

CELEBRATING 10 YEARS

HR SUMMIT 2012

28-29 MARCH CRYSTAL PALACE,
LUNA PARK, SYDNEY

HR THOUGHT LEADERS



Jan Pacas,
managing director,
Hilti Australia



Petrina Coventry,
chief HR officer,
Santos Ltd



Emma Hogan,
director human resources,
Foxtel



Joydeep Hor,
managing principal,
People + Culture Strategies



Richard Laidlaw,
general manager human resources
– commercial property, Stockland



Justin Miles,
general manager, HR,
Fronterra



Vaughan Paul,
HR director,
Optus



Beth Winchester,
general manager human
resources, Fuji Xerox



Brennon Dowrick,
former Australian Olympian



Leonie Curtis-Kempnich,
CEO,
Leadership Success



Jim Grant,
founding partner,
Dattner Grant



Tim Legge,
CEO,
Learning Seat



Bruce Watt,
managing director,
DDI Australia



Ronan Carolan,
HR director,
Sanofi

PROGRAM HIGHLIGHTS:

- Building a high-performance culture and workforce
- Taking ownership of your role as business partner
- Enhancing leadership capability
- Building your employer brand
- Charting the rise of online learning
- HR as an ethical compass
- Leveraging your EVP: Employee Value Proposition
- Creating a tailored learning and development program
- Closing the talent gap: How HR can combat the skills shortage

HEAR HR SUCCESS STORIES FROM:

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8:00am **Registration & Expo Hall opens**

8:30am **WELCOME & OPENING REMARKS FROM THE CHAIR**

9:00am **UNLOCKING THE FULL POTENTIAL OF YOUR WORKFORCE: HILTI'S JOURNEY IN BECOMING THE 'BEST OF THE BEST' EMPLOYER**

CASE STUDY

This year, Hilti Australia was named 'Best of the Best' in Aon Hewitt's Best Employer accreditation program. This honour was earned through Hilti's leadership commitment to their people and the development of a compelling business strategy that is reflected in HR practice. In this case study session, hear about how Hilti employees understand their value in organisational strategy. Learn how Hilti has built a high-performance and high-engagement corporate culture that champions other organisations.

Jan Pacas, managing director, Hilti Australia

10:00am **THE FUTURE OF THE HR PROFESSION - HR'S EVOLUTION FROM FUNCTION FULFILMENT TO STRATEGIC BUSINESS PARTNER**

INDUSTRY COMMENTARY

The role of the HR professional is evolving. Strides have been made to promote HR from a personnel function to part of overall business strategy but for HR professionals to be viewed as real business partners, they must be able to provide advice that will improve organisational capability. In this session, hear from an experienced HR leader on how the role of HR is changing and how you can add value to your organisation within your role.

Richard Laidlaw, general manager, human resources – commercial property, Stockland

10:45am **Refreshments & networking break**

11:30am **POWERING GREAT PERFORMANCE: THE ESSENTIALS OF AN EFFECTIVE HR TEAM**

This dynamic session will uncover how Foxtel has worked with the business to drive culture change and improved performance.

- Understand the role of the HR team in contributing to business decisions
- Learn how to overcome obstacles and business issues in the internal and external environment
- Gain insight on how the team delivers consistent excellent advice, service and information
- Hear about the success of recruitment, employee engagement, learning and development and change management strategies
- Discover how the team reaches beyond daily tasks and achieve broader strategic HR objectives

**Emma Hogan, director human resources, Foxtel
Winner 2011 Australian HR Team of the Year**

12:15pm **LEVERAGING EVP TO SHAPE A PIPELINE OF FUTURE LEADERS**

How do you distinguish your next generation of top performers from the rest? How do you quantify the return on investment from selecting the right talent? In this session, hear from a leading HR Director on the top skills needed to grow a pipeline of top talent.

- Determine the best leadership style for your organisation
- Identify current and potential leaders within the team
- Pinpoint leadership gaps
- Develop succession plans for critical roles
- Set career-planning goals for potential leaders

- Create a skills roadmap for future leaders
- Build a retention program for current and future leaders
- Learn how to build a strong EVP (Employee Value Proposition) brand identity and impact retention

Justin Miles, general manager HR, Fonterra ANZ

1:00pm **Networking lunch in the Expo Hall**

2:00pm **TERMINATIONS: DEALING WITH PERFORMANCE, REDUNDANCY AND BAD FITS**

LEGAL UPDATE

Terminating an employee's employment should be done carefully. Before deciding to terminate someone's employment make sure you understand your obligations under their employment contract, award or agreement.

This session examines the legal hazards associated terminating the employment relationship and provides a road map for best practices on the following complex issues:

- Preparing the proof for termination
- Understanding the legal obligations to the employee
- Issuing genuine redundancies
- Addressing Unfair Dismissal claims
- Dealing with Bad Fits: When Employers and Employees Collide

Joydeep Hor, managing principal, People + Culture Strategies

2:45pm **EMPOWERING EMPLOYEES THROUGH ONLINE LEARNING**

EXPERT COMMENTARY

In the first decade of this new millennium the world market for e-learning grew over 2600% and if anything, growth today is accelerating. Moreover, e-learning is developing and changing as fast as it is growing. As we enter the new decade we see many new technologies emerging; we see changes in the way e-learning is delivered; we see changes in how, when and where people learn. This session will examine the key factors behind the rise of e-learning and provide a futuristic perspective on new technologies that will shape e-learning over the coming decade. Explore:

- The factors behind the explosion in e-learning since 2000
- Mobile learning – What does it mean and how will we use it?
- Social learning – What is it and how might it form part of a learning strategy?
- The emergence of serious gaming – Isn't that an oxymoron?

Tim Legge, CEO, Learning Seat

3:30pm **Refreshments & networking break**

4:15pm **LEADING WITH EMOTIONAL INTELLIGENCE**

WORKSHOP

This session explores raw emotional ability in four dimensions – recognising, using, understanding and managing, and their impact on behaviour and performance. It looks at a set of emotional skills both experiential and strategic. The session explores:

- The Four Branch Model (MSCEIT)
- Pragmatic wrap of assessing ability
- Problem solving, working with emotions

Jim Grant, founding partner, Dattner Grant

5:00pm **Networking drinks for all attendees in the Expo Hall**

8:00am **Registration & Expo Hall opens**

9:00am **WELCOME & OPENING REMARKS FROM THE CHAIR**

9:15 am **HR AS AN ETHICAL COMPASS**

EXPERT COMMENTARY

Unethical conduct in the workplace is a growing concern for employers and as a number of recent high-profile cases have shown, misconduct can cause significant damage to an organisation's reputation and public trust. Creating an honest, ethical workplace is at the top of the corporate agenda in 2012 and HR has a crucial role to play. In this session, gain fresh insight into how to set the ethical tone in your workplace. Explore:

- Communicating organisational values clearly and visibly
- Fostering an open working environment where people feel comfortable speaking out
- Gaining power and executive support for HR to push accountability at all levels

Petrina Coventry, chief HR officer, Santos Limited

10:00am **IMPACT LEADERSHIP – THE ROLE OF LEADERSHIP CAPABILITY IN TRANSLATING HR STRATEGY TO EXECUTION**

CASE STUDY

An essential success factor in implementing HR strategies is to have a high degree of leadership capability that can turn abstract concepts into real and actionable outcomes. The effectiveness of leaders, their alignment with business strategy and their ability to grow and develop internal talent are critical in today's competitive telecom industry. In this valuable session, learn the Optus strategic approach to leadership development. Focus on:

- Engaging leaders to reinforce corporate values and culture
- Aligning business objectives with talent management
- Identifying top talent to lead initiatives

Vaughan Paul, HR director, Optus

10:45am **Refreshments & networking break**

11:30am **REAPING THE BENEFITS OF RTO PARTNERSHIPS**

PANEL DISCUSSION

When organisations partner with a Registered Training Organisation (RTO) to allow internal trainers to deliver accredited training, it allows the training material to be developed in a way that is company specific. This means that company documentation including policies and procedures, as well as confidential information that cannot be made available to an external organisation, can be embedded into the material, making it relevant for the participants. Leadership Success, an RTO, has entered into such partnerships with a number of organisations and will present their perspective and experiences as an RTO in such arrangements. Two of the organisations that have partnered with Leadership Success to deliver accredited training, The Hills Shire Council and GE Capital Finance Australasia Pty Ltd will also present on their experiences.

Leonie Curtis-Kempnich, CEO, Leadership Success Pty Ltd
Michelle Coleman, assistant manager of workforce strategy & business improvement, Hills Shire Council
Gian Carotta, learning & development leader, GE Capital Australasia

12:15pm **CLOSING THE TALENT GAP**

EXPERT COMMENTARY

A sound talent strategy starts with a clear picture of the business outcomes you expect and defining the talent you will need to achieve the outcomes. In this session, talent management provider DDI will reveal how to:

- Pinpoint current and future business drivers
- Define how success will be measured
- Identify gaps in the quality and quantity of talent required to execute your business drivers
- Assess strengths and weaknesses in your current talent management systems and capabilities
- Deliver a strategy aimed at closing your talent gaps

Bruce Watt, managing director, DDI Australia

1:00pm **Networking lunch in the Expo Hall**

1:30pm **GRAND PRIZE DRAW IN EXPO HALL**

2:00pm **HOW HR CAN DRIVE ORGANISATIONAL SUCCESS**

In this case study, hear from Fuji Xerox on how they are managing their best asset, their people, in driving innovation and financial revenue.

- Defining engagement and understanding why it matters
- HR as a driver of performance
- Communication pathways
- Perfecting HR structures, operations and design

Beth Winchester, general manager human resources, Fuji Xerox

2:30 **ON-BOARDING BEST PRACTICES: ENHANCING ENGAGEMENT WITH THE EMPLOYEE ON DAY ONE**

Making a new employee to an organisation or location feel welcome and comfortable has proven to be a great retention tool. In this session, learn top tips for on-boarding new hires to ensure their assimilation into the new company and their overall success within their role. Explore:

- Articulating the organisation's mission, vision, values – The role of a company ambassador
- Choosing a buddy or mentor
- Creating a sense of belonging and inclusion for the new employee
- Encouraging participation in corporate culture
- Assessing performance – Setting weekly and monthly targets
- Ensuring open and frequent communication

Ronán Carolan, human resources director, Sanofi

3:00pm **BUILDING SUCCESS AND PERFORMANCE ON STRONG FOUNDATIONS - THE IMPORTANCE OF GETTING THE BASICS RIGHT**

POWERHOUSE SESSION

Brennon Dowrick is one of Australia's most successful gymnasts. He has represented Australia at two Olympic Games, three Commonwealth Games and seven World Championships and was Australia's first ever gymnastics Commonwealth Games Gold Medallist in 1990, a feat he repeated in 1994. In this unique session, learn from an Olympian the skills needed to:

- Gain skills in leadership coaching
- Understand the long-term efforts needed to reach desired outcomes
- Appreciate the importance of the process needed to achieve goals

Brennon Dowrick

3:30pm **Conference concludes & close of Expo Hall**

INTERACTIVE WORKSHOPS



Day One

WEDNESDAY 28 MARCH 2012

10:00–10:45am

BUILDING BLOCKS FOR A SUCCESSFUL CORPORATE WELLNESS PROGRAM

- Creating a Wellness Road Map
- Determining the program's methodology
- Fostering engagement from employees and management at all levels
- Measuring your success

Chris Rabba, *General Manager*, PEAK Health Management

11:30am–12:15pm

THE FUTURE OF RECRUITMENT TECHNOLOGY

Imagine lying on the beach while your Avatar takes care of all the important business decisions for you. How do we influence the behaviour of our consultants and candidates in line with our business goals? In this interactive workshop Domenic Saporito CEO and Adam Crow IT Director will demonstrate how new technology can be creatively applied to enhance recruitment processes. From utilising QR Codes & SMS to reduce the dependency on job boards, to providing Users with the latest mobile applications, this workshop will explore the evolving world of recruitment technology, and open your eyes to current and future trends.

Domenic Saporito, *CEO* and Adam Crow *IT Director*, MyRecruit Online

*The remainder of the workshop program will be announced shortly.
Register online at www.hrsummit.com.au.*

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Check the website regularly for new workshops!
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HR DIRECTORS FORUM

Celebrating 10 Years

2012

28-29 MARCH LUNA PARK SYDNEY

DESIGNED EXCLUSIVELY FOR THE NEEDS OF HR DIRECTORS & SENIOR DECISION MAKERS

STRENGTHENING IMPACT LEADERSHIP

FEATURED SPEAKERS



Jan Pacas,
managing director,
Hilti Australia



Steve Reid, general
manager HR – specialists
& support functions, Vodafone
Hutchison Australia



Petrina Coventry,
chief HR officer,
Santos Ltd



Janine Stewart,
group executive, people &
culture, Perpetual



Emma Hogan,
director human resources,
Foxtel



Maureen Frank,
founder & CEO,
Emberin



Richard Laidlaw, general
manager human resources –
commercial property, Stockland



Paul Gollan,
Department of Business
& Economics, Macquarie
University



Lisa Eccleston, group general
manager, human resources,
Amcor Australasia



Vaughan Paul,
HR director,
Optus

LEARN FROM THE EXPERIENCES OF SENIOR HR LEADERS ON HOW TO:

- Gain top management support for your HR initiatives
- Unlock the full potential of your workforce
- Create a compelling and relevant Employee Value Proposition
- Communicate and manage change during mergers and acquisitions
- Monitor HR as an ethical compass
- Translate HR strategy to execution
- Negotiate & manage industrial disputes
- Develop effective social media policies and procedures
- Prepare for Australia's aging workforce

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Directors Forum delegates are invited to attend the opening keynote sessions in the Ted Hopkins Room with the Main Conference delegates and will then be escorted by HR Summit staff to the Sonar Room.

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Richard Laidlaw, general manager, human resources – commercial property, Stockland

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11:15am **Welcome to the Directors Forum from the Chair**

11:30am **LEADING STRATEGIES FOR GAINING TOP MANAGEMENT SUPPORT FOR YOUR HR INITIATIVES**

EXPERT COMMENTARY

HR directors need the support of senior management to drive people strategies and organisational change that is effective and lasting. So how can HR gain management support for their ideas? This session provides strategies to gain greater credibility with the C-Suite when pitching new initiatives. Explore:

- Understanding the business
- Understanding the drivers of value
- Speaking the language of ROI
- Being strategic across business units
- Thinking like the CEO
- Measuring and reporting performance

Janine Stewart, group executive, people & culture, Perpetual

12:15pm **CREATING A COMPELLING, AUTHENTIC AND RELEVANT EMPLOYEE VALUE PROPOSITION**

CASE

- How to define your EVP and make it both authentic and compelling
- Gain executive buy-in for an EVP initiative
- Identify your organisation's point of difference

STUDY

- Measure the impact of your EVP
 - Integrate your EVP throughout the talent management process
- Amanda Towe, HR director, Johnson & Johnson**

1:00pm **Private luncheon reception for Directors Forum delegates – The Deck Restaurant, Luna Park Sydney**

2:00pm **THE CHANGE MANAGEMENT JOURNEY – UNIFYING CORPORATE PROCESSES, SYSTEMS & CULTURES POST-ACQUISITION**

CASE STUDY

Fifty per cent of executives believe that organisational cultural differences are the main cause of failure during a merger or acquisition. When managing an M&A, a company must put a strategy in place to define the culture and unify the workforce without jeopardising the value of the newly-acquired business. There are a series of steps and strategies the leadership team should take to manage the process and various tools that can be used to define the culture of the company post-acquisition. Explore:

- Assessing the problem and identifying goals
- Communicating effectively across the newly merged workforce
- Maximising assets and building accountability and trust

Steve Reid, general manager HR – specialists & support functions, Vodafone Hutchison Australia

2:45pm **MANAGING THE COMPLEXITIES OF PSYCHOLOGICAL WORKERS' COMPENSATION CLAIMS**

Psychological injury claims are now a significant driver of workers' compensation costs. Work factors leading to claims for psychological injury include performance management issues, poor management skills of supervisors, conflict with colleagues/management, high workload and poor job fit. Employers must take a more proactive approach to managing these issues to mitigate the risk of psychological injury. Marsh will discuss practical strategies that employers should consider in managing this type of people risk.

MARSH

3:30pm **Refreshments & networking break**

4:15pm **SKIRTING THE PIPELINE: THE CALL FOR GENDER DIVERSITY AMONG THE C-SUITE**

Despite individual corporate initiatives and guidelines being in place for the ASX Top 200 companies, the federal government has decided not enough is being done – and not enough is being achieved – in terms of advancement of women and minorities in the Australian workforce. This session aims to educate organisations in their quest for more diverse work environments. Not because it is the right thing to do - but because it makes economic sense in terms of skill shortages, increased productivity and levels of innovation and customer and client strategies.

Maureen Frank, founder & CEO, Emberin

5:00pm **Networking drinks function for all attendees in the Expo Hall**

Attendees are encouraged to visit exhibitor booths and get their Expo Passports stamped. Passports completed by 1pm on Day 2 are eligible to be included in our grand prize draw. The prize will be awarded at 1:30pm on Day 2. The winner must be present to collect their prize.

Day Two

THURSDAY 29 MARCH 2012

DESIGNED EXCLUSIVELY
FOR THE NEEDS OF HR
DIRECTORS AND SENIOR
DECISION MAKERS



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- Aligning business objectives with talent management
- Identifying top talent to lead initiatives

Vaughan Paul, HR director, Optus

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11:15am **Opening remarks from the Directors Forum Chair**

11:30am **CLOSING THE EXECUTION GAP - THE ROLE OF HR IN DRIVING EFFECTIVE ORGANISATIONAL DEVELOPMENT**

CASE STUDY

The major challenge facing HR departments when implementing strategy is persuading boards and senior management that the organisation's people management initiatives are adding value. In this case study, hear how Amcor is managing their best asset - their people - to drive innovation and maximising financial revenue.

Lisa Eccleston, group general manager, human resources, Amcor Australasia

12:15pm **NEGOTIATING & MANAGING INDUSTRIAL DISPUTES**

A lack of industrial relations knowledge has compounded the number of industrial disputes currently. However, many disputes could be resolved before they escalate if HR was properly trained and experienced in these sensitive areas. Reaching compromises that

are acceptable to both parties takes expertise, understanding and experience.

This session aims to provide solutions to implement toward improving employee relations, planning and implementing workplace reform, preventing, managing and resolving industrial disputes, negotiating enterprise agreements and advocacy.

Professor Paul Gollan, Department of Business & Economics, Macquarie University

1:00pm **Networking lunch in the Expo Hall**

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1:30pm **Grand Prize Draw in the Expo Hall**

2:00pm **THE HEALTH OF AUSTRALIA'S AGEING WORKFORCE AND ITS IMPLICATIONS FOR EMPLOYERS**

EXPERT COMMENTARY

The Baby Boomer Bulge is working its way through the system with the first boomers officially hitting retirement age in 2010. Much has been written and discussed regarding the impact of the ageing workforce on the competitiveness of Australia against emerging economies with average ages 20 years below ours. One relatively untapped strategy which can mitigate the risk to Australia's future is the successful management of the health of Australia's older workers. This session will explore the Health and Productivity Management solution to this pressing issue.

2:45pm **EFFECTIVE SOCIAL MEDIA POLICIES AND PROCEDURES**

- Understand HR's role in the development and execution of a social media strategy
- Clarifying ownership rights to postings
- The role of social media in employee communication
- Defining the consequences of inappropriate use
- Understanding the risks of confidentiality issues, defamation or data protection
- Best practices on accessing or restricting usage at work
- Leveraging employer branding and employee engagement through an effective social media framework

3:30pm **Conference concludes & close of Expo Hall**



**HAVE A QUESTION FOR AN
HR SUMMIT SPEAKER?**

Email your questions in advance to stephanie.campanale@keymedia.com.au and we will make sure your question is addressed at the conference.

REGISTRATION FORM

HR SUMMIT SYDNEY 28-29 MARCH 2012
CRYSTAL PALACE – LUNA PARK, SYDNEY

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HR DIRECTORS FORUM		
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