

KEYNOTE STAGE

08.15 Registration & Coffee

09.00 **Chair's Opening Remarks**
Cathy Brown, Engage For Success

09.05 **Liberated Companies – How to Unleash Employee Initiative and Engagement**
Professor Isaac Getz, Author/Speaker, ESCP Europe Business School

10.55 **HALL CHAIR: Cathy Brown, Engage For Success**



EMPLOYEE & CUSTOMER ENGAGEMENT, LINKS TO PERFORMANCE & PROFITABILITY – PART ONE

11.00 **Vodafone Case Study: Creating a Successful Culture to Drive CX**
Gary Adey, Commercial Operations Director, Vodafone

11.20 **The Science of Engagement: What We've Learnt**
Peter Clarke, Co-Founder, Qlearsite

11.40 **Missguided Case Study: Holla, Hot Goss and Happiness – Turning the Ordinary into Extraordinary**
Glenn Grayson, Internal Communications and Engagement Partner, Missguided

TRANSFORMATION & CHANGE MANAGEMENT

12.00 **Spotify Case Study**
Veronica Harth, Internal Communications Lead for R&D, Spotify

12.20 **Unlocking The Power Within**
Victoria Lewis-Stephens, Managing Partner & Mavis Boniface, Campaign Director, Instinctif

12.40 **Thwaites Case Study: Uniting a Culture of Many Strands..... (And We're Still Working on it!)**
Joanne Carlin, Director of People & Development, Thwaites

13.00 Lunch and Networking

INTERNAL COMMUNICATIONS & VOICE OF THE EMPLOYEE – PART ONE

14.00 **Employee Experience and High Performance – Nestlé and Willis Towers Watson**
Charlotte Mummery, Talent Brand and Employee Experience Manager, Nestlé UK & Ireland & Nick Lynn, Senior Director, Willis Towers Watson

14.20 **Sky Case Study: Fuelled by Employee Feedback: Taking Action to Improve Engagement Year Round**
Catherine Garrod, Inclusion Manager, Sky

14.40 **Travellex Case Study: More Than an Illusion – How Travellex Increased Revenue and Employee Engagement with Sales Incentives and Groundbreaking Gamification**
Becca Riley, Head of Reward, Payroll and Human Resources Technology & Elvin Eldic, Global Director, Travellex

REWARD & WELLBEING

15.00 **Citi Case Study: The Future of Communications is HR**
Debbie Bennett-Jackson, Marketing Consultant & Gemma Lines, Head of Resourcing, Citi

15.20 **The Keys to Developing & Implementing a Successful Wellbeing Strategy**
Jill King, Director of International Markets, Virgin Pulse

15.40 **Taylor Vinters Case Study: Employee Engagement and Innovation in the Workplace**
Dominic Holmes, Partner, Employment Law, Taylor Vinters

16.00 Coffee And Networking

LEARNING & DEVELOPMENT

16.30 **European Commission Case Study: A Story From the European Commission: Step by Step, Day by Day**
Isabelle Krauss, Head of Unit "Customers, Communication and Governance" & Dace Kalnina, Internal Communication Professional, European Commission

16.50 **Feel Better to do Better – How Using Emotion in The Workplace Enables High Performance**
Lou Banks, Director, Rising Vibe

17.10 **Wellcome Trust Case Study: Transparency in Practice**
Chris Newstead, Head of Internal Communications, Wellcome

17.30 Drinks and Networking Party

KEYNOTE STAGE

09.25 **Sustaining Employee Engagement at DHL Express: 9 Years and Counting**
Rick Jackson, Senior Vice President, DHL Express

09.45 **New Research on Cost of Engagement**
Prof Bruce A. Rayton, Academic Director for Postgraduate Taught Admissions, University of Bath

10.05 **Engaging & Changing Lives For Good**
Stephen Robertson, Chief Executive Officer, The Big Issue Foundation

10.25 Coffee and Networking

10.55 **HALL CHAIR: Kate Jones, Chair, Institute of Internal Communications**



FUTURE OF THE WORKPLACE

11.00 **Monzo Bank Case Study**
Beth Toms, People Operations Manager, Monzo Bank

11.20 **Transforming Business Through Employee Engagement**
David Callaghan, Chief Executive Officer, Centralus

11.40 **Waitrose Case Study: How to Transform that Dusty Good Suggestion Box in the Corner of Your Office**
Stuart Eames, Operational Improvement Manager, Waitrose

EMPLOYEE & CUSTOMER ENGAGEMENT, LINKS TO PERFORMANCE & PROFITABILITY – PART TWO

12.00 **Shopify Case Study: Growing Global, Keeping it Local**
Kaitlin Norris, Culture Specialist & Ibrahim Hasan, Internal Communications Specialist, Shopify

12.20 **Transitioning from Tactical Partner to Strategic Advisor – The Future For IC**
Eoin Cotter, Internal Communication & Employee Engagement Advisor, Poppulo

12.40 **LUX* Resorts Maldives Case Study: A Four-Pronged Approach – Creating a Culture of Team Engagement and Excellence**
Afeef Hussain, Regional Director of Training, LUX* Resorts Maldives

13.00 Lunch and Networking

STRATEGY & LEADERSHIP

14.00 **Ministry of Justice Case Study: Enabling a Continuous Conversation**
Karen Notaro, Head of Engagement Champions Network and Race Ambassador, Ministry of Justice

14.20 **Heathrow Airport Case Study: Creating a Transformational Digitally Connected Workplace**
Neil Barnett, Senior Communications Manager, Heathrow Airport

14.40 **Northamptonshire Healthcare NHS Foundation Trust Case Study: Leadership Matters**
Chris Oakes, Director of HR and OD, Northamptonshire Healthcare NHS Foundation Trust

INTERNAL COMMUNICATIONS & VOICE OF THE EMPLOYEE – PART TWO

15.00 **Imperial London Hotel Case Study: "Resolution isn't Revolution – it's Evolution!"**
Gemma Todd, Head of Human Resources, Imperial London Hotels

15.20 **4 Steps to Building a World Class Employee Experience Programme**
Sarah Marrs, Principal Consultant of Employee Experience, Qualtrics

15.40 **OVO Energy Case Study: The Future is Now; Why Organisations Need to Rethink Their Structures and Quickly**
Kim Atherton, Chief People Officer, OVO Energy

16.00 Coffee And Networking

EVOLUTION OF THE WORKFORCE

16.30 **The Psychology of Innovation**
Dr Gorkan Ahmetoglu, Lecturer of Business Psychology, UCL

16.50 **Nationwide Building Society Case Study: Engaging an Agile Workforce**
Heather Mustafa, Senior Project Manager, Nationwide Building Society

17.10 **Public Health England Case Study: Creating Compassionate Workplaces**
Tony Vickers-Byrne, Chair of Health and Work Programme & Director of HR, Public Health England

17.30 Drinks and Networking Party