

## The Virtual Engaging Employees In Financial Services Conference

Wednesday 24<sup>th</sup> November, 2021

### MORNING CO-CHAIRS' OPENING REMARKS

09.00-09.10

Mark McMahon  
Head of Internal Communications, Wealth & Personal Banking  
**HSBC**

Ella Norden  
Head of Employer Brand  
**Legal & General**

### ENGAGEMENT IN HYBRID ENVIRONMENTS & REMOTE WORKFORCES PANEL

09.10-09.50

**Aim: From Office-Based To Remote & Everything In Between, Guarantee Engagement & Overcome Virtual Barriers To Build Supported, United & Productive Teams**

- FS leaders are pushing for the return to the office in the press but how do we navigate this in our employee comms?
- How has Covid-19 impacted your physical spaces and how has this influenced your engagement strategies?
- How can we engage and onboard early talent when traditional networking activities are off limits?
- How can we deliver a consistent and satisfying employee experience for on-site and remote teams to guard against divisions, isolation and an 'us vs. them' mentality?
- How can you anticipate and solve problems with blended working to ensure consistent engagement and productivity?

Heather Andrews  
Director of Employee Experience  
**Legal & General Group Plc**

Richard Stanbury  
Head of Employee Relations  
**Direct Line Group**

Kirsty Bowen  
Senior Manager – Internal Communications  
**Coventry Building Society**

Sharon Kemp  
Strategic Internal Communications Manager  
**Bupa**

Kaylee Darkins  
Chief Human Resources Officer, UK & Lloyd's Market  
**AXA XL**

Sophie Joyce  
Head of Internal Communication & Colleague Engagement  
**Hargreaves Lansdown**

## **CULTURAL TRANSFORMATION & THE TRUE MEANING OF HIGH PERFORMANCE**

09.50 – 10.10

**Join Sandro Boeri from Deutsche Bank to discover the meaning and motivations surrounding high performance, the essential steps for cultural change and how we can measure change to build purpose driven environments.**

Sandro Boeri

Head of Staff Development & Culture Assessments

**Deutsche Bank**

## **SUSTAINING EMPLOYEE PRODUCTIVITY IN A HYBRID WORK ENVIRONMENT**

10.10 – 10.30

Angus Gregory

CEO

**Biomni**

## **MORNING COFFEE BREAK & INFORMAL NETWORKING**

10.30 – 11.00

## **CULTURE, CHANGE & DISRUPTION: THOUGHT-LEADERS PANEL**

11.00-11.30

**Aim: Craft A Resilient & Adaptable Financial Services Culture Which Thrives On Change, Supports Employees & Emerges Shaken But Stronger**

- How can we navigate the perceptions of working culture within and outside of Financial Services to decide what really needs to change?
- How can you build a culture which strengthens your employer brand in times of disruption and makes your organisation a place people want to work?
- How can a holistic culture, employee engagement and customer strategies be combined to paint a bigger picture of satisfaction and deliver across-the-board success?
- How can we proactively manage 'job-for-life' mindsets to prepare employees for long-term change, fluid work environments and ongoing disruption as we seek a 'new normal'?
- How do you establish your base level of engagement during periods of change to determine immediate priorities and pain points?
- How can comms be leveraged during uncertainty to win trust, drive engagement and provide direction when no one knows what lies ahead?

Cathryn Davies

Senior FS Learning Manger

**Sainsbury's Bank**

Regina Shapiro

Global Cultural Development Manager

**MUFG**

Kasey Brown

Culture & Engagement Lead

**Lloyd's**

Nicola Porter

Senior HR Business Partner

**Direct Line Group**

Michelle Nash  
Senior HR Business Partner, Global Functions  
**HSBC**

Nicola Wood  
Head of Strategy & Enablement – Performance, Pay & Potential Transformation  
**Standard Chartered**

**WHO DO YOU THINK YOU ARE? HOW TO USE OUR SHARED AND INDIVIDUAL SENSE OF IDENTITY TO CHANGE BEHAVIOUR**

11.30-11.45

Charlotte Hills  
Behavioural Science Consultant  
**BestAtDigital**

**ENGAGEMENT CASE STUDY – QUILTER**

11.45-12.05 **Discover How Quilter Have Empowered Their People To Take Control Of Change & Decide Their Futures Whilst Maintaining Engagement & Becoming An Award-Winning Blueprint For Transformation**

- Migrations, lockdown and remote working: hear how Quilter have overcome 2021 obstacles to complete their 3-year transformation programme, maintain engagement and stabilise productivity.
- How do you successfully build a transformation journey based on human-centred design which puts your people and employee experience at the forefront of change?
- Switch the narrative! How honest and open communication can convert the fear of redundancy and loss to the possibility of new futures, empowered choices and future-proof skills.
- Think outside the box! Which engagement activities really work during times of disruption and change to show your employees they are your top priority?

Penny Cole  
People Transformation Director  
**Quilter**

Claire Jasper  
Head of Internal Communications  
**Quilter**

**STANDARD LIFE D&I CASE STUDY**

12.05-12.25 **Foster Inclusive, Authentic & Visible Cultures Which Champion Diversity, Drive Practical Strategies & Deliver Real Results**

- Inspired but overwhelmed, what are the actionable D&I strategies which can be implemented overnight and which ideas will lead to long term-cultural change?
- From Millennials and Gen-Z to mid-career and near-retirement: how can communications engage and support a demographically diverse workforce?
- Secure that buy-in! Highlight the strategic benefits to win-over hesitancy and uncertainty amongst senior leadership to ensure diversity and inclusion gets a seat at the table

- Shatter stereotypes and rethink reputations, how can we break the mould in a predominantly white, middle-aged and male sector to normalise and encourage conversations around diversity and inclusion?
- How can organisations accommodate the external news flow around D&I without being buffeted or changing strategies too quickly?

Fenil Khiroya  
Head of Human Resources, UK  
**Standard Chartered Bank**

### **LUNCH BREAK & INFORMAL NETWORKING**

12.25-13.30

### **INFORMAL WORKSHOPS**

13.00-13.30

A) Female Hormones – How To Work With Them To Achieve Goals

Kelly Beaumont  
Head of Learning & Development  
**Hiscox UK**

B) Financial Wellbeing

Debbie Bullock  
Wellbeing Lead  
**Aviva**

C) Employee Listening

D) Digital Coaching & Developing Virtual Managers

E) Measuring Engagement

### **AFTERNOON CHAIR'S OPENING REMARKS**

13.25 – 13.10

Alison Kidd  
Head of Reward & Employee Relations  
**Virgin Money UK PLC**

### **REMOTE MENTAL HEALTH & WELLBEING PANEL**

13.30-14.00

**Aim: Open Conversations, Break Down Barriers & Nurture Supportive Environments To Enable Your Employees To Protect Their Mental Health In & Out Of The Office**

- How can engagement and comms teams address employee work-life balance to boost mental health and safeguard wellbeing?
- How can line managers be better equipped to support employees struggling with mental health issues and empower their teams to be the best they can?
- What have been your initiatives to support mental health and wellbeing where remote working continues?
- With the rise of online and digital events for employees, how can we reduce screen time whilst maintaining engagement and boosting wellbeing?

Debbie Bullock  
Wellbeing Lead  
**Aviva**

Barbara Nestor  
Director of Group Culture Transformation & Internal Communications  
**Bank of Ireland**

Helen Walpole  
HR Business Partner  
**MetLife**

João Vidal Lopes  
Head of Internal Communications  
**Santander Portugal**

### **FROM NOT LISTENING TO COMMITTED ADVOCATE...**

14.15 – 14.35

Join Lucy Hutchinson, Diversity, Equity & Inclusion Lead at Wise, to explore how she is building DE&I in a rapidly growing, autonomous tech environment. She'll share her practical lessons-learnt and how to build a strategy that engages employees at all levels.

Lucy Hutchinson  
Diversity, Equity & Inclusion Lead  
**Wise**

### **DELOITTE CASE STUDY - TOWN HALLS REINVENTED**

14.35 – 14.50

**How reinventing the company Town hall has helped shape employee/leadership communication at Deloitte:**

- Inspiring a culture of honest communication
- Humanising the CEO and leadership team
- Empowering the workforce to speak up about their ideas and challenges • Measuring employee engagement and sentiment
- Tips and tools for Town hall success

Rob Curtis  
Enterprise Consultant  
**Vevox**

Susan McKenzie  
Director CEO communications  
**Deloitte LLP**

### **AFTERNOON REFRESHMENT BREAK WITH INFORMAL NETWORKING**

14.50-15.20

### **ENGAGING LEADERS & MANAGERS**

15.20-15.40

## **Top-Down To Bottom-Up, Engage Senior Leaders To Open Two-Way Conversations & Empower & Include Employees**

- From director to parent: explore how leaderships styles have changed during Covid-19, spot the behavioural trends that are here to stay and how to rebuild autonomous workforces
- Finding the right pitch! Explore how senior leadership can successfully aim their communications at their target audience to ensure clear and concise reporting of complex issues
- The limit of resilience: do employees need to build resilience or are leaders asking too much of their teams in a time of overload and uncertainty?

Gemma Paterson

Head of People Development Experiences & Innovation

**Legal & General**

## **COVENTRY BUILDING SOCIETY D&I CASE STUDY**

15.40 – 16.00

### **Foster Inclusive, Authentic & Visible Cultures Which Champion Diversity, Drive Practical Strategies & Deliver Real Results**

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Colin Clements

Lead People Partner - Chief Customer Office

**Coventry Building Society**

## **LESSONS LEARNT & PREDICTIONS FOR 2022 PANEL**

16.00-16.30

### **Aim: Highs & Lows, Successes & Failures: What Are The Valuable Lessons Learnt From 2021 & How Can We Apply Them To Transform & Prepare For The Challenges Of 2022?**

- How can we maintain the entrepreneurial spirit and community bond that has emerged from Covid-19 to improve engagement across Financial Services?
- Back to normal or rip up the rule book? Explore how Financial Services can move forward in 2022 to transform and determine future employee engagement
- How can employees be encouraged to imagine their future and empowered to realise it for next-level engagement and productivity?
- How can we harness the power of comms and the role of engagement from 2021 to shape the future and fuel further creation, positive disruption and long-lasting change?

Alberto Baltanás

Head of Internal Communications

**Grupo Santander**

Claire Brenan

Senior Internal Communications Manager

**Yorkshire Building Society**

**16.30 CLOSING REMARKS & CLOSE OF CONFERENCE**