

# 8<sup>TH</sup> 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

**AlfredHealth**



**Petra Sprekos**  
General Manager  
Sales Services &  
Operations

**carsales**



**Beth Liley**  
General Manager,  
Customer  
Operations

**T**



**Katrin Stoeker**  
Chief Operating  
Officer

**Steadfast**  
UNDERWRITING  
AGENCIES



**Rochelle Reynolds**  
General Manager,  
Customer  
Operations

**vLine**



**Marty Smyth**  
Chief Executive  
Officer

**ESTA 000**



**Isobel Santos**  
General Manager,  
Customer Banking  
Operations

**me**



**Effie Gorringe**  
Director of  
Operations, ANZ

**L'ORÉAL**



**Kate Matson**  
Executive Director,  
Franchise  
Operator  
Management

**VICTORIA** State Government  
Department of Transport



**Ivy Lee**  
General Manager,  
Supply Chain

**MMG**



**Rod Barnes**  
General Manager,  
Deliveries

**AUSTRALIA POST**



**Andy Holmes**  
Chief Operating  
Officer

**bp**



**Todd Foster**  
Chief Operations  
Officer

**winc.**



**Melinda McCormack**  
People & Culture  
Initiative Lead

**ANZ**



**Mark Smith**  
Chief Finance &  
Operations Officer

**LA TROBE**  
UNIVERSITY



**Cris Topfner-Rigby**  
Head of Retail IT  
Operations

**origin**



**Sara Prendergast**  
Senior Manager,  
Performance  
Reporting

**ORICA**



**Carol Smit**  
Head of Group  
Operations

**AIA**



**Elaine Doheny**  
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, solution-focused 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

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## CHANGING THE NARRATIVE ON WOMEN'S LEADERSHIP KEYNOTE 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



## 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



## 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 time-commitment 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 2:30 - 3:15

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

KEYNOTE 9:00 - 9:35

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 9:35 - 10:10

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

PANEL 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 - 3:30

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  
**Heart Sparks**



## AFTERNOON TEA

3:30 - 3:50

## SKILLS FOR THE FUTURE

ROUNDTABLE 3:50 - 4:30

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.

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**PLUS TWO WORKSHOPS!**

Plus two separately bookable interactive workshops before & after the event



# 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

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## 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. ”*

## Book Early & Save

### SUPER SAVER

Save up to \$400  
Book before 15 January 2019

### EARLY BIRD

Save up to \$200  
Book before 12 February 2020

