

HENLEY CAREERS

World of Work: Work Reimagined

12 September 2019



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Henley
Business School

UNIVERSITY OF READING

Where business comes to life

Agenda with Jacqueline Davies as compère

08:30 – 09:20	Registration	Foyer
09:25 – 09:45	Welcome from Henley Business School - A Leading Light on the Future of Work John Board, Dean of Henley Business School and Naeema Pasha, Director of Henley Careers at Henley Business School	G11
09:45 – 10:00	Being Human in the Future of Work Jacqueline Davies, Managing Director at Audacity Associates	G11
10:00 – 10:30	Embrace the Machine: How AI Influences Marketing Kerry Harrison and Richard Norton, Co-Founders of Tiny Giant	G11
10:30 – 11:00	How Will People Management be the Core to Future of Work and Change? Peter Cheese, CEO of Chartered Institute of Personnel and Development	G11
11:00 – 11:30	Break (sponsored by St. James's Place Wealth Management)	Foyer
11:30 – 12:15	Future Flexibility: How D&I is Core to Large Corporate Success Paul Birt, Head of HR Partnering and Harriet Padina, Diversity and Inclusion Community Manager at Siemens	G03
	Four Better or Four Worse: Will a Four Day Week Work? Rita Fontinha and James Walker, Leading Academics at Henley Business School	G04
	Technology Adoption at Pace? We Need a Leadership Skillset for That Naeema Pasha and Chad Wilson, Global Product Strategy Manager at InComm	G10
	AI Recruitment: How to Make this Future Dystopia Turn to Recruitment Paradise Perry Timms, Founder of PTHR and Matthew Searle, Head of Relationship Management for Henley Careers, Henley Business School	G15
12:15 – 13:00	Designing Inclusion into the Future of Our Working Relationships Hanna Naima McCloskey, CEO of Fearless Futures	G03
	AI, Machine Learning and Data Science - What Does it All Mean? Giuseppe de Fatta, Head of Computer Science at the University of Reading	G04
	A Critical Survival Guide to Business Disruption and the Future of Work Hema Bakhshi, Chief Workplace Officer at Adoptt	G10
	Future of Money: How Digital Will Change the Way You Pay Daniel Kiernan, Career Consultant and Andrew Urquhart, Associate Professor of Finance at Henley Business School and guest speakers	G15
	Consultancy Insights Gained from the Public Sector Josie Cluer, Partner at EY	102
13:00 – 14:00	Lunch	Foyer
14:00 – 14:30	Leadership in the Age of AI Richard Potter, Chief Technology Officer at Microsoft	G11
14:30 – 15:15	Panel: You've Built a Diverse Workforce - Now What? Claire Collins, Shaheena Janjuha-Jivraj, Ben Elliss and Hanna Naima McCloskey	G11
15:15 – 15:35	Break (sponsored by St. James's Place Wealth Management)	Foyer
15:35 – 16:15	The Seven Realities of the Workplace: How Your Corporate Workspace Will Change Neil Usher, Chief Workplace Officer at GoSpace and Ginny Gibson, Professor Emerita at Henley Business School	G11
16:15 – 16:45	5G and The Digital Skill Gap in the UK Wenbing Yao, Vice President, Business Development and Partnerships at Huawei	G11
16:45 – 17:00	The Future of Work Pledge: Building our WOW Community Naeema Pasha and Jacqueline Davies	G11
17:00 – 18:00	Pledge Party! (sponsored by St. James's Place Wealth Management)	Foyer

Welcome



Welcome to World of Work: Work Reimagined!

We are so pleased to have you here! Whether this is your first, second or third visit to the conference, we are pleased to have you as part of our community of like-minded people.

Today we'll be presenting a series of outstanding speakers to help us reimagine what the future might hold, and how we can prepare for it. We'll be unveiling research on the four day working week, as well as insights into money, diversity, leadership, workplaces, recruitment and skills.

At the end of the day we are hosting a pledge party – join us to make your pledge on your next steps and together we can work towards it! This will contribute to a bigger forum for the World of Work, with more research and industry projects across all management disciplines. We want to work jointly on some of the issues around changes in work influenced by new technologies and new ways of being human. So please keep in touch for information, and get in touch if you would like to collaborate with us.

I also wanted to say a huge thank you to everyone involved in the conference today! We have an incredible line-up with some really thought-provoking sessions. Together we will delve deep into some of the challenges, concerns, and maybe the joys in store for us all.

I hope you'll enjoy it.



Dr Naeema Pasha

Director of Henley Careers
Henley Business School

World of Work: Work Reimagined



Thank you for coming to
the third **Henley Careers**
World of Work conference.

Session summaries

Welcome from Henley Business School- A Leading Light on the Future of Work

John Board

09:25 – 09:30 | Henley Business School

Does AI Bring us Great Fortune?

Naeema Pasha

09:30 – 09:45 | Henley Business School

Being Human in the Future of Work

Jacqueline Davies

09:45 – 10:00 | Audacity Associates

Embrace the Machine: How AI Influences Marketing

Kerry Harrison and Richard Norton

10:00 – 10:30 | Tiny Giant

Artificial Intelligence. Do you revel in its advanced, algorithmically-powered brilliance? Or do you have sleepless nights fretting that it will soon steal your job?

What are the implications for marketing and workplace creativity? Everything suggests that human-AI collaboration is a game-changer.

So, the big question is: how can you harness it to YOUR advantage?

Join Kerry and Norts for a super-charged session that explores how a combination of creative ideas and technology can change the way you think, work and engage with customers.

Discover how you can use chatbots to tell captivating stories and free up time for your teams. Uncover the joy of frictionless interactions using AI-powered smart speakers. Get ready to embark on mind-bending adventures with AI. And find out how AR filters can help you wow and delight – and gain hundreds of new followers.



How Will People Management be the Core to Future of Work and Change?

Peter Cheese

10:30 – 11:00 | CIPD

Peter will explore the major drivers and contextual shifts that are shaping the future of work, and the changes in the nature of work, the workforce and workplace.

Many changes are already happening, and current realities of work not only shape immediate priorities but also should help to build the guiding principles for the future of work – such as defining good work, wellbeing, diversity and inclusion, investment in skills and lifelong learning, and corporate governance and responsible business.

He will then explore how these shifts are shaping the demands on leaders and the different capabilities and mindsets needed, as well as the future for the HR profession and it's role in business.



First breakout session summaries

11:30 - 12:15 | Choose which breakout session you would like to attend.

Future Flexibility

Paul Birt and Harriet Padina

Room G03 | Siemens

How do you lead your company into the future world of work?

Many of us have a vision of how things will be, but it isn't so easy to find the right path. Paul and Harriet will share the approach they took last year when given this challenge.

Not content with having just a radical idea, they also used an innovative style of inquiry to learn about the existing culture within the organisation.

This session will give you a brief insight into the vision but also to experience the unusual approach. Come with your minds open and your creativity flowing!

Technology Adoption at Pace? We Need a Leadership Skillset for That

Naeema Pasha and Chad Wilson

Room G10 | Henley Business School | InComm

We need to use Agile and we need to be Dynamic they say. Sure. But do we know exactly what this means and how a workforce adapts?

We know there are different technologies coming into the workplace but we've not really considered how they manifest in terms of our jobs. Hear from InComm, a company at the leading edge of global Fintech application on how they are delivering tech – at pace. And learn about the latest research from Henley Business School on a new model of career and people development to support future work skills.

Four Better or Four Worse?

Rita Fontinha and James Walker

Room G04 | Henley Business School

When it comes to flexible working, the buzzword at the moment is the four-day working week.

We will examine the pros and cons of the four-day working week across four generations of employees.

We will show that there are clear benefits: we found that those organisations already offering it are seeing improvements in employee satisfaction, increased staff productivity and a reduction in sickness absence.

However, we will also show that some businesses have concerns about the practicalities of implementing such an initiative, including their availability to their customers. We also found that some employees were worried their colleagues would perceive them as lazy if they only worked on four days.

AI Recruitment: How to Make this Future Dystopia Turn to Recruitment Paradise

Perry Timms and Matthew Searle

Room G15 | PTHR | Henley Business School

According to many industry commentators, HR, Recruitment and Talent Acquisition professionals are facing an automation takeover. Whilst it is true we're seeing advancing algorithms accentuating selection and managing applicant interaction, are we really headed to hire by hexadecimal?

Join Matthew Searle and Perry Timms who will confront the reality of AI in talent acquisition and explore how professionals and their robotic assistants could change the hiring game, giving you a fresh perspective and a range of options to consider for your future talent proposition.

Second breakout session summaries

12:15 - 13:00 | Choose which breakout session you would like to attend.

Designing Inclusion into the Future of our Working Relationships

Hanna Naima McCloskey

Room G03 | Fearless Futures

Too often conversations in the workplace are about inequities, especially those we may not personally experience, disintegrate. We largely don't have the skills to navigate the emotions that emerge for us when we confront what we don't experience. And we largely may not have the knowledge to diagnose the context and histories that have been brought to light either. If we hold the future of work to the highest standards, then we will have designed into it the capacities in each of us to engage in deeply powerful conversations with our colleagues who may courageously share what they are facing - where doing so looks like being emotionally responsible and working towards repair.

This talk will explore the behaviours that prevent us from creating space to hear others' experience, especially when it's about harm we might have caused - it will help people to diagnose where these behaviours come from, and importantly, what to do instead.

Artificial Intelligence, Machine Learning and Data Science

Giuseppe de Fatta

Room G04 | University of Reading

The world of work is inexorably being affected by Artificial Intelligence (AI) and this trend has been compared to past industrial revolutions.

- In what jobs we will be replaced by AI?
- Will AI create more jobs than it will destroy?
- What sort of intelligent behaviour is AI capable of?
- What are the scientific and technological advances behind the term "AI"?
- What is the difference between AI, Machine Learning and Data Science?

This talk covers some of the technical and general aspects that you really need to know and understand, that can help us to better envisage the impact of AI on future jobs.



Second breakout session summaries

12:15 - 13:00 | Choose which breakout session you would like to attend.

A Critical Survival Guide to Business Disruption and the Future of Work

Hema Bakhshi

Room G10 | Adoptt

We live in a rapidly changing world which is more chaotic, complicated and connected, than ever before. In business, traditional ways of generating value for our customers, shareholders and employees are being rocked, with entire industries being disrupted!

Today's innovation climate is different for two main reasons, the velocity of change and the high stakes involved. We need to find ways to survive and thrive or risk extinction! To remain relevant in tomorrow's world of work we have to create the capacity to change with agility.

In order to make transformative change in the world we live in, we need to transform as businesses, as leaders and as people – a tall order that starts with a process of discovery.

Consultancy Insights Gained from the Public Sector

Josie Cluer

Room 102 | EY

Josie will talk about the big trends facing the public sector – geopolitical change, social and demographic change, and the expectations of citizens – along with the big trends shaping the world of work – intelligent automation, the “gig economy” and a new generation of workers in the workplace. She'll reflect on what that means for the public sector workforce, and the skills we'll need to build in the UK public sector to meet the needs of citizens, public sector employees and public leaders.

Future of Money: How Digital will Change the Way You Pay

Daniel Kiernan, Andrew Urquhart and guest speakers

Room G15 | Henley Business School

What is the purpose of money and its role in society? How is it changing with innovations such as digital payments and cryptocurrency?

Dan Kiernan will be running a session with our academics, including Dr Andrew Urquhart who will be talking about Libra and Facebook's move into cryptocurrency. We've also got Professor Adrian Bell and Dr Tony Moore, who study the history of finance to run a short experiential learning session to help you really understand what money is for and how it works.

As these changes are taking place around the globe, students from different parts of the world will talk about changes they have experienced in their home countries, including:

- **Eziz Jumayev**
Bitcoin and Cryptocurrency
- **Huan (Christy) He**
WeChat Pay and it's Development in China
- **Akshat Vyas**
Demonetisation in India
- **Ronald Wekesa Wafula**
M-PESA, Mobile Payments and Financial Inclusion in Kenya

Session summaries

Leadership in the Age of AI

Richard Potter

14:00 – 14:30 | Henley Business School

Artificial intelligence is transforming our daily lives – at work, at home, on the move.

- Why are our digital experiences being disrupted so relentlessly by this technology?
- What makes it so powerful as a tool for business and society?
- How do we make use of its great power with responsibility?

In seeking answers to these questions and others we'll consider what the world of AI-enabled work looks like and how leaders can navigate with confidence through its complexity, building organisations that can truly exploit its value.

Panel: You've Built a Diverse Workforce – Now What?

Claire Collins, Shaheena Janjuha-Jivraj, Ben Elliss and Hanna McCloskey

14:30 – 15:15 | Henley Business School

The future of work isn't just about the impact of technology, it is also about the future of people in workplaces. We are an increasingly diverse workforce, but are we inclusive? Organisations have set up diversity policies but how far reaching are they?

To contribute to this important future of work conversation this panel, chaired by Professor Claire Collins, Director of D&I at Henley Business School, includes:

- Associate Professor Shaheena Janjuha-Jivraj, who is producing ground breaking research in this area
- Leading professional in the space of developing workplace practices, Hanna McCloskey, CEO of Fearless Futures
- And the D&I perspective from Ben Elliss, Technology Director at Amazon



Session summaries

The Seven Realities of the Workplace: How Your Corporate Workspace Will Change

Neil Usher and Ginny Gibson,

15:35 – 16:15 | GoSpace | Association
of Business Executives

Everything is not as it seems. The workplace has never been so sharply in focus – it is finally being recognised as a significant contributor to organisational and personal performance. Yet amid the noise, how do we read the signals?

This talk pulls no punches in separating myth from the reality in seven key areas of workplace thinking and practice, drawing on emerging evidence and over 25 years of occupier-side experience to identify the seven realities we shall have to face in the coming decade.

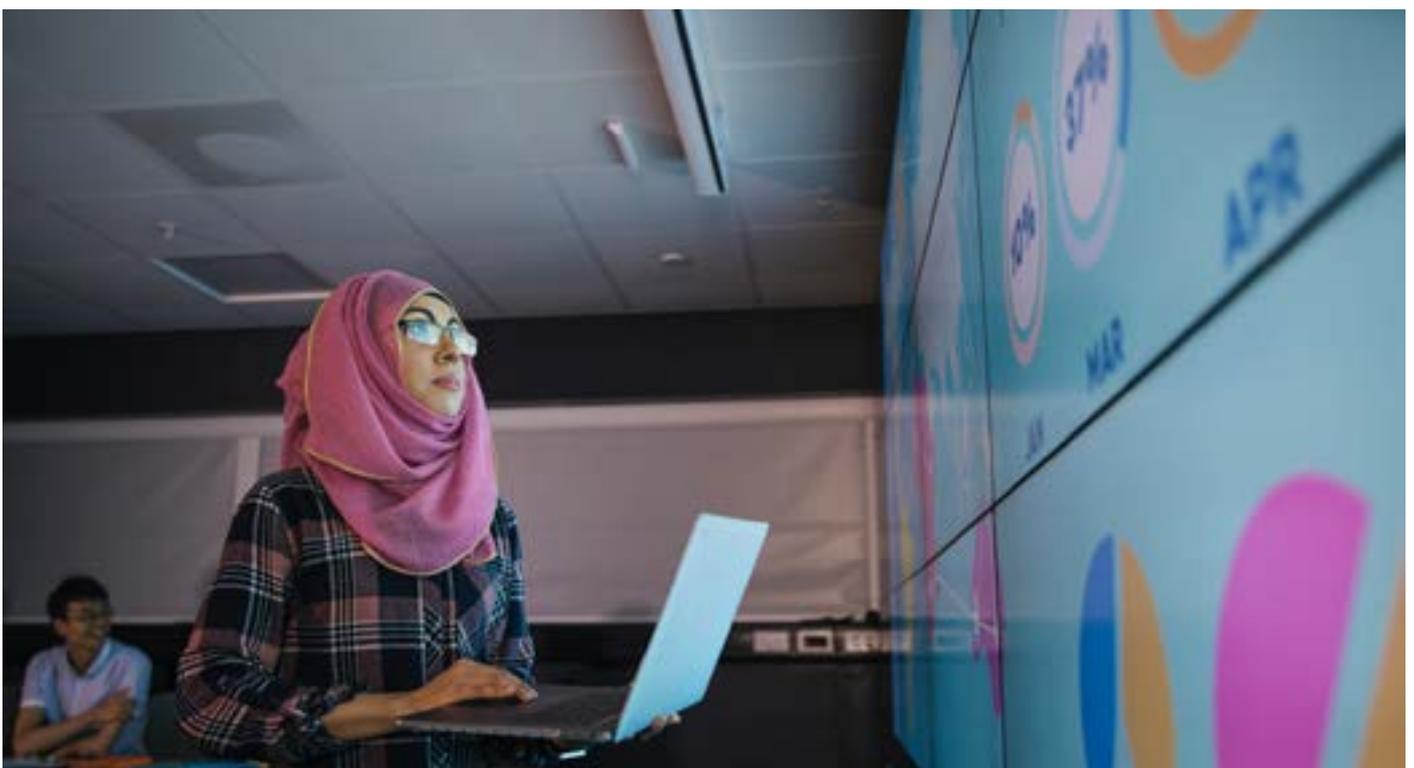
5G and The Digital Skill Gap in the UK

Wenbing Yao

16:15 – 16:45 | Huawei

5G is recognised by governments all over the world as the next generation of mobile technology that can revolutionise many traditional industries and bring huge opportunities to boost productivity and grow economy.

In order to gain the massive economic advantage of 5G and digitalisation, new skillsets are required by the telecom industry as well as the associated vertical industries. This presentation will share some insights on the current status and challenges for preparing the 5G-ready labour force for the future in the UK.



About our speakers



Naeema Pasha

Director of Henley Careers,
Henley Business School

Naeema leads on careers, engagement and the future of work in Henley Business School. She established World of Work (WOW) to explore future of work readiness. Having previously worked in recruitment, she now leads a highly skilled, multi-award winning careers team who work with people and businesses to reach their goals. Her recent doctoral research on managing careers in uncertainty sheds light on key factors that enable us take a positive proactive stance on the future of work. She has an MSc in career resilience and human capital, and an MA in career guidance.

Naeema speaks extensively on side-hustling, future of work and generations and is Principal Practitioner with the Association of Business Psychologists.



Jacqueline Davies

Managing Director,
Audacity Associates

Jacqueline founded Audacity* to provide support to Boards, CEOs and Executive teams experiencing turbulent times.

Most recently the founding HR Director of the UK's Financial Conduct Authority, Jacqueline delivered a new executive team, operating model and workforce profile against an unsettled political backdrop. Previously, she was a managing director at Barclays leading their global talent and resourcing agenda across 26 countries.

She is the Past Master of the Guild of Human Resource Professionals and leads its national leadership programme for future HR Directors. Her first book, *The Truth About Talent*, was published internationally and she has achieved 'Most Influential' recognition as an LGBT leader in the Financial Times and HR leader in the HR professional press.



Kerry Harrison
Co-Founder of Tiny Giant

Kerry is the co-founder of Tiny Giant, a band of fearless creative technologists who help businesses harness the power of voice, chatbots and creative AI.

She's a podcast host, guest lecturer and the co-organiser of I'll Be Back South West - a monthly event exploring the intersection between AI, creativity and advertising.

Alongside her work at Tiny Giant and I'll Be Back, Kerry is a freelance conceptual copywriter who has 18 years' experience writing for the likes of BMW, McDonalds, Virgin and Sky.



Richard Norton
Co-Founder of Tiny Giant

Norts is the co-founder of Tiny Giant - a brave band of fearless creative technologists who combine bold ideas with cunning algorithms to help brands stand out.

He's the co-host of the Tiny Giant Jams podcast and co-organiser of I'll Be Back South West - a monthly event exploring AI, creativity and advertising.

Norts started his so-called creative career in the Cretaceous Period as a session musician. In the mid-90s he switched to being an advertising copywriter. He hasn't looked back since, mainly due to a persistent neck crick.



Paul Birt
Head of HR Business Partnering, Siemens

Paul is Head of HR Business Partnering for Siemens Smart Infrastructure UK & Ireland, having worked for the company since 1996.

He graduated from the University of Paisley in Electrical & Electronic Engineering in 1984, followed by a Post Graduate Diploma in Industrial Management and latterly a Diploma in Personnel Management at University of Northumberland.

Having previously headed up Training & Development for Siemens Microelectronics, General Manager of UK HR Shared Services and HR Director for Siemens Small Gas Turbines, Paul currently champions Future of Work and Digital Transformation within his role for Siemens plc in the UK.



Harriet Padina
Diversity and Inclusion Community Manager, Siemens

Harriet is Diversity and Inclusion Community Manager for Siemens UK & Ireland, having worked for Siemens for 14 years.

She has a Masters in Engineering from Durham University and started her career on a graduate programme with GKN plc. Gradually she moved into HR roles and with Siemens she has worked in Talent Management and Talent Acquisition as well as Organisational Effectiveness.

With a background of organisational change, Harriet's role is to nurture diverse opinions and inclusive culture. This will ensure Siemens can benefit from a greater diversity of thought, building the successful and sustainable business of the future.



Rita Fontinha

Lecturer in Strategic Human Resources Management, Henley Business School

Rita worked in Human Resources in the private sector and later became an academic, with a joint PhD from the University of Lisbon and the University of Leuven. Her research includes:

- Strategic Human Resource Management
- Alternative Work Arrangements (Outsourcing and Agency Work)
- Organisational Commitment
- Psychological Contract
- Job Insecurity and Perceived Employability
- Expatriation

Rita has published her work in several international peer-reviewed journals.



Chad Wilson

Global Product Strategy Manager, InComm

Chad is responsible for international product ideation, market insights & assessments and new build product management at InComm, a Global leader in Prepaid and Fintech.

He has a depth of knowledge across emerging technologies in Fintech including; artificial intelligence, mobile wallets & payments and blockchain. Charged with looking at the future of InComm. He also has significant experience in marketing, retail and sales, working both client and agency side for tech and insight leaders such as Google, Samsung and Global data.

Chad is Chartered in management (CMgr), holds a Master's degree in project management, finance and risk from City University and a BEng in civil engineering from Kingston University.



James Walker

Director of Research and Head of International Business and Strategy, Henley Business School

Professor James Walker is Henley's Director of Research and Head of the department International Business and Strategy. He had considerable experience as a practitioner and gained his doctorate from the LSE before becoming an academic.

His overall research agenda reflects his curiosity - with his work being characterised by the application of empirical methods to solve a broad set real world problems and issues. His work has been published in key outlets examining a diverse set of issues. His most recent work centres on Vice Chancellor pay and governance and long run inequality.



Matthew Searle

Head of Relationship Management for Henley Careers, Henley Business School

Matthew leads the employer relationship management strategy for the careers and professional development team at Henley Business School. Matthew's main role is to build long-lasting relationships up to C-suite level to help organisations in the Thames Valley, UK and around the globe with their current and future talent management strategy.

Prior to Henley, Matthew worked in the KPMG student recruitment team where he was responsible for delivering their attraction and outreach strategy across university campuses and schools. Matthew is a qualified marketer, a current trustee at Manchester Metropolitan Students' Union and a non-executive director at always possible, a consultancy firm.



Perry Timms

Founder and Chief Energy Officer of PTHR

PTHR is a small but far-reaching consultancy whose aim is to build better business for a better world.

Perry is an international and 2x TEDx speaker and award-winning writer on the future of work, HR & learning. His 2017 book Transformational HR was an Amazon.com Top 30 HR seller shortly after its release, and his second book The Energised Workplace will be published in April 2020. Perry's work is influenced by human-centred, design and systems thinking plus agile, inclusive and autonomous ways of working that enhance personal fulfilment and organisation effectiveness.

Perry is a proud chartered member of the CIPD, in the top 5 of HR Magazine's HR Most Influential Thinkers 2018 and a range of global listings.



Giuseppe Di Fatta

Head of Computer Science, University of Reading

Giuseppe is an Associate Professor and the Head of the Department of Computer Science at the University of Reading. In 1999, he was a research fellow at the International Computer Science Institute (ICSI), Berkeley, CA. From 2000 to 2004, he was with the High-Performance Computing and Networking Institute (ICAR-CNR), Italy.

From 2004 to 2006, he was with the University of Konstanz, Germany, where he joined the initial KNIME development team until its first release. His research interests include data mining, machine learning, distributed computing, and data-driven multidisciplinary applications. He has published over 110 articles in peer-reviewed conferences and journals, is the founder of the IEEE ICDM Workshop on Data Mining in Networks and has chaired several international events.



Hanna Naima McCloskey

CEO of Fearless Futures

Hanna is of Algerian-British heritage and the Founder & CEO of Fearless Futures. She has worked for the UN, NGOs and the Royal Bank of Scotland, across communications, research and finance roles; and has lived, studied and worked in Israel-Palestine, Italy, USA, Sudan, Syria and the UK.

She has a BA in English from the University of Cambridge and an MA in International Relations from the Johns Hopkins School of Advanced International Studies, with a specialism in Conflict Management. Hanna is a passionate and skilled facilitator and educator, and education is the life blood of Fearless Futures.



Hema Bakhshi

Chief Workplace Officer, Adoptt

As Chief Workplace Officer at Adoptt, a Workplace Transformation Consultancy, Hema is responsible for translating the vision of the future of work into the art of the practical.

As a thought leader and future of work strategist she steers people, corporates and start-ups through the future of work with a focus is on helping organisations understand how changes are impacting today's business models and reimagining how they best support the workforce of tomorrow.



Daniel Kiernan

Career Consultant,
Henley Business School

Dan looks after students studying finance at the ICMA Centre. He coaches them on their career choices, helps them prepare job applications and tries to teach them some of the skills they're going to need in the workplace.

Prior to this, Dan spent six years at Intelligent Partnership, a small business that is the UK's leading provider of education and insights on alternative investments.

Dan's a qualified Discretionary Investment Manager and has had his work published in titles including FTAdviser, Money Marketing, Professional Adviser, Fundweb, Moneyfacts, The Investor's Chronicle and Investment Life.



Andrew Urquhart

Associate Professor
of Finance,
Henley Business School

Andrew is Research Division Lead. His main research interests are fintech, cryptocurrencies, corporate governance, financial markets, high-frequency trading, and investor sentiment.

He has published over 30 papers in a range of leading international journals and his research has received considerable attention with over 800 citations. He regularly presents his work at leading international conferences.

Currently Andrew teaches the modules Blockchain, Cryptocurrencies and Applications as masters level, as well as Fintech and Cryptocurrencies as undergraduate level.



Adrian Bell

Research Dean,
University of Reading

Adrian is Chair in the History of Finance and Research Dean, Prosperity and Resilience.

Adrian is interested in the history of finance and has just completed a major project funded by the Leverhulme Trust. The project "The first real estate bubble" ran for three years from 2015. The project builds upon a previous project for Leverhulme on medieval foreign exchange. A previous major project for the ESRC with the same team investigated the early and innovative use of credit finance by a succession of English medieval monarchs and an earlier project entitled "Modern Finance in the Middle Ages?"



Tony Moore

Lecturer in Finance,
Henley Business School

Dr Tony Moore is Lecturer in Finance at the ICMA Centre. He is Programme Director of the MSc in Financial Regulation, a part-time degree for practicing regulators offered in collaboration with the Financial Conduct Authority. He convenes the modules 'Stakeholders and the Business of Finance' and the Research Project/Dissertation options for the MSc and 'Topics in Finance' for third-year undergraduates.

He is currently programme director of the MA by Research in Economic History in the Centre for Economic History and has taught for the Graduate Centre for Medieval Studies and the Department of History.



Akshat Vyas

Student
Henley Business School

Akshat is a postgraduate student at ICMA Centre pursuing MSc Financial Risk Management. He also holds an MBA degree from Narsee Monjee Institute of Management Studies (NMIMS), Mumbai, India and a B.E. degree from the University of Rajasthan, India.

Prior to pursuing the MSc, he was working in credit risk department at HDFC Bank. His previous work experience includes working with JSW Steel Limited, Deutsche Bank Operations International and Infosys Limited. He is a certified FRM and was recently awarded with the CISI Educational Trust Award 2019.



Eziz Jumayev

Student
Henley Business School

Eziz is an undergraduate student at ICMA Centre, Henley Business School. He developed interest in the crypto industry in Autumn 2017 when he was trying to understand all the implications of this technology and trading crypto assets. He spent summer 2018 working in consultancy start-up where he was consulting companies on launching ICOs (Initial Coin Offerings), listing on exchanges and creating investment prospectus. Later on, he co-founded the Crypto and Blockchain Society with other ambitious students, where he is now a Treasurer.

Additionally, Eziz is a President of the Investment Society and Investment Intern at Harpsden Wealth Management.



Ronald Wekesa Wafulay

Corporate Finance Analyst
E&K Consulting Firm

Ronald graduated with an MSc in Investment Management in 2018. He won the prestigious Chevening Scholarships funded by UK FCO in 2017. Before then he founded a Start-up 'BrandMe' that impacted on 3000 University graduates in Kenya in the areas of entrepreneurship.

He volunteered at the Kenyan Coast under the Kenya National Leadership Program, steered by the Presidency, where he helped establish female led social enterprises that improved literacy by 15%. He is currently running a start-up "Fanikisha Farm Limited" that innovatively finances local farmers. He seeks to finance 100 farmers in 2019 and 5000 farmers in the next 5 years.



Huan (Christy) He

Student
Henley Business School

Huan is an entrepreneur-minded person who takes initiatives and keen to get things done. She is a master's student at the ICMA Centre and the Finance Officer at a payments fintech start-up in London. There her responsibilities include payment settlements, product pricing, risk management, accounting and making sure the chief executive is aware of the financial status of the company. Previously she was a course representative and calling campaign ambassador at Henley Business School.

Prior to coming to UK, she spent one-year teaching English to Chinese teenagers. Before that she completed undergraduate study of International Business in China.



Josie Cluer

Partner at EY

Josie is a Partner in EY's people advisory practice. She has 20 years experience of transformation in and around the public sector.

She has worked across government, local public services and the not-for-profit sector on issues such as organisational redesign, major change, culture, learning and skills. She has also worked in government as a special adviser to the Secretary of State for Innovation Universities and Skills in Gordon Brown's government. She speaks and writes on public sector reform.



Claire Collins

School Director of Diversity and Inclusion, Henley Business School

Claire researches and teaches Leadership and Leadership Development with a special interest in Diversity and Inclusion, Quiet Leadership, Coaching Leaders, Leadership Derailment and Women in Leadership. She has experience of working with a variety of organisational and academic clients from the private and public sectors. She has 20 years' experience in the NHS, firstly in a scientific role and then in senior management in a large acute Trust, following which she became CEO of a London law firm. She has also enjoyed some years as an independent consultant and coach and combined this with being a Research Fellow at the Royal College of Nursing Institute before joining the faculty at Henley Business School.



Richard Potter

Chief Technology Officer at Microsoft

Richard advises business leaders around the world on a range of digital transformation challenges. However, it's the building of innovative enterprises that is his real passion.

In his day job Richard works with Microsoft's customers giving them clarity and confidence about their digital journeys, helping them turn their aspirations into transformational business results.

He is a renowned keynote speaker and event facilitator with an energising and engaging style. He lives in the UK but travels extensively, shamelessly collecting and telling stories everywhere he goes.



Shaheena Janjuha-Jivraj

Associate Professor in Entrepreneurial Leadership, Henley Business School

Shaheena set up the Henley Centre for Entrepreneurship, building the foundation for students. Over the last seven years, she has worked extensively in the field of diversity and inclusion in developing innovative solutions to create more inclusive cultures. She has worked with a range of multi-national companies and organisations in the public sector and not-for-profit sector. Her work covers policy development as well as working with organisations to create cultures that are more inclusive. Shaheena has been commissioned to deliver policy reports on gender leadership by the UK Cabinet Office and the Commonwealth Secretariat for the Heads of Government meetings in 2015 and 2018.



Ben Elliss

Technology Director,
Amazon

Ben Elliss is a technology director for Amazon's EU Retail team. Ben lives in Reading and works in London.

After gaining a BA in English Literature and an MSc in Computer Science, Ben joined Amazon in 1999. Over the following two decades, Ben has led Amazon tech teams across numerous programs and locations, including platform technologies, subsidiaries and EU-specific engineering efforts.

Ben is passionate about hiring and growing great people and building diverse teams, and has helped to define and execute Amazon's hiring and training mechanisms in the UK, EU and worldwide. Ben currently sponsors Amazon's UK engineering apprentice programme.



Neil Usher

Chief Workplace Officer,
GoSpace

With over 25 years in the industry as a property, workplace and change leader, Neil has delivered innovative environments for organisations in a variety of sectors, all over the world including Warner Bros., Honeywell, Rio Tinto and Sky. He hasn't just talked about it – he has been there and done it.

He is now Chief Workplace Officer for GoSpace, the first AI application for the workplace. Together with this practical experience, his influential blog (www.workessence.com) and regular conference talks have made him a leading thinker in the profession. His first book *The Elemental Workplace* was published in March 2018.



Ginny Gibson

Professor Emerita,
Henley Business School

Ginny is Professor Emerita in Corporate Real Estate having retired from the University of Reading after a 30-year career as an academic. During this period she held numerous leadership roles including seven years as Deputy Dean at Henley Business School. Her research focused on understanding how organisations align their real estate with their corporate strategy to ensure that it adds optimum value and she worked with organisations across the public and private sectors.

Ginny is now a non-executive director for several organisations including the Association of Business Executives and Portsmouth Naval Base Property Trust.



Wenbing Yao

Vice President,
Business Development
and Partnerships,
Huawei

Wenbing joined Huawei UK in 2008 and took up the role of VP Business Development and Partnerships in April 2018. She is an Advisory Board Member of UK5G and Board Member of TechUK. She has been with the Huawei Corporate Elite Program on end to end network transformation. Between 2012 and 2016, Wenbing was the Director of Strategy and Marketing, responsible for developing the mid and long term business strategy for Huawei UK leading joint innovations with key telecom customers and organising market communication activities. Wenbing received her PhD degree in Communication and Information Systems from Huazhong University of Science and Technology. She was a lecturer in wireless communications at Brunel University from 2003 to 2008.

General information

Social media

Follow our Twitter pages [@HenleyBSchool](#), [@icmcentre](#) and [@henleycareers](#) and use the hashtag **#WOW2030** to get the latest updates throughout the conference, interact with other participants, and share your experiences. We're also on Facebook, Instagram and LinkedIn, but will be focusing on Twitter today.

Wi-Fi

If your institution uses Eduroam and you require Wi-Fi during the conference, you can use your usual institution credentials to log on to Wi-Fi while you are here.

If you don't use Eduroam, Wi-Fi access will be available via unique username and password. Please ask at reception for login details.

Local taxi

Yellow Cars: 0118 966 6555 | Top Cars: 0118 944 2222

Lunch menu

Choose which food station you would like to go to first, and if you've got room you can try something from another station too!

Food station 1

- Fragrant green Thai chicken curry ([gluten free](#), [halal](#)) served with steamed rice
- Thai spiced salmon skewers served with steamed rice

Food station 3

- Chunky vegetable tagine ([vegan](#), [gluten free](#)) served with steamed rice or vegetable samosas
- Spinach & ricotta cheese tortellini in a Provençal sauce finished with a white wine reduction ([vegetarian](#))

Food station 2

- Chilli con carne ([gluten & dairy free](#), [halal](#)) served with steamed rice, guacamole & sour cream
- Mongolian beef ([halal](#)) served with steamed rice

All food stations also have:

- Mixed baby leaf salad
- Tomato, cucumber, coriander and red onion salad
- French dressing
- A selection of bread and butter

And a fruit platter for pudding.

Provision of special meals

Dietary restrictions have been catered for during lunch. Special meals will be labelled and located in Henley Business School building during lunchtime.

Pledge Party

We hope you will be able to join us at the end of the conference for refreshments in the foyer. This is a chance to talk about the day and share ideas on how we might collaborate. Help us build a future of work community!

Cupcakes

During the first break there will be AI cupcakes from Tiny Giant (external caterers so proceed with your responsibility!).

Sustainability

Where possible we have tried to be sustainable. All of the plates and cutlery are compostable and we have water stations for you to top-up your Henley Business School water bottle.

Filming and Photos

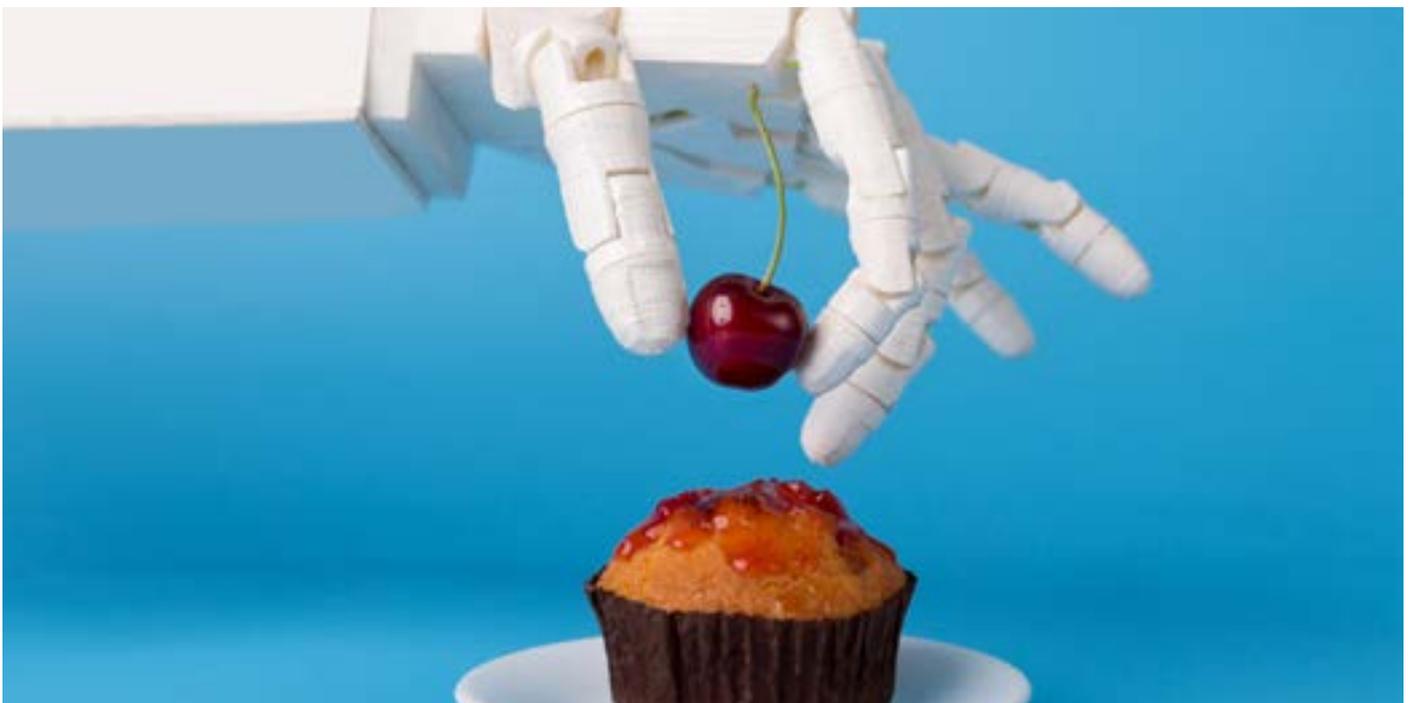
We will be filming and taking photos throughout the day. Please let us know if you don't want to be included in this.

A Special Thank You

Thank you to St James's Place Wealth Management for sponsoring the breaks and pledge party, to Visionect for providing the Joans (electronic door signs) and to Service Robots for providing Lilly the robot.



ST. JAMES'S PLACE
WEALTH MANAGEMENT



Fire emergency

If you discover a fire, you must:

- If safe to do so, close the door of the room
- Raise the alarm using the nearest fire alarm call point
- Phone the emergency services using the nearest telephone (0–999 on an internal University phone, or 999 on a mobile phone)

OR

- Phone Security Services Emergency Control on extension 6300 (0118 378 6300 on a mobile)
- Evacuate the building using the nearest fire exit; report to the assembly point in Car Park 2
- Only attempt to put out the fire if it is safe to do so.
- If you call the emergency services on 0–999, you must inform Security Services Control of this so that Security can help to direct the emergency services.

On hearing a continuous alarm you must:

- Evacuate the building as quickly as possible, using the nearest safe exit. Lifts must not be used (unless they are clearly marked as suitable for the evacuation of disabled people; they should then only be used for the evacuation of disabled people)
- Ensure that staff/students/visitors who need assistance are escorted to a Refuge Area or out of the building
- Close all doors and windows in the area before leaving but not if this will endanger yourself
- Report to the Fire Warden/Evacuation Officer (wearing fluorescent jacket) at your designated assembly point in Car Park 2
- Do not re-enter the building or leave the assembly point until advised by the Emergency Services or Evacuation Officer that you can do so.



Notes

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Notes

A series of horizontal dotted lines for writing notes.

Henley Careers
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University of Reading
Whiteknights
Reading
RG6 6UD

henley.ac.uk/careers

@henleycareers

