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- Home Office
- JP Morgan Chase and Co
- KPMG
- Standard Bank Group
- SAGE
- The British library
- University of Leeds

and more!

Keynotes & Featured Speakers Include:

Alex Barker
Coach and Facilitator

Claire Caulfield
Business Change Manager
British Library

David Beckham
Principal Consultant
ChuDo Consulting

Dr Debra Paul
Managing Director
AssistKD

Jim Bird
People & Change Partner
University of Leeds

Ketan Patel
Business Change Consultant
KDP Consulting Group Ltd

Lynda Girvan
Head of Business Analysis and Agile
CMC Partnership Consultancy Ltd

Mark Williamson
Partner, Head of People Consulting
KPMG

Paul van der Merwe
Head of Enterprise Architecture
Standard Bank Group

Zeib Khwaja
Transformation Lead
JP Morgan Chase & Co.

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ENFUSE group

LeanIX

OrbusSoftware

AGENDA AT A GLANCE

MONDAY 13 JUNE: PRE-CONFERENCE WORKSHOPS

Time		
08:30 - 09:30	Registration	
Half Day Workshops 09:30 - 12:45	**Why Do We Resist Change? Methods and Approaches for Understanding People and their Resistance to Change** *Mark Vincent, Director, Applied Change Ltd*	**Beyond Psychological Safety – Tools from Psychology for Enabling Intelligent, High-performance Teams** *Joseph Pelrine, Agile Psychologist*

Time			
Half Day Workshops 14:00 - 17:15	**How To Be More Pirate** *Alex Barker, Coach and Facilitator*	**The Magic of Combining Brain and Complexity Sciences** *Will Izzard, Head of Business Change & Mick Brian, Head of Community, CMC Partnership Consultancy*	**Unlock the Case For Change - How Do You Justify the Spend to Do Change Really Well and What Happens if You Don't?** *Katie McConochie, Founding Director, Learn Change*

Morning coffee break 11:00 - 11:15, Afternoon break 15:30 - 15:45

TUESDAY 14 JUNE: CONFERENCE DAY 1 & EXHIBITS

Time			
09:00 - 09:10	**Conference Co-Chair Opening:** *Dr Debra Paul, Managing Director, AssistKD & Michael Noonan, Divisional Operations and Transformation Director, Capita Software*		
09:10 - 10:00	**Keynote: Be More Pirate,** *Alex Barker, Coach and Facilitator*		
10:10 - 10:55	**What's the True Impact of IR35, Brexit and the Pandemic on Attracting and Retaining Talent?** *Rick Seivewright, Senior Consultant - IT & Change and Transformation, Pioneer Search*	**Breaking the Link between Change Budget and Change Success! Achieving More with Less** *Ben Hutchinson, Director & Susie Young, Enterprise Agility Coach and Managing Director JCURV*	**Exploration of Ethics in Change Management** *Claire Caulfield, Business Change Manager, British Library*
10:55 - 11:25	Networking Break & Exhibits		
11:25 - 12:10	**Why We Resist Change and How Resilience Can Support Change Readiness** *Corrine Thomas, Director, Choices Coaching Ltd*	**What Change Is Not - Lessons Learnt by a Change Agent** *Zeib Khwaja, Transformation Lead, JP Morgan Chase & Co.*	**The Four Dimensions of Business Agility: Powerful Insights for a Digital Future** *Lynda Girvan, Head of Business Analysis and Agile, CMC Partnership Consultancy Ltd*
12:20 - 13:05	**Keynote: Love in the Time of Corona,** *Joseph Pelrine, Agile Psychologist*		
13:05 - 14:35	Networking Lunch & Exhibits		
13:35 - 13:55	**Cloud Migration: How Not to Get Lost,** *Sandro Recknagel, Consultant, LeanIX*		
14:05 - 14:25	**Why You Should Modernise Enterprise Architecture,** *Anna Eglite, Enterprise Architect, Scottish Water*		
14:35 - 15:20	**Keynote: Challenging the Narrative and Enabling Effective Change,** *Dr Debra Paul, Managing Director, AssistKD*		
15:20 - 15:50	Networking Break & Exhibits		
15:50 - 16:35	**Playing with the Building Blocks – Constructing an Effective Transformation Programme** *Steve Taubman, Transformation Director, Change Results*	**Understanding Complexity Drives Change** *Paul van der Merwe, Head of Enterprise Architecture, Standard Bank Group*	**Inclusivity in the Workplace - It's a Shared Responsibility!** *Lily Woi, Executive Leadership & Career Advancement, Lily Woi Coaching*
16:45 - 17:10	**Keynote: Cooperative Alignment: Creating the Environment to Change at Speed and Scale,** *Ketan Patel, Business Change Consultant, KDP Consulting Group Ltd*		
17:10-18:10	Networking Drinks Reception and Exhibits		

WEDNESDAY 15 JUNE: CONFERENCE DAY 2 & EXHIBITS

| Time			
09:00 - 10:00	**Keynote: Change? "Plunge into It, Move with It, and Join the Dance",** *Jim Bird, People & Change Partner, University of Leeds*		
10:00 - 10:30	Networking Break & Exhibits		
10:30 - 11:15	**How to Hack Your Transformation!** *Lisa Bondesio, Transformation Director, Chiridion*	**Enabling Opportunistic Change through Innovation Hubs and the Power of Process** *Caitlin Thomas, Senior Consultant & Richard DeVila, Manager, Enfuse Group*	**The Neuroscience of Business Change – Winning Hearts and Minds in an Agile World** *Carlos Pullen-Ferreira, VP, Business Transformation & Nic Purvis, Head of Business Change, Sage*
11:20 - 12:05	**Keynote: Connected Change - Driving Change across the New Organisational Transformation Agenda?,** *Mark Williamson, Partner, Head of People Consulting, KPMG*		
12:05 - 13:25	Networking Lunch & Exhibits		
12:35 - 12:55	**Calm in the Chaos, Delivering Continuous Business Transformation,** *Sean Gibson, Senior Enterprise Architect, Ardoq*		**What You Didn't Know About Value That Enables Successful Transformation,** *Ian Kingston, UK Director of Strategy and Change, Columbus*
13:00 - 13:20	**The Future is Now! Embrace the Next Generation Change Management,** *Maggie Lewis, UK Co-Lead, Change Management Institute*		
13:25 - 14:05	**From Cloud to Earth: What Can We Transform with Design Thinking?** *Monique Ho, Technology Consulting Manager, Accenture*	**Organisational Network Analysis: The Future of Change Management** *Marcus Gee, Organisational Psychologist, Mentis*	**But Why, What's in it for me?** *James Stokes, Head of Transformation & Change, Elexon*
14:15 - 14:55	**Conventional to Contemporary – Modernising through an Agile Transformation** *Siobhan Martin, Programme Director, Home Office's Digital, Data & Transformation programme & Annette Andresen, Director, Marlowe Consulting*		**Assessing the Totality of Transformation Risk** *Mike Barwise, Director, Business Information Risk*
14:55 - 15:25	Networking Break & Exhibits		
15:25 - 16:10	**Keynote: Changing Your Brain,** *David Beckham, Principal Consultant, ChuDo Consulting*		
16:15 - 16:40	**Conference Close: Take Away Insights from the Conference,** *Dr Debra Paul, Managing Director, AssistKD & Michael Noonan, Divisional Operations and Transformation Director, Capita Software*		

KEYNOTES

Be More Pirate

Alex Barker, Coach and Facilitator

In the late 1600s a small group of ordinary people rose up against the establishment and changed society forever. The world called them pirates, but these pirates didn't just break the rules, they rewrote them. They didn't just reject society, they reinvented it. They weren't the villains Disney would have you believe, but revolutionaries who stood up the status quo and reimagined their future, and there's much that can be learned from pirates about innovation, collaboration and operationalising your values.

Since Be More Pirate was published in 2018, the pirate principles have been applied all over the world by individuals and organisations – from local authorities to Lego, nurses to Nike. The growing movement is led by Alex Barker and in this session she will explain what she has learnt from their global community of rebels about rewriting the rules of business: how to be bolder in your thinking, manage uncertainty, collaborate more effectively and fight for what really matters.

Love in the Time of Corona
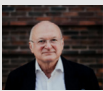
Joseph Pelrine, Agile Psychologist

What happens when the desire for psychological safety and team intelligence hits the reality of COVID-19, home office, and social distancing? What happens when virtual boundaries and anonymity endanger the social mores of decorum and politeness in human interaction? What happens when the basic rules of communication and trust vanish behind bandwidth issues?

And what can you do about this?

This talk will present a psychological perspective on dealing with the problems of trust and psychological safety in a virtual working environment, and with the challenges encountered when going back to face-to-face.

Challenging the Narrative and Enabling Effective Change

Dr Debra Paul, Managing Director, AssistKD

Have you ever been let down by an organisation? Are you tired of the narrative used to hide inefficiency or excuse limitations? In this talk, Dr Debra Paul considers why organisations make promises that suggest customer-centricity but fail to follow through, and discusses the dimensions that enable change and enhance the experience created for customers.

Cooperative Alignment: Creating the Environment to Change at Speed and Scale

Ketan Patel, Business Change Consultant, KDP Consulting Group Ltd

What is the single difference between change delivered pre-pandemic and that in the immediate aftermath?

Cooperative Alignment.

For every desired outcome, every single person involved had
1.   Total alignment as to the required outcome
2.   The motivation to balance their own needs along aside others and cooperate to deliver the outcome.

Now ask yourself this. Is this the context in which organisational projects are initiated and delivered?

In this talk we will look at:
- How cooperation is often more valuable than collaboration when it comes to change across organisations.
- How to create an environment where people are focused and aligned as to the collective objective.
- How cooperation and alignment can be exploited to drive change by balancing the collective goals and those of the individuals.

This approach could be the difference between change as its always been and change delivered in a more community led, scale ready way.

Change? "Plunge into It, Move with It, and Join the Dance"

Jim Bird, People & Change Partner, University of Leeds

A personal account of a Higher Education IT manager's journey to the role of People and Change Partner to influence human centred transformational change.

From leading a team of 50 IT staff to partnering digital transformation across an IT department this journey provides personal and organisational insights to many areas including;

Personal Insights:

- Authority and influence
- Imposter syndrome
- How to be an internal consultant
- Influencing executives
- Changing roles internally and remotely

Organisational Insights:

- People at the heart of change and transformation
- Change Champions Networks
- Moving from the great attrition to the great attraction
- Cultural change

Connected Change - Driving Change across the New Organisational Transformation Agenda?

Mark Williamson, Partner, KPMG UK

Today's customers are better informed, better connected and more demanding than ever before. Markets are moving faster, with continuing disruption and upstart challenges and organisations are investing in the technology that is both forcing and enabling the change.

Whilst you have to start with the customer this is not sufficient on its own as superb customer experience doesn't necessarily deliver profit and growth. There is no point in delighting your customer, if value is leaking out of the operations with every transaction. The organisations which engage their people in a common vision to address this are much more likely to achieve their purpose, whether it's customer centricity for profit, growth, market share or public trust. They align the whole organisation around this, connecting people, technology, processes and markets across the front, middle and back office. This builds new organisational operating models in which every part of the organisation, from sales to the supply chain, works with every other element to deliver on the purpose of the organisation.

In this session, Mark will explore the people agenda across these new, connected operating models and how organisations can enable their people to thrive in this new environment.

Changing Your Brain

David Beckham, Principal Consultant, ChuDo Consulting

In this sequel to 'The Power of Change' David continues his story of living with Parkinson's Disease, describing his decision to undergo life-changing brain surgery and the lessons he learnt as he prepared for the procedure. He will share several techniques that worked for him in terms of embracing this experience and overcoming the fears it provoked, in the hope that they may be of some use to others in mastering challenges they face. In his uniquely humorous way David will explain:

- Why fear of change is like a rubber shark
- What he learnt by being afraid of needles
- How an obscure Samurai principle helped him overcome resistance to change
- What 'The Matrix' can teach us about life's challenges

David will conclude by explaining how his experiences have given him a renewed sense of purpose and how you can positively utilise the power of change in your life.

Half Day Workshops:

Why Do We Resist Change? Methods and Approaches for Understanding People and their Resistance to Change

Why Do We Resist Change? Methods and Approaches for Understanding People and their Resistance to Change

Why is it that we engage in some changes whilst resisting others? From New Year's resolutions to global business transformations, similar principles are at work, often acting against us.

We'll explore the emotions and instincts that are at play and how our mental hardwiring, despite serving us so well for thousands of years, often works against us in change situations, especially where lots of people are involved. The results speak for themselves.

Once we understand why we often react to change in unpredictable ways we can create the conditions that increase engagement and reduce resistance. In that scenario everyone wins.

In this session we'll use music industry case studies and worked examples to learn:

- Why our behaviours rarely match our good intentions
- The implications when making changes, regardless of the topic or scale
- How to increase engagement thereby improving change outcomes and reducing stress for everyone concerned

Beyond Psychological Safety – Tools from Psychology for Enabling Intelligent, High-performance Teams

Jospeh Pelrine, Agile Psychologist

Despite being hyped in the Agile community because of Google discovering its importance, psychological safety alone is not enough. It is a necessary but not sufficient precondition for successful intelligent and high-performing teams. But what else is needed? This workshop will present additional research as well as tools used by psychologists that boost team intelligence and performance, and will explore the potential for their use in your teams. Bring along your laptop and try some tests and games that will help your teams improve their collaboration and performance, and learn how to design your own.

After attending this workshop, you will:

- Have a basic understanding of the psychological concepts of team intelligence and performance
- Go beyond the buzzwords to understand where and how psychological safety fits into these larger concept
- Have working knowledge of a validated framework for designing exercises to increase team performance
- Have hands-on experience with psychological tools and techniques that can be used to implement and support the exercises
- Have a toolkit of techniques that you can immediately use to help your teams improve how they work together

How To Be More Pirate

Alex Barker, Coach and Facilitator

Rogues to Role Models: the pirates' rebellion is far more about the rules they wrote, than the rules they broke. We begin with an introduction to pirate history, reframing pirates as business role models – pioneers of equal pay, equal say, diversity and equity.

Rebellion as the responsible choice: setting the scene today – why we need to break some 21st century business rules, and how intelligent disobedience and breaking away from group think is in fact the less risky choice.

Group challenge 1: looking to the future, what are the big opportunities on your horizon?

The Edges of Map: the unknown holds new possibilities, but first you have to embrace the uncomfortable space – the fear (dragons). I'lls share some scenarios from our crew where brave moves have opened the door to innovation, creativity and impact.

Group Challenge 2: what is really holding you back?

Small Bold Actions: ambition is broken by day to day reality, so every new rule requires manageable, motivating actions that connect you to a more pirate mindset, and move the needle on those horizon scanning goals. We cover everything I know about to write new rules that actually work.

Group challenge 3: Inspired by individuals and teams that have done just this – everyone walks away committed to at least one small bold action.

The Magic of Combining Brain and Complexity Sciences

Will Izzard, Head of Business Change & Mick Brian, Head of Community, CMC Partnership Consultancy

Imagine being in a pandemic, feeling calm and in control of the situation, where the outcome seems clear and what you always did is still reliable. Sound unlikely? That's because it is!

In unprecedented circumstances like this most of us would not feel this way. There are many reasons for that: social, emotional, our contexts, uncertainty, the demand on our brains, the natural biases we have and more.

How can we respond to change if we don't understand the environment it exists in, or how humans typically respond to it? It comes down to whether our situation is linear or non-linear:

1. Linear: things unfold with a degree of certainty

2. Non-linear: who knows how they'll unfold?!

Each requires us to adapt to how we approach change.

Join Mick and Will as they marry neuroscience with complexity to create brain-friendly states to match the level of complexity and change.

Learning Objectives:

- Define linear and non-linear (in general, regarding the brain and in terms of change)
- Introduce and explore the Cynefin Framework of sense-making
- Explore which brain states are most useful for each area of the Cynefin Framework
- Understand what we can do to relieve the effects of uncertainty on our brains

Unlock the Case For Change - How Do You Justify the Spend to Do Change Really Well and What Happens if You Don't?

Katie McConochie, Founding Director, Learn Change

As change professionals it can seem obvious to us that our change management tools and techniques will help organisations deliver better results. It's obvious isn't it? This workshop explores in practical and interactive ways what we can do as change professionals to help business leaders understand and buy-in to the value of focussing on the people side of change.

- Opening/scene setting – the Tightrope of Change. Do we always drink our own champagne?
- Let's share experience of what has worked well and what hasn't to get buy-in and investment in change management resources
- Work in breakout groups to come up with creative solutions and share recommendations – what are the benefits of investing in change management, what does it really cost
- Takeaways: practical solutions to create your own case for change toolkit – including a cost calculator

Tuesday 14 June: Conference Day 1 & Exhibits

09:00 - 09:10

Conference Co-Chair Opening
Dr Debra Paul, Managing Director, AssistKD & Michael Noonan, Divisional Operations and Transformation Director, Capita Software

09:10 - 10:00

Keynote: Be More Pirate
Alex Barker, Coach and Facilitator

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10:10 - 10:55

What's the True Impact of IR35, Brexit and the Pandemic on Attracting and Retaining Talent?
Rick Seivewright, Senior Consultant – IT & Change and Transformation, Pioneer Search

Rick will provide an insight to the challenging task of getting recruitment right following a perfect storm of disruption, falling into the 'lessons learned from the pandemic' category. With the "Great Resignation" affecting employers and employees alike, ensuring you have the right strategy to attract talent has never been more important. Following a successful year of placing experienced Change & IT professionals across the financial and professional services industries, Rick can offer his expertise into how firms have won and lost as a direct result of recruitment strategies they've adopted whilst also offering benchmarking around delegates' current financial value in the open marketplace giving them some food for thought.

Addressing the combined challenges of the past 2 years, delegates will learn:

- What impact the pandemic, IR35 and BREXIT had to the job market; these events all happening within 12 months
- How to take an agile approach to talent attraction strategies to both retain existing staff and attract new talent in the Q3 2022 job market
- What do candidates really value most from their employer in the post-pandemic world?
- The truth behind the seismic shift in salaries the pandemic brought to the job market – as change professionals, what is their current value in the open market?

Breaking the Link between Change Budget and Change Success! Achieving More with Less
Ben Hutchinson, Director & Susie Young, Enterprise Agility Coach and Managing Director JCURV

Many change practitioners fail to link between their change management workstream to a programme's financial returns. During this session we'll unpick the financial case for change, which types of initiatives necessitate a large change budget and where savings can be made – by focusing on the few high-impact areas that will make most difference to your change audiences.

Using examples from a real £30m IT transformation programme, the session will explore practical short-cuts and measures of change success to ensure your interventions are hitting the mark! The Pareto Principle states that 80% of results come from 20% of efforts and this change was no different – join for a transparent and honest reflection on what really makes the difference.

You will learn:

- How to make a financial 'case for change management'
- Tricks of the trade to land successful outcomes with limited resources
- Benefits of Agile change management – adapting approach to maximise impact!

Exploration of Ethics in Change Management
Claire Caulfield, Business Change Manager, British Library

Claire Caulfield will be sharing her experience of exploring ethics in Change Management, the presentation will cover her journey of discussing the topic with professionals engaged in change management and how they uncovered themes such as:

- Rules & regulations – the things we have to do
- Rules of conduct – the things we agree to do
- Values – organisational and personal
- Managing ethical conflicts
- Do ethics really matter in business?
- Ethical practices – emerging trends

Claire will share details of the journey of discovery and conclude with how we can all bring ethics to life in the workplace and ensure that they become more than just a document.

This will be an interactive session, giving time at the end for group engagement so that the exploration can continue and we can all share knowledge and experiences.

10:55 - 11:25

Networking Break & Exhibits

11:25 - 12:10

Why We Resist Change and How Resilience Can Support Change Readiness
Corrine Thomas, Director, Choices Coaching Ltd

Humans naturally resist change, yet the complexity of the modern working environment with increasing use of technology and automation of work brings more uncertainty and unpredictability into organisations. This means individuals need to be flexible, adaptable, and ready to embrace change. By building resilience, it is possible to have an open mindset, and be motivated to deliver change with confidence.

This presentation will explore resilience, what it is and how it can be useful in understanding and delivering change. It will introduce the neuroscience of resilience including how neuroplasticity means it is possible for everyone to increase their personal resilience. Also covered will be how to develop resilience to navigate transformational change at both a personal and team level.

What delegates will gain:

- An understanding of resilience and the neuroscience of resilience
- Tips on building skills in resilience at personal and team level
- Insights into how to embrace change through developing confidence, a positive attitude, and an open mindset

What Change Is Not - Lessons Learnt by a Change Agent
Zeib Khwaja, Transformation Lead, JP Morgan Chase & Co

The world has seen one of the biggest changes ever with the pandemic. We all talk about change. Some like change, some fear it but we all have opinions about change. In her role of implementing multiple changes across a Technology Organization, the presenter will share her perspective of change that has become more diverse from an array of experiences across regions, teams and situations that she has learnt from.

The presenter will share specific examples of her change projects and showcase biases, assumptions and limiting beliefs about change.

The presentation is aimed at cultivating a mindset shift towards how change is different each time we implement it and the nuances to take into consideration as change agents.

If you are passionate about learning the reverse psychology of change, global nuances to change management then this one has something in it for you.

The Four Dimensions of Business Agility: Powerful Insights for a Digital Future
Lynda Girvan, Head of Business Analysis and Agile, CMC Partnership Consultancy

With the market and technology changing at increasing speed, more and more organisations are failing to keep up with the pace required to succeed. Organisations that can't or won't adapt to the rapid changes in the world they operate in will struggle to survive and may lose their customer base. Business agility is essential for organisations to continually review their products and services and maintain and grow customer loyalty. Becoming an agile organisation is not a one-off transformational activity, but a continuous journey of improvement involving all aspects of the organisation and its culture.

So how do organisations move towards a culture of business agility? This session will explain four dimensions to consider to achieve business agility, identifying characteristics and behaviours that must be embedded within an organisation's culture to survive and thrive.

12:20 - 13:05

Keynote: Love in the Time of Corona
Joseph Pelrine, Agile Psychologist

What happens when the desire for psychological safety and team intelligence hits the reality of COVID-19, home office, and social distancing? What happens when virtual boundaries and anonymity endanger the social mores of decorum and politeness in human interaction? What happens when the basic rules of communication and trust vanish behind bandwidth issues?

And what can you do about this?

This talk will present a psychological perspective on dealing with the problems of trust and psychological safety in a virtual working environment, and with the challenges encountered when going back to face-to-face.

13:05 - 14:35

Networking Lunch, Exhibits & Lunchtime Sessions

13:35 - 13:55

Cloud Migration: How Not to Get Lost
Sandro Recknagel, Consultant, LeanIX

Many companies proclaim a "cloud first" strategy and trigger large transformation initiatives. Migrating to the cloud however is not just the flick of a switch for your application landscape. AWS famously elaborated 6 R's and for transformation management it is fundamental to evaluate all options before choosing the most suited one. Since there is no perfect option for all, how do you assess your applications individually and model a target landscape?

Get your experts on board with a transparent migration approach to utilize their valuable knowledge rather than frightening them with nebulous excel sheets. Change management is key as LeanIX thrives as a crowdsourced inventory so everyone, from management to product owners, can get a clear view on the as-is and the to-be.

Attendees will learn how to not get lost in cloud migration with:

- The benefits of standardized data gathering
- Automated 6 R recommendations per application
- Cloud Roadmapping with "As-Is" and "To-Be"

14:05 - 14:25

Why You Should Modernise Enterprise Architecture
Anna Eglite, Enterprise Architect, Scottish Water

In a world where everything seems to be going through digital transformation, there is an increased need to understand the impact of change and how to successfully move from where we are today to where we want to be tomorrow. This task comes with a number of challenges, especially if Enterprise Architecture is not embedded across all change and transformation. Join us today to discuss some of the main challenges and how Scottish Water are using tools, communications and conversations to change the way Enterprise Architecture (EA) is perceived and engaged with.

We will cover:

- Why Enterprise Architecture matters in Change and Transformation
- Transformation challenges for Enterprise Architects
- Importance of effective communications to drive value and change the image of EA
- How using modern and widely familiar platforms helps engage the business
- Influencing vs governing – how to find the right balance

14:35 - 15:20

Keynote: Challenging the Narrative and Enabling Effective Change
Dr Debra Paul, Managing Director, AssistKD

Have you ever been let down by an organisation? Are you tired of the narrative used to hide inefficiency or excuse limitations? In this talk, Dr Debra Paul considers why organisations make promises that suggest customer-centricity but fail to follow through, and discusses the dimensions that enable change and enhance the experience created for customers.

15:20 - 15:50

Networking Break and Exhibits

15:50 - 16:35

Playing with the Building Blocks – Constructing an Effective Transformation Programme
Steve Taubman, Transformation Director, Change Results

To be successful in Transformation we need to understand not only what we are being asked

to change and why, alongside the benefit it is intended to produce, but also the nature and capabilities of the building blocks we are using. In this session we will look at some of those key building blocks, both inside the change function and in the broader business, from Change Leadership to Agile Execution, from Digital Readiness to Cultural Change, from Business Architecture to Benefits Management. How can we gain access to them, strengthen them, and ensure that they will click together properly to deliver successful change?

We will look at some experiences of:

- Working with the building blocks of both "hard" and "soft" change
- Leveraging capabilities inside the change function and in the broader business
- Assessing the strengths of key building blocks and improving them

Understanding Complexity Drives Change
Paul van der Merwe, Head of Enterprise Architecture, Standard Bank Group

In August 2021 the Standard Bank Group (SBG) CEO unveiled a new growth blueprint that rolls the dice on its digital future by saying "We don't want to be the shop, we want to be the mall." Although this is a simple statement there is huge complexity locked up in it. SBG was the largest bank in Africa as of 2021, with total assets worth nearly 173 billion U.S. dollars.

The Enterprise Architecture (EA) function was invited to participate in the unpacking of this strategy. This presentation will share the challenges faced by EA to communicate the key concepts of this change, true to the words of John Zachman "the reasons you need Architecture are complexity and change".

Delegates will learn:

- EA can enable strategy
- Complexity can be explained through analogies
- Understanding complexity brings focus

Inclusivity in the Workplace - It's a Shared Responsibility!
Lily Woi, Executive Leadership & Career Advancement, Lily Woi Coaching

Diversity is NOT the same as Inclusion. Just because you have a diverse team, it doesn't mean you have an inclusive work environment. Leaders must have the skills to create environments where their teams thrive and where people talent's shine! This is no longer a nice to have but a must-have, especially in the hybrid virtual work environment where change is constant.

During the session, we will go through the 3 key conditions needed to foster greater inclusion and more meaningful work in the workplace, all the while having fun! You will learn how to nurture psychological safety within teams, promote open feedback and use a coaching culture to create a shared responsibility to nurture inclusive environments. Walk away with practical actions you can start doing immediately in your workplace. This is your whistle-stop tour of powerful leadership and self-improvement skills.

Takeaways:

- Increase leaders' confidence to spot moments that matter to engage in productive conversation on inclusive behaviours, uplifting teams' morale and workplace culture.
- Enhance leaders' skills and capabilities to have 'in the moment' open feedback and coaching situations, increasing employees productivity and effectiveness.
- Improve leaders' awareness and education on the principles of psychological safety and trust, allowing them to keep a constant pulse on teams' morale and engagement to proactively manage your team.

16:45 - 17:10

Keynote: Cooperative Alignment: Creating the Environment to Change at Speed and Scale

Ketan Patel, Business Change Consultant, KDP Consulting Group Ltd

What is the single difference between change delivered pre-pandemic and that in the immediate aftermath?

Cooperative Alignment.

For every desired outcome, every single person involved had

1. Total alignment as to the required outcome
2. The motivation to balance their own needs along aside others and cooperate to deliver the outcome.

Now ask yourself this. Is this the context in which organisational projects are initiated and delivered?

In this talk we will look at:

- How cooperation is often more valuable than collaboration when it comes to change across organisations.
- How to create an environment where people are focused and aligned as to the collective objective.
- How cooperation and alignment can be exploited to drive change by balancing the collective goals and those of the individuals.

This approach could be the difference between change as its always been and change delivered in a more community led, scale ready way.

17:10 - 18:10

Networking Drinks Reception and Exhibits

09:00 - 10:00

Keynote: Change? "Plunge into It, Move with It, and Join the Dance"

Jim Bird, People & Change Partner, University of Leeds

A personal account of a Higher Education IT manager's journey to the role of People and Change Partner to influence human centred transformational change.

From leading a team of 50 IT staff to partnering digital transformation across an IT department this journey provides personal and organisational insights to many areas including;

Personal Insights:

- Authority and influence
- Imposter syndrome
- How to be an internal consultant
- Influencing executives
- Changing roles internally and remotely

Organisational Insights:

- People at the heart of change and transformation
- Change Champions Networks
- Moving from the great attrition to the great attraction
- Cultural change

10:00 - 10:30

Networking Break & Exhibits

10:30 - 11:15

How to Hack Your Transformation!

Lisa Bondesio, Transformation Director, Chiridion

Transformation has always been tough. Even in pre-pandemic times, the requirement to respond nimbly to an accelerated pace of change has compelled organisations to develop new and innovative ways to transform. Now more than ever, it's vital to be able to short-circuit more traditional methods of change management. Even more so now that ways of working have shifted and the people you need to drive your transformation are sitting on the other end of a zoom call.

In this session participants will learn how to use iterative and hybrid techniques to build and embed rapid change within their own organisation. Using real-life examples, this session will bring to life the tips and tricks needed to turn business change from tedious to transformational.

Participants will learn:

- How successful organisations implement rapid transformation.

- The difference between sequential, iterative, and hybrid change.
- How and when to use these methods to achieve rapid transformation of culture, process, and technology.
- What pitfalls to consider and how to avoid these when transforming.

Enabling Opportunistic Change through Innovation Hubs and the Power of Process

Caitlin Thomas, Senior Consultant & Richard DeVila, Manager, Enfuse Group

A convincing case for change is often built on the foundation of either an impending threat or an apparent opportunity. Every business needs to change how it works to create growth, to thrive and prosper.

At a leading technology company based in the UK, they struggled to harness business opportunities because they were stuck 'putting out fires' through reactive behaviour.

To enable opportunistic change, they established an innovation hub where ideas can be created and then refined into deliverable concepts. These are prioritised based on strategic value and feasibility, with the highest ranked concepts then progressed for delivering at speed over a series of 2 week sprints.

A Hub generated initiative based on formalised accountabilities sparked the need for some significant changes around their process visibility, efficiency and governance. To deliver this successfully, they focused on creating a collaborative process culture to foster continuous process improvements.

- How your organisation can cut through red tape to deliver small, high impact changes in short timescales.
- How to gain Senior Leadership backing for change initiatives
- How innovation hubs can drive process improvement initiatives and build a process culture
- How to kick start your Business Process Management Journeys
- How to increase visibility and awareness of your end to end processes through formalised accountabilities and why this is so important.

The Neuroscience of Business Change – Winning Hearts and Minds in an Agile World

Carlos Pullen-Ferreira, VP, Business Transformation & Nic Purvis, Head of Business Change, Sage

Over the past five years Sage has been on a journey to create a seamless experience for our colleagues, customers and partners. This starts by focusing our efforts on how we transform and embrace change. Change can be perceived in different ways and the shift to agility (namely Scaled Agile) had led to a need to win hearts and minds...

We will focus on five key areas:

- What is Business Change Neuroscience?
- Why is it so important at winning hearts and minds?
- How does Neuroscience and Agility fit together?

- Framework for engaging colleagues and helping them through the change
- Our learnings so far

What you will learn from the session:

- How to motivate colleagues through change
- The different Agile techniques that help with the change
- Learnings and how to apply the techniques to different circumstances

11:20 - 12:05

Keynote: Connected Change - Driving Change across the New Organisational Transformation Agenda?

Mark Williamson, Partner, KPMG UK

Today's customers are better informed, better connected and more demanding than ever before. Markets are moving faster, with continuing disruption and upstart challenges and organisations are investing in the technology that is both forcing and enabling the change.

Whilst you have to start with the customer this is not sufficient on its own as superb customer experience doesn't necessarily deliver profit and growth. There is no point in delighting your customer, if value is leaking out of the operations with every transaction. The organisations which engage their people in a common vision to address this are much more likely to achieve their purpose, whether it's customer centricity for profit, growth, market share or public trust. They align the whole organisation around this, connecting people, technology, processes and markets across the front, middle and back office. This builds new organisational operating models in which every part of the organisation, from sales to the supply chain, works with every other element to deliver on the purpose of the organisation.

In this session, Mark will explore the people agenda across these new, connected operating models and how organisations can enable their people to thrive in this new environment.

Specifically he will cover:

- How organisations are connecting all elements of the organisation to achieve their purpose
- What are the implications of this from a people and workforce perspective
- How you align the organisation to achieve this
- What the change challenges are and how they are addressed through:
  - Workforce shape and skills
  - Change by design and experience
  - Leadership and culture

12:05 - 13:25

Networking Lunch, Exhibits & Lunchtime Session

12:35 - 12:55

Calm in the Chaos, Delivering Continuous Business Transformation

Sean Gibson, Senior Enterprise Architect, Ardoq

As organizations shift from command and control structures to enable quicker decision making and execution; ensuring coordination, execution, and strategic alignment of initiatives can be challenging. This session will explore the role of progressive Enterprise Architecture at the heart of strategic execution in addressing these challenges.

Session Key Points:

- Organizations are increasingly shifting to decentralized semi-autonomous decision-making and execution across the enterprise.
- Ensuring coordination, execution, and strategic alignment (Strategy Execution) can be challenging.
- The role of the modern Enterprise Architecture (Created and Consumed in the organization) is to combine and deliver insight to organizational leadership.

What You Didn't Know About Value That Enables Successful Transformation

Ian Kingstone, UK Director of Strategy and Change, Columbus

In 20 minutes, learn how to unlock business value and use that value to enable change and transform your organisation successfully.

We will discuss a mix of modern techniques to help mitigate typical business and digital transformation challenges and the disciplines necessary to align people, grow change capability and agility to transform and gain new value at pace.

13:00 - 13:20

The Future is Now! Embrace the Next Generation Change Management

Maggie Lewis, UK Co-Lead, Change Management Institute

The Change Management Institute is a Global not-for-profit network of change professionals and like-minded individuals. We are a member led organisation, run by members for members who are not aligned to any methodology and are centred around enabling capability, credibility, and connectivity.

We are excited to share with you the next generation of Change Management.as we discuss the developments on the future of Change and Change Professionals.

Building on our predictions for the 2020s, along with insights and learnings from the last two volatile years, hear first-hand what our global community is experiencing and how this changes the way we think about change.

The only constant in life is change and that is also the same for the Change Management profession, which is maturing, and we look forward to sharing with you what the next generation of Change looks like.

Key takeaways:

- Change Management Institute share their insight and learnings from the last two volatile years.
- Providing first-hand feedback of what our global change community is experiencing.
- Review our predictions for the 2020s and how recent experiences have changed the way we think about change.

13:25 - 14:05

From Cloud to Earth: What Can We Transform with Design Thinking?

Monique Ho, Technology Consulting Manager, Accenture

The swift advancement of technology opens up opportunities for organisations to innovate and keep up with the competition. However, organisations may not respond to and/or design changes quick enough when using the traditional change management approach.

In this session, Monique will introduce the concept of design thinking and how it is a good way to guide organisations to cope with uncertainty with limited resources available.

With project examples from software development to public space design to business capacity, we will explore how design thinking transforms organisations, teams, products, services, processes and lives when going through change.

Attendees will learn:

- How Design Thinking complements and challenges the traditional change management approach.
- Off-the-book, practical tips to aid the process facilitation of design thinking.
- Successful factors for the future application of design thinking to create more social impact for a sustainable society.

Organisational Network Analysis: The Future of Change Management

Marcus Gee, Organisational Psychologist, Mentis

What if you could X-ray your organisation? Organisational Network Analysis (ONA) is a cutting-edge analysis technique to provide insight into workplace relationships and collaboration. ONA identifies the hidden informal networks that drive performance and change, the 'Social Capital' of an organisation, and an individual's position, power and influence in the workplace network, their 'Social Quotient'. By understanding an organisation's Social Capital, we can understand how well it can respond and adapt to change. By understanding an individual's Social Quotient, we can understand how much capability they have to support, or resist, change.

Key Takeaways & Learning Outcomes:

- Understanding what Organisational Network Analysis is
- The importance of workplace networks and relationships to effective change management
- How an organisation's Social Capital can make it agile, or rigid, in response to change

- How an individual's Social Quotient can make them a change ambassador, or a change resistor

But Why, What's in it for me?

James Stokes, Head of Transformation & Change, Elexon

Like many organisations all are running digital transformation programmes and it is important to focus on what really matters in a digital transformation and it isn't the cloud. Many of us have been experiencing the hard work from colleagues to make the most of opportunities to do things differently. With hindsight there are approaches we would change and maybe these changes are not communicated enough or we choose to skim over but we all would benefit from a common understanding and learning from others especially if we are wanting to see transformational value earlier.

The following insight will help organisations shifting to new ways of working in this digital world:

- Looking at your workforce by tenure
- Looking at the journey key processes take
- Looking at why silo's exist and why there will still be cultures and behaviours in a silo format in the future.
- Checking people know what's in it for them.
- Hoping our experiences can be our opportunity to deliver digital transformation faster.

14:15 - 14:55

Conventional to Contemporary – Modernising through an Agile Transformation

Siobhan Martin, Programme Director, Home Office's Digital, Data and Transformation programme & Annette Andresen, Director, Marlowe Consulting

The Home Office Digital, Data and Technology (DDaT) team have been transforming to a new operating model – they are building a modern, efficient DDaT organisation based on a larger proportion of civil servants and better business planning.

The business change challenges have been considerable, with the need for: cultural change; bringing together multiple operating models into a single way of working; alongside the predictable change fatigue that many organisations are experiencing. The business change team had to build a team, build capability and then pivot from a traditional programme approach to a more iterative approach that applied agile principles to a transformation.

During this presentation, Siobhan Martin from the Home Office and Annette Andresen from Marlowe Consulting will describe how the business change challenge is being addressed – the evolution of classic change management methodology; a mindset shift for change managers; and how external SMEs can help to upskill and mentor.

Key learnings for delegates:

- Applying change management methodology to agile transformations
- Getting the most from a consulting organisation through upskilling and coaching
- Delivering transformational change in a traditional, hierarchical government department

Assessing the Totality of Transformation Risk

Mike Barwise, Director, Business Information Risk

Business transformation is subject to risks in multiple domains before, in the course of, and after delivery. Robust transformation management requires not only that all these risk factors be taken into account individually, but that the total risk of a transformation programme can be estimated from them. The currently dominant approach to risk assessment can fail to achieve both these ends reliably due to limitations of the method and to variation in criteria applied when using it in disparate programme domains.

An alternative assessment method is proposed that both improves individual assessment consistency and allows the results of risk assessments from different domains of a programme to be combined consistently into an indicator of total programme risk. Its aggregate results can be dynamically updated in the light of changing circumstances in any one or more domains.

Delegates will learn:

- Some important limitations of current risk assessment practice
- The advantages of adaptive risk aggregation
- A better way to describe likelihood
- Ways to derive aggregate risk from multiple domain risks

14:55 - 15:25

Networking Break and Exhibits

15:25 - 16:10

Keynote: Changing Your Brain

David Beckham, Principal Consultant, ChuDo Consulting

In this sequel to 'The Power of Change' David continues his story of living with Parkinson's Disease, describing his decision to undergo life-changing brain surgery and the lessons he learnt as he prepared for the procedure. He will share several techniques that worked for him in terms of embracing this experience and overcoming the fears it provoked, in the hope that they may be of some use to others in mastering challenges they face. In his uniquely humorous way David will explain:

- Why fear of change is like a rubber shark
- What he learnt by being afraid of needles
- How an obscure Samurai principle helped him overcome resistance to change

- What 'The Matrix' can teach us about life's challenges

David will conclude by explaining how his experiences have given him a renewed sense of purpose and how you can positively utilise the power of change in your life.

16:15 - 16:40

Conference Close: Take Away Insights from the Conference

Dr Debra Paul, Managing Director, AssistKD & Michael Noonan, Divisional Operations and Transformation Director, Capita Software

Business Change & Transformation Conference Europe 2022

HOW TO BOOK

Registration Fees:

Full payment or a purchase order is due prior to the conference. Payment may be made in Sterling (£) or Euros (€).

If paying in Euros the prevailing exchange rate of the country of the delegate or delegates' company is to be used. The total Euros remitted should be the amount required to purchase the sterling pound cost of the event on the day of payment.

All delegates must add VAT (20%) to their total conference fees. VAT may be reclaimed by delegates from the tax authorities after the event.

One Day	£795 + VAT (£159) = £954
Two Days	£1,295 + VAT (£259) = £1,554
Three Days	£1,595 + VAT (£319) = £1,914

The registration fee includes the conference lectures, on-line access to conference slides, refreshment breaks and lunch on each day of the conference. The cost of hotel accommodation is not included in the conference fee.

Discounts:

Discounts are available for group bookings of 2 or more delegates made at the same time. This cannot be used in conjunction with other discounts.

Group Booking Discounts:

2-3 delegates 10% • 4-5 delegates 20% • 6+ delegates 25%

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Cancellations must be received in writing at least two weeks before the commencement of the conference and will be subject to a 10% administration fee. It is regretted that cancellations received within two weeks of the conference date will be liable for the full conference fee. Substitutions can be made at any time.

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Conference Location:

14-15 June 2022: etc. venues 133 Houndsditch

13 June 2022: etc. venues Monument

Hotel Accommodation Details:

There is a wide selection of accommodation available within walking distance of both etc. venues Monument where the workshops will take place and etc. venues 133 Houndsditch where the conference will be held. Click here for further information.

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