

**Registration, Informal Networking & GIC Welcome**

08:40 – 09:10

**Morning Chair's Opening Remarks**

09:10 – 09:20

Iain Brumpton, Head of People Commercial, Performance & Insight, **Zurich Insurance Company Ltd**

**Engaging Flexible & Hybrid Workforces – Panel Discussion**

09:10 – 09:40

**Guarantee Increased Employee Engagement With New & Innovative Strategies & Reimagined Office Structures For A Hybrid Workforce Which Connects & Motivates Every Employee**

- Is hybrid working for life or just for Covid? Understand how FS leaders can move into a new, flexible framework which increases efficiencies and maximises productivity long-term
- Reimagining offices for the future: what will the office space look like post-Covid, and how will this impact employee experience and engagement moving forward?
- Understand the risks! Recognise the data security and governance issues posed with remote working to plan a watertight strategy which protects all employees
- Critical questions answered: what are the ongoing challenges with employee engagement in a hybrid framework, and what are the issues companies are facing in encouraging people to return to the office?

Richard Stanbury, Head of Employee Relations & Senior Business Partner, **Direct Line Group**

Deepa Shah, People Director, Head Office, **Bupa**

Kirsten Lightfoot, Head of People Development, **Newcastle Building Society**

Regina Shapiro, Global Cultural Development Manager, **MUFG**

Fahmida Afrin, HR Business Partner, **Schroders Wealth Management**

Nicola Wood, Head, myPerformance Transformation, **Standard Chartered**

Alana Renner, Head of Communications & Engagement, **Canada Life UK**

**A New Leadership Deal For Financial Services**

09:40 – 09:55

### **A New Leadership Deal For Financial Services**

- How leadership needs to change to maximise trust and motivation in the current environment
- How to deal with hybrid
- How to reduce attrition and retain talent
- How to amplify strategy, purpose and change

James Tarbit, MD - Client Advisory, **Karian and Box**

### **Best-In-Class Engagement Strategies**

09:55 – 10:15

### **Drive Sky-High Engagement & Overcome Virtual Barriers With A Watertight Strategy That Is Guaranteed To Ensure A Collaborative & Productive Team**

- Engage every employee! How are organisations maintaining engagement within a dispersed workforce, and how are HR and engagement teams catering to everybody?
- With the formalities of emails and phone calls, is engagement getting lost in digital processes? Secure a truly engaged workforce with tailored and targeted strategies which hit the mark no matter where your employees are based
- Power new and innovative strategies within the EVP that win employees over as brand ambassadors and gain their trust and loyalty within the business
- Listen and support vulnerable employees, track their sentiments and harness and touch on the moments that truly matter

Fahmida Afrin, HR Business Partner, **Schroders Wealth Management**

### **Improving Employee Engagement – Planning For The Long Term**

10:15 – 10:30

- Every employer knows they need to take a proactive approach to employee engagement health but knowing where to start can be overwhelming
- Hear how to put tools in place that supports a a long-term strategy and not just a tick box exercise
- Learn insights from Virgin Pulse's Financial Services clients

Ian Molyneux, Wellbeing Consultant, **Virgin Pulse**

### **Morning Break With Informal Networking**

10:30 – 11:00

**Mental Health & Wellbeing In The Workplace – Panel Discussion**

11:00 – 11:30

**Break Down Barriers, Nurture Trusted Relationships & Create A Supportive Workplace To Empower Employees To Discuss & Protect Their Mental Health & General Wellbeing**

- Minimise stereotypes of the financial services industry by fostering a genuinely open and inclusive culture that empowers employees to voice their mental health struggles
- It's no longer a 9–5! Avoid attaching a badge of honour to those overworking and truly understand how HR and engagement teams can reinforce the work-life balance to boost employee wellbeing
- With the inherent rise of permanent hybrid working structures explore how best to support and monitor remote workers no matter their location or time zone and avoid slipping back into old habits which would demotivate teams
- Understand the balancing act between employee autonomy and wellbeing to maximise staff morale as trusted and appreciated colleagues naturally leads to increase productivity and efficiencies

Richard Stanbury, Head of Employee Relations & Senior Business Partner, **Direct Line Group**

Zahoor Ahmad, Diversity & Inclusion Lead, **Skipton Building Society**

Hannah Smith, Associate Director, Talent Development, **Fidelity International**

**Matrix Leadership - "Leading Without Authority"**

11:30 – 11:45

Aimed at mid-senior level leaders operating in cross-functional teams and needing to lead without authority. This topic explores the leadership capabilities that are really critical to success for those who have to operate alongside other specialists to get things done, but without that direct line authority – i.e. they cannot be directive.

Leading without authority, especially during the pandemic & the increase in agile working has become even more important. Building the right environment to support this & the skills to enable this is key and our message is that – Leadership is more than just leading direct reports, it is about leading the business!

We will look to interrogate some of the critical skills: -

Develop growth orientation (growth mindset, openness)

Influence without authority

Build inclusive & aligned teams  
Nurture resilient relationships  
Drive for accountability & focus

Helen Hambleton, CEO, **People Untapped**

### **Diversity & Inclusion – Double Perspective**

11:45 – 12:25

#### **Drive Forward Diversity In Financial Services By Cultivating An Open, Authentic & Inclusive Culture That Celebrates Differences & Ensures All Employees Feel Valued & Supported**

- How can financial services reframe the conversation around D&I and encourage honest and genuine conversations? How do you start that conversation depending on where you are in that journey?
- Tackling neurodiversity in the evermore prominent home working environment: take practical steps to communicate, represent and understand employees whose diversity is not always visible and determine what makes an organisation attractive when hiring neurodiverse candidates
- In a heavily candidate-driven market attract new talent by building and establishing a strong employer brand with D&I strategies that give you a competitive edge

11:45 **Perspective 1**

Zahoor Ahmad, Diversity & Inclusion Lead, **Skipton Building Society**

12:05 **Perspective 2**

Carol Frost, Chief People Officer, **Metro Bank (UK)**

### **It's A Human Thing: Inspiring Your People In An Ever-Changing World**

12:25 – 12:40

The crucial role communication plays in driving behavioural change and creating a truly engaging employee experience – for every future 'normal'

Kate Whitley, Client Services Director, **Caburn Hope**

### **Lunch Break & Informal Networking**

12:40 – 13:40

### **Afternoon Chair's Opening Remarks**

13:40- 13:50

Iain Brumpton, Head of People Commercial, Performance & Insight, **Zurich Insurance Company Ltd**

### **Employee Research - You're Not Giving The People What They Want**

13:50 – 14:05

During this session, we exclusively unveil the results of a study which reveals that, as engagement practitioners:

- You think your survey feedback is very effective – but 86% of people don't think it is
- But people do want personal feedback, especially younger employees
- You think your survey feedback is personalised – 88% of people don't think it is
- We look at how the findings of this study should inform your thinking on feedback strategy in the future so that you can treat employees as individuals – and give people what they actually want

Andrew Cocks, Associate Subject Matter Expert, Culture & Employee Engagement, **Tivian**

### **How To Transform Your Company's Internal Communications With Video**

14:05 – 14:20

Video has quickly stepped in for face-to-face communication to become the next-best channel for employees to feel heard, understood, and supported.

Create new digital experiences with professional, cost-effective videos in just minutes, and change the way you communicate with your internal stakeholders. From onboarding and training to internal communications. Anywhere, anytime. Evolve your strategy in achieving your business outcomes while keeping costs down.

- How to level up your business communications
- Improve employee experience with video
- Transform your company's L&D

Bazz Deans, VP EMEA, **Shootsta**

### **Afternoon Break With Informal Networking**

14:20 – 14:50

### **Culture, Change & Disruption – Panel Discussion**

14:50 – 15:20

**Promote A Flexible & Collaborative Culture Which Adapts To Change & Disruption,  
Prioritises Employee Engagement & Ultimately Increases Productivity**

- Construct and embed a strong company culture built on inclusion and engagement which aligns with your organisation's vision and values
- Tackling the culture crisis in hybrid workforces: how are company's bringing people together and reinforcing the sense of belonging when you lose the inter-office communication?
- Learn by listening! Take note of employee feedback and measure engagement levels with robust mechanisms and methodologies to provoke a cultural shift that will strike a competitive advantage and meet strategic goals
- Holistically, how can you build an employee value proposition that is good for your people and good for your business?

Nathan Wallis, Chief of Staff, **Wesleyan**

Hayley Bucur, Head of People Operations, Projects, Reward & Global Mobility, **Wise**

Simi Dubb, Director Colleague Experience & Inclusion, **Metro Bank (UK)**

Anne-Marie Lister, Chief People Officer, **Atom Bank**

Anita Acavalos, Senior Manager Employer Brand, **Legal & General**

**Engaging Leaders & Managers**

15:20 – 15:40

**Empower & Encourage Senior Leaders & Managers To Develop & Establish New & Innovative Leadership Styles Which Maximise Two-Way Conversations, Engage Employees & Showcase Bottom-Line Results**

- Explore how leadership styles differ and how you develop leaders and equip them with the skillset to lead in an effective way
- Develop and position the role of the line manager within your organisation and explore what you can do differently to support leaders and managers
- Engaged leaders = engaged employees! Empower your leaders to confidently embed the vision and values of your organisation into their strategies

Andie Copley, Head of Human Resources, **Ikano Bank**

**Learning & Development**

15:40 – 16:00

**Invest In Your People! Train & Equip Employees With An Interactive Hybrid Training Model, Ensure New-Starter Engagement & Provide Clear & Genuine Development Opportunities**

- Building back better! What have we learnt from the past 2 years, and how can we make sure we don't slip back into old ways by designing programmes which inspire next-level engagement and productivity?
- Create a virtual learning space that is full of energy! With traditional classroom training not always accessible in today's new world, explore the most effective virtual training mediums certain to boost engagement and development
- Adaptability, resilience, empathy... explore how to best upskill your employees and leaders to bolster the employee journey and enhance engagement
- The dark side of hybrid working: examine the best communication tips and tricks which engage isolated employees to get them back on board with their development journey

Vicky Docker, Head of Talent, Careers & Development, **BNP Paribas Personal Finance**

**Measuring Engagement**

16:00 – 16:20

**How Do You Know? Proactively Measure Engagement Levels With Strategies That Listen & Respond To The Employee Voice & Subsequently Deliver Real Value To The Company**

- Escape the restrictions of rigid and structured survey responses and employ effective listening strategies for a more honest and nuanced understanding of employee experience and satisfaction
- Communicate engagement results and employee feedback tangibly for FS leaders who are figure orientated to secure future buy-in and investment for continued success
- What's next? What fresh measurement tools and metrics should you be looking out for to enhance annual or quarterly surveys and wholly understand how engaged your employees truly are?

Simon Connolly, Performance & Leadership Excellence Manager, **Zurich Insurance Company Ltd**

**Afternoon Chair's Closing Remarks & Official Close Of Conference**

16:20 – 16:30

Iain Brumpton, Head of People Commercial, Performance & Insight, **Zurich Insurance Company Ltd**