behaviour
- ► Leadership behaviour that is most beneficial to employees
- Anticipating different leadership styles and navigating different personalities

Develop an authentic leadership style and brand

- ► Strengthen your executive presence
- ► Lead with increased influence and purpose
- ► Confidence in projecting your leadership style and voice

Practical leadership communication tools

- Identifying the best structure and style to effectively connect with others
- Communicate clearly and bring others on the journey with you
- ► Managing people under stress

EXPERT FACILITATOR

Jo Wise Director & Founder Jo Wise Leadership



CHANGING THE NARRATIVE ON WOMEN'S LEADERSHIP

9:00 - 9:50

The role of a COO is often intense and demanding. While the proportion of women in operations roles in Australia is generally low, it is alarmingly low at the C-Suite level. To reach the top, you'll need the right mindset.

Join Simone as she explores how she took on the COO role at Alfred Health by having the confidence to take on a new challenge, get out of her comfort zone, and progress with self-belief.

Simone Alexander

Chief Operating Officer Alfred Health

AlfredHealth

ESSENTIAL FOUNDATIONS FOR ATTRACTING & RETAINING TOP FEMALE TALENT

CASE STUDY 9:50 - 10:40

After living and working in remote Australia for over ten years in the mining industry, Sara was shocked to see how few women were working in the construction industry in Melbourne. Sara began researching strategies for attracting women into operational roles in 2017 and will share her findings on how diverse perspectives can drive innovation and business performance.

Sara Prendergast

Senior Manager, Performance Reporting Orica



MORNING TEA 10:40 - 11:00

ADVICE TO MY YOUNGER SELF

PANEL 11:00 - 12:00

What do some of Australia's most accomplished leaders know now that they wish they had known then? Our panel will reflect on their career choices and share their advice for achieving personal and professional success.

Effie Gorringe

Director of Operations, ANZ

L'Oréal

Cris Topfner-Rigby

Head of Retail IT Operations

Origin Energy

Ivy Lee

General Manager, Supply Chain

MMG Limited



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MAINTAIN HUMANITY IN AN AGE OF DIGITAL DISRUPTION CASE STUDY 12:00 - 12:45

ESTA provides 24/7 world-class emergency telecommunications services which support emergency response organisations and the needs of the Victorian Community. ESTA's dedication is driven by CEO Marty Smyth, who recognises people as the critical link between the community and the emergency services agencies. In the midst of what he calls a "digital tsunami", Marty will explore what it takes to maintain humanity and human connection in his organisation in the digital age.

Marty Smyth

Chief Executive Officer

Emergency Services

Telecommunications Authority



LUNCH 12:45 - 1:30

OVERCOME CAREER ROADBLOCKS

PANEL 1:30 - 2:30

Operations can be a challenging role, requiring a lot of timecommitment and energy. Prioritising personal and professional goals can be challenging at the best of times. This panel will explore how to balance your commitments in a fast-paced role with a busy schedule and navigate the return to work after having a child.

Mark Smith

Chief Finance & Operations Officer

La Trobe University

Petra Sprekos

General Manager, Sales Services & Operations

carsales.com.au

Beth Liley

General Manager, Customer Operations

Transurban

Carol Smit

Head of Group Operations

AIA Australia

Melinda McCormack

People & Culture Initiative Lead

ANZ

EMPOWER LEADERS THROUGH BUILDING A CULTURE OF MENTORSHIP

CASE STUDY

Many women find themselves deterred from stepping into senior leadership roles, stalling career progression. We often don't know what we're capable of until we see it in those we admire. By building a culture of mentorship, we can inspire and be inspired by a strong support network and build the confidence to progress.

Rochelle Reynolds

General Manager, Customer Operations

V/Line

AFTERNOON TEA 3:15 - 3:30

WE NEED TO TALK - CONSTRUCTIVE CONVERSATIONS AT WORK

EXPERT COMMENTARY

3:30 - 4:30

Holding your own in any leadership position demands a confident approach when dealing with sensitive situations. Whether you're negotiating a pay rise, going for a promotion or giving a presentation, the ability to communicate confidently and authentically dealing with key stakeholders is essential for success.

Jo Wise

Director & Founder

Jo Wise Leadership



DRINKS & CANAPÉS

4:30 - 5:30

Continue to network while you enjoy complimentary refreshments.



ESSENTIAL SKILLS TO BUILD A HIGHLY MOTIVATED TEAM 9:00 - 9:35

KFYNOTF

Your team is your biggest asset and most valuable resource. Your employees must feel inspired and encouraged because, without them, your business will not function. To help you create and achieve a highly engaged, motivated, and productive team, Isobel will share tips and tricks for building a strong team that can deliver against challenging goals.

Isobel Santos

General Manager, Customer Banking Operations ME Bank



SILENCE SELF-DOUBT - CONFIDENT DECISION MAKING FOR CAREER PROGRESS

CASE STUDY

Growing up with siblings will teach you a lot about yourself. Elaine learnt from a very young age how to hold her own within her family and go after what she wanted. Decision-making isn't often considered a skill, but knowing how to back yourself and go after what you want is one of the most vital skills for personal and professional development. Join Elaine as she explores how she has learnt confident decision-making skills and how these have benefited her throughout her career.

Elaine Doheny

Head of Procurement Operations Medibank



THE POWER OF "NO"

CASE STUDY

10:10 - 10:45

It takes courage to say no, especially in a competitive workplace environment. Women often feel they need to take on everything to prove themselves. In reality, setting clear and firm boundaries can help you gain the respect and admiration of your colleagues. These are skills Kate has learned throughout her professional life, and believes will help everyone to progress in their careers.

Kate Matson

Executive Director, Franchise Operator Management Department of Transport



MORNING TEA 10:45 - 11:00

CHAMPIONS OF CHANGE - ENGAGING MEN IN WOMEN'S LEADERSHIP

PANFI 11:00 - 11:50

It's no secret that women face obstacles when it comes to career progression. If we want to achieve a higher representation of women senior roles and more diverse workforces, it is imperative to engage men in the discussion. Join our panel of senior leaders to explore how this is possible, and the small changes you can make to create a big difference.

Todd Foster

Chief Operations Officer

Winc

Andy Holmes

Chief Operating Officer

BP Australia

Rod Barnes

General Manager, Deliveries

Australia Post







EMPOWER YOURSELF THROUGH COURAGE & VULNERABILITY

CASE STUDY

11:50 - 12:45

Throughout our careers, we face varying levels of self-doubt, rejection and loss of confidence, which has the potential to slow your personal growth. Discover how courage & vulnerability can help unlock your full potential.

Katrin Stoeker

Chief Operating Officer

Steadfast Underwriting Agencies Holding



LUNCH 12:45 - 1:45

CONFIDENCE VS COMPETENCE

EXPERT COMMENTARY

1:45 - 2.40

As a rising female leader, it is essential to go beyond technical knowledge and enhance your inner competence. The most successful leaders display confidence and optimism. In this practical session, Amanda will examine ways to develop and communicate your conviction.

Amanda Blesing

Mentor, Trainer, Speaker & Thinker The Ambition Revolution



SELF CARE VS SELF REPAIR - BYPASSING BURNOUT

EXPERT COMMENTARY

2.40 - 330

With looming personal and professional responsibilities, different life roles and only twenty-four hours in a day, it can feel like you're always on the back foot running on empty. Johanna will support you to unlearn traditional self-care techniques, bring the strength of your leadership to your wellbeing planning, embrace your own 'imbalance' in a way that honours your authenticity and supercharges the depth of your leadership of others.

Johanna Parker

Confidence Coach

HEARTSPARKS

Heart Sparks

AFTERNOON TEA

SKILLS FOR THE FUTURE

ROUNDTABLE

3:50 - 4:30

3:30 - 3:50

By the end of the summit you will have from a variety of inspirational leaders and acquired a vast array of tips for the future. However, it is vital to ensure you continue using this information effectively for continued success.







POST-SUMMIT WORKSHOP 13 MARCH 2020

FIND YOUR PERFECTLY IMBALANCED WAY FORWARD RETHINKING WORK-LIFE BALANCE

Organisations are stronger and more productive when employees perform at their best. It sounds logical, however all too often, good performance gets confused with putting in the hours. Working longer and harder is traditionally considered an achievement, but in reality, it is operational efficiency that delivers results.

Work-life balance as a concept is both unrealistic and overrated. It breeds toxic expectations, fuels guilt, stifles great leadership and hinders both productivity and joy. This interactive workshop journey will support you to rewrite and redefine the relationship you have with your time, your leadership and yourself while leveraging proven practices, strategies and tools to cultivate a deeply productive, meaningful and aligned life both in and outside of the workplace.

Connect with your personal values and discover your drivers

- ► Identify, demonstrate and uphold personal values
- ► The integration of leadership values and personal characteristics
- ► Gain a competitive advantage by possessing unique traits

Treat your life holistically

- Journey through an individualised, personal assessment of all areas of your life
- ► Eliminate the competition between work and home
- ► Self-care vs self-repair

Step back into your personal power

- ► Move through personal guilt around your time
- ► Learn how to implement strong yet loving boundaries
- ► Maximise time management with operational efficiency

Develop a personal plan ready for implementation

- ► Take greater ownership of your time and priorities through aligned strategic planning
- ► Build a full repertoire of leadership techniques to be fully prepared for complex emerging situations
- Maintain transparency and be the author of your own identity



WHAT OUR DELEGATES ARE SAYING

"I'd highly recommend attending the leadership summit to any female, irrespective of their current leadership position. It was a wonderful two days filled with incredible insight from women who have done amazing things, but are just like us. It was a very inspiring conference filled with hope."

> "I have found such great value in attending these two days out of the office. Such wonderful speakers I could relate to and found inspiring."

"Very relevant and engaging content. Have walked away with many practical solutions to help be a better leader and a better person."

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SUPER SAVER

Save up to \$400 Book before 15 January 2019

EARLY BIRD

Save up to \$200 Book before 12 February 2020

8th Women in Operations Leadership Summit 10 - 13 March 2020

Intercontinental Melbourne The Rialto

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Organisation Name

Booking Form

Event Reference: WOPS0320A - M Priority Code: I

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