TONKIN'S 4th ANNUAL

BOOK EARLY & SAVE $$$

Organisational Change Management CONFERENCE

7th - 9th December, 2011 • The Grace Hotel, Sydney

KEY BENEFITS OF ATTENDING

ACHIEVE ROI and profitability with a successful change facility

DRIVE change by aligning change and project strategies

OVERCOME resistance and ENGAGE your workforce with a robust change plan

HEAR FROM THESE EXPERT SPEAKERS:

- **Merran Bolt,** *Change Implementation Manager,* **Department of Defence**
- **Veronica White,** *Group Organisational Change Management,* **Commonwealth Bank Australia**
- **Roger Habib,** *Change Management Director, Institutional Bank,* **Westpac Banking Corporation**
- **Tim Rolfe,** *Change Manager, Organisational Design and Change,* **Woolworths**
- **Rowan Arndt,** *Head of Group Diversity and Inclusion,* **National Australia Bank**
- **Rachel Banks,** *Head of Change and Communications,* **Macquarie Group**
- **Zaklina Civijovski,** *Divisional HR Manager,* **Sydney Water**
- **Nicholas Lea,** *Change and Training Manager,* **Stockland**
- **Dane Warren,** *Head of Information Risk and Security,* **Zurich Financial Services**
- **Jodi Paton,** *Learning and Development Manager Australia,* **Jones Lang LaSalle**
- **Amy Davies,** *Organisational Change and Development Manager,* **The GPT Group**
- **Emma Snell,** *Group Manager Communications, Environment and Climate Change,* **News Limited**
- **Rachel Woodhatch,** *National Manager HR,* **Nissan Australia**
- **Tiffany Quinlan,** *Human Resources Director,* **Randstad**
- **Pranay Lodhiya,** *Vice President (Finance & Resources) / Chief Financial Officer,* **La Trobe University**
- **Susan Stewart,** *Strategic Development and Change,* **Woods Bagot**
- **Caroline Perkins,** *President,* **Change Management Institute**
- **Sheryle Moon,** *CEO,* **Australian Institute of Project Management**

PLUS: DON'T MISS THESE ESSENTIAL HALF DAY WORKSHOPS:

WORKSHOP A:

How to implement the right tools for your company in facilitating the change

Your workshop facilitator:
Catherine Smithson, *Director,* **Being Human**

WORKSHOP B:

How to get the best from your workforce: Appreciative Intelligence and Kinaesthetic Intelligence in action

Your workshop facilitators:
Sue James, *Facilitator and Consultant,* **BJ Seminars International**
Chris Bennett, *Facilitator and Consultant,* **BJ Seminars International**

Media partner: CEOnline your business resource

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TONKIN'S 4th ANNUAL

Organisational Change Ma

CONFERENCE DAY ONE
Wednesday, 7th December 2011

8:30 Registration, morning tea and coffee

9:00 Opening Remarks from Chair
Sheryle Moon, *CEO,*
Australian Institute of Project Management

9:10 OPENING ADDRESS
Examining global organisational change: Is change management the same everywhere?
- Current challenges facing the change management professional
- Examining international change management trends
- Learning from change approaches used in different environments

Caroline Perkins, *President,*
Change Management Institute

9:50 ***Adapting project strategies into your change management facility***
- Examining the close link in these two areas of your business
- Understanding how short term procedures will apply to long term results
- Utilising the project manager's approach to implement the big change

Sheryle Moon, *CEO,*
Australian Institute of Project Management

10:30 Morning tea

10:50 CASE STUDY
Using organisational change to execute an Information Risk Strategy
- Delivering Information Security through an organisational change framework
- Using core organisational processes to drive change and enable successful execution of an Information Security Strategy
- Leveraging the Kotter change framework to align change and program success
- Mitigating the risks of failure from the outset using realistic approaches and small steps
- Understanding the food chain, ensuring each individual is accountable

Dane Warren, *Head of Information Risk and Security,*
Zurich Financial Group

11:30 CASE STUDY
Applying your change management structure using project-style methodologies
- Actively incorporating project management principles and concepts into your change management approach
- Demonstrating how to apply this on a daily basis to achieve more sustainable outcomes
- Reflecting on personal experience: Challenges and pitfalls faced as a change practitioner

Tim Rolfe, *Change Manager, Organisational Design and Change,* **Woolworths**

12:10 ***Accepting lack of control: Developing strategic contingency plans***
- Assessing the issues around unexpected changes that occur during a project
- Responding to expected changes with tentative 'in-the-event-of' plans
- Understanding culture and managing expectations

Susan Stewart, *Strategic Development and Change,*
Woods Bagot

12:50 Networking Lunch

1:50 CASE STUDY
"Yes, the organisation needs to change - but not me": Examining change management fundamentals
- Understanding what works: The hindsight benefits of a past change project
- Assessing the struggles of change in a feudal environment
- Moving from policing to a business partnership role in the finance function

Pranay Lodhiya, *Vice President (Finance & Resources) / Chief Financial Officer,* **La Trobe University**

2:30 CASE STUDY
Creating a change capable organisation
- Building the foundations for a change management capability
- Transferring change capability to the business leaders
- Taking it to the next level – the journey towards the change mature organisation

Veronica White, *Group Organisational Change Management,*
Commonwealth Bank Australia

3:10 Afternoon Tea

3:30 ***Examining climate-change change management in your organisation***
- Looking at your organisation's change capabilities under your green responsibilities
- What you can do to reduce your carbon footprint effectively
- Is your organisation ready and prepared for the carbon tax

Emma Snell, *Group Manager Communications, Environment and Climate Change,* **News Limited**

4:10 CASE STUDY
Implementing transformational change in a multi-brand financial services organisation: The Westpac Group Experience
- Understanding our vision to be one of the world's great companies: Helping our customers, communities and people to prosper and grow
- Performing transformational change on a large scale: The dos & don'ts, lessons learned and the power of an integrated project execution framework
- Leveraging the identity, persona and strength across multiple brands, locations and services
- Implementing changes in a fluctuating economic environment

Roger Habib, *Change Management Director, Institutional Bank,* **Westpac Banking Corporation**

4:50 Closing remarks from chair

5:00 End of day one

CONFERENCE DAY TWO
Thursday, 8th December 2011

8:30 Registration, morning tea and coffee

9:00 Opening Remarks from Chair
Merran Bolt, *Change Implementation Manager,*
Department of Defence

9:10 CASE STUDY
Challenges of the large scale organisational change
- How to effectively implement annual large scale change
- Strategies for implementing change at the coal-face
- Improving organisational maturity

Merran Bolt, *Change Implementation Manager,*
Department of Defence

9:50 ***Building the change capabilities within the company***
- Adapting a perpetual change plan within the company
- The role of the change practitioner: Driving the workforce in the evolution of change
- Allowing for Rolling out the change-values of the company with a central ROI goal

Rachel Banks, *Head of Change and Communications,*
Macquarie Group

10:30 Morning tea

10:50 CASE STUDY
Reform and change within Public Sector
- Examining a current project at Sydney Water
- Implementing a leadership framework based on requisite organisational standards
- How to effectively work towards downsizing the workforce
- Driving accountability and ensuring each department owns the change
- Overcoming with staff objections with decorum

Zaklina Civijovski, *Divisional HR Manager,* **Sydney Water**

11:30 ***Combining a training and culture change for lasting results***

CASE STUDY

- Defining the difference in culture change and 'just training'
- Developing a guide to identifying results-based business cases for proposed initiatives
- How to get the organisation to 'own' a culture change

Jodi Paton, *Learning and Development Manager Australia,* **Jones Lang LaSalle**

12:10 ***Global talk, local action: Integrating your company's global requests on a local level***

- Successful approaches to adopting practices down through the company
- Establishing parallel tactics across the company
- Leveraging employee coordination

Tiffany Quinlan, *Human Resources Director,* **Randstad**

12:50 Networking Lunch

1:50 ***Actively changing the work space: GPT's shift to an activity based work environment***

CASE STUDY

- People, Place, Process: Using workplace design as an opportunity for achieving cultural and behavioural change
- Myths and realities of 'the paperless office' and examining the role of technology in supporting a flexible workforce
- Reviewing the change journey and lessons learned

Amy Davies, *Organisational Change and Development Manager,* **The GPT Group**

2:30 ***Strategic planning for change in the workforce: Examining the impending intergenerational shift***

- Executing procedures to retain and recycle knowledge from experienced 'baby-boomer' staff on the brink of retirement
- Implementing changes in response of the shift in workforce age, attitudes and values
- Allowing for growth and diversity within your younger employees via changeable organisational procedures

Rowan Arndt, *Head of Group Diversity and Inclusion,* **National Australia Bank**

3:10 Afternoon Tea

3:30 ***Constructing the change facility around the business plan***

- Ensuring changes are capable of meeting expected outcomes
- Applying changes in alignment with your business practices and expected ROI
- Implementing changes to meet client needs

Rachel Woodhatch, *National Manager HR,* **Nissan Australia**

4:10 ***The Trojan Horse: Implementing a Document Management System (DMS) to assist in behavioural change within Stockland***

CASE STUDY

- Examining the case for implementing changes to Stockland's information management structures
- Dealing with resistance: Planning the surprise attack
- Lessons learned for future reference

Nicholas Lea, *Change and Training Manager,* **Stockland**

4:50 Closing Remarks from chair

5:00 End of day two

> "Some great speakers sharing real insights and experiences. A great way to get across change management in organisations quickly."
>
> **Mia Jones,** *OD Constultant,* **NRMA**
> *Delegate,* Tonkin's **3rd Annual Organisational Change Management,** 2010

> "Very high standard of speakers and case sharing. A goldmine of excellence in change management with information about tools for collaboration and effectiveness."
>
> **Gai Roper,** *Director,* **Corporate Spirit**
> *Delegate,* Tonkin's **3rd Annual Organisational Change Management,** 2010

WORKSHOP DAY

Friday, 9th December 2011

8:30 Registration, morning coffee and tea

WORKSHOP A: 9:00 – 12:00

How to implement the right tools for your company in facilitating the change

This intensive and informative workshop will aim to address the reasons why change can be difficult unless supported with the right management tools and skills to facilitate individuals through the minefield of adjustments. Delegates will be provided with powerful insights into influencing staff, communicating change and managing the resistance in the organisation. Your facilitator will cover topics such as:

- Understanding the resistance behind changing the workplace
- Addressing the individuals issues and fears from the outset
- Tailoring approaches to change management activity
- Applying frameworks for change projects to be utilised in various situations

Your workshop facilitator:

Catherine Smithson, *Director,* **Being Human**

Catherine has a Master of Business Administration from the AGSM at UNSW. She also has a Master of Arts, a Bachelor of Arts and a Diploma of Education. Her career highlights include senior management roles in corporate communications, with 3M Australia and Burson-Marsteller. She has also held senior organisational change roles with Monier Roofing/CSR Limited and ING Australia.

(Lunch is provided for those delegates attending both workshops)

WORKSHOP B: 1:00 – 4:00

How to get the best from your workforce: Appreciative Intelligence and Kinaesthetic Intelligence in action

In this revealing and educational workshop, you will be focusing on practical strategies for building on existing strengths in your people and organisation. Delegates will be introduced to Appreciative Intelligence, which is foundational to Appreciative Inquiry. The workshop will also touch on the application of Kinaesthetic Intelligence in supporting the process and management of change. This interactive 3 hour session will look at ways to get your people behind your process, applying both Appreciative Intelligence® and Kinaesthetic Intelligence and using proactive rather than reactive approaches to change. Your facilitators will cover:

- The three components and four qualities of Appreciative Intelligence® and their application in achieving desired goals and targets
- Using powerful, generative questions to foster effective change
- How to realise the transformational potential of any change management process, including but not exclusively Appreciative Inquiry
- Creating community in the workforce

(Appreciative Intelligence® is the registered trademark of Tojo Thatchenkery. Used with permission.)

Your workshop facilitators:

Sue James, *Facilitator and Consultant,*
BJ Seminars International

Chris Bennett, *Facilitator and Consultant,*
BJ Seminars International

Sue is a highly experienced facilitator, teacher, trainer, manager and consultant, whose clients include small businesses, large corporations, schools and other non-profits. She draws on a wide range of strength-based approaches, including Appreciative Inquiry. Chris has an extensive background in speaking, training, facilitating and coaching in personal and professional development and wellbeing. He draws on a wide range of skills and experience, including over 20 years as a practioner and teacher of Tai Chi.

VIP Code _____ TONKIN'S 4th ANNUAL **ORGANISATIONAL CHANGE MANAGEMENT - HUM45**

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DATES & VENUE

SYDNEY

7th - 9th December 2011

The Grace Hotel
Corner York & King Streets
Phone: 61 2 9272 6888

REGISTRATION FORM –TONKIN'S 4th ANNUAL **ORGANISATIONAL CHANGE MANAGEMENT - HUM45**

YES, please register me for the above conference. Today's date ☐☐/☐☐/☐☐

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Cancellation Policy: Should you be unable to attend, a substitute delegate is always welcome at no extra charge. Alternatively a full refund, less a $200 service charge (including GST), will be made for cancellations received in writing up to 21 days prior to the event. Regrettably no refunds can be made less than 21 days prior to the event.

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