

19th Annual Conference: 6-7 March, 2019

Amplifying our Practice: Boosting organisational performance

Speaker	Session Overview	Biography
 <p>Dr Mee-Yan Cheung-Judge</p> <p>Director of Quality-Equality Ltd.</p> <p>Senior Fellow of Singapore Civil Service College</p> <p>Senior Fellow of Roffey Park Business School</p>	<p>KEYNOTE: The Knowledgeable Practitioner – What is use of self? Why does it matter?</p> <p>“Self” has received intense interest among ancient philosophers, and since 1800 among psychologists, anthropologists and other social scientists. This session will give a brief overview of the rich history of the use of self, explain what it means, why it is important to modern day professionals and practitioners in all fields. The session will end with ideas about how to embed this concept to grow one’s potency as an instrument at work.</p> <hr/> <p>WORKSHOP: Use of Self – in action</p> <p>This is a practical workshop aiming to help the delegates to:</p> <ul style="list-style-type: none"> • Have an expanded understanding of the research data on Use of self • Undertake self-assessment of their “use of self” journey so far. • Look at what are the facilitating / hindering factors that impact on their effective use of self at work? • Develop possible steps to increase the impact of them self at work. <p>The workshop will have a combination of short input, self-reflection, small group dialogue, and big group plenary.</p>	<p>Dr Mee-Yan Cheung-Judge is known as a “scholar-educator-practitioner” in the field of Organisation Development. She has worked directly with a number of organisations across sectors, industry and global regions to deliver powerful transformational change, which is what she is known for.</p> <p>While being firmly grounded in the theories and practice of the field of OD, Mee Yan is a multi-disciplinary. Those who work with her appreciate her pragmatic, realistic, humorous approach to work and her ability to make complex issues and situations accessible.</p> <p>Mee Yan was voted by UK HR Magazine as one of the most influential thinkers in the field of HR in 2008, 2013, 2014, 2015, 2016, 2017, and 2018. In October 2013, she was the recipient of the <i>Life Time Achievement Award</i> by the Organisation Development Network in USA –in recognition of her outstanding contribution to the field of OD globally. In August 2016, she was presented with the <i>Richard Beckhard Award (life time award) for Contribution to the Field of OD</i> by the International OD Association. In July 2018, NTL Institute for Applied Behavioural Science named Mee Yan an Emeritus member in recognition of her “long and outstanding contribution towards the advance of Applied Behavioural Science and NTL’s global contribution”.</p>

Speaker	Session Overview	Biography
 <p>Professor Rob B Briner</p> <p>Professor of Organizational Psychology, School of Business and Management, Queen Mary University of London</p> <p>Scientific Director, Center for Evidence-Based Management (www.cebma.org)</p>	<p>KEYNOTE: Evidence-Based Practice - What is it? How do you do it? Why should you do it?</p> <p>Over the past 25 years evidence-based practice (EBP) has spread across a range of professions – from medicine to policing and policy-making to education – to help people make better informed decisions that are more likely to result in actions that will lead to the desired outcomes. More recently, this idea has caught the attention of managers and organizations (see www.cebma.org). But what exactly is evidence-based practice? How do you apply it to management? And what are the potential barriers and benefits?</p>	<p>Rob is Professor of Organizational Psychology at Queen Mary, University of London and also Scientific Director of the Center for Evidence-Based Management (www.cebma.org). His research has focused on several topics including well-being, emotions, stress, ethnicity, the psychological contract, absence from work, motivation, work-nonwork and everyday work behaviour.</p> <p>Beyond academic research Rob helps practitioners and organizations make better use of evidence, including research evidence, in decision-making as well as encouraging academics to make research more accessible. He has written for and presented to practitioners on many aspects of HR and organizational psychology and is now involved in many initiatives aimed at developing and promoting evidence-based practice. He has received several awards for his work in this area including the British Psychological Society Division of Occupational Psychology Academic Contribution to Practice Award in 2014 and topped HR Magazine’s Most Influential Thinker list in 2016.</p>

Speaker	Session Overview	Biography
 <p>Hannah Coffey</p> <p>Executive Director of Improvement, Guy's & St. Thomas' NHS Foundation Trust</p>	<p>PRACTICE LEADERSHIP: Fit for the Future? <i>– balancing autonomy, creativity and standardisation in an increasingly ambiguous and agile world – an NHS case study</i></p> <p>There are many compelling reasons why the 'operating model' of an NHS provider needs to change – an increasingly complex and ambiguous landscape where agility is key; a changing demography and expectations; a diminishing workforce not helped by relentless operational pressure; a financial settlement that will at best just offset historic underfunding; the 'disruption' of digital technology and an outmoded clinical model.</p> <p>So how does the NHS survive in this context? This session will explore how, based on international evidence in healthcare and beyond, it is possible to get the best out of the NHS and its wonderful workforce in spite of the current challenges, and sets out a case for doing just that 'the GSTT way' and the personal and organisation challenges and opportunities that come with the vision.</p>	<p>Hannah joined the health service as a NHS General Management Trainee in 1997, spending her early years in a primary and community provider/commissioner organisations before moving into the acute sector in 2003. She took a career break to travel the world (in a tent!) for a year in 2005.</p> <p>She took up the role as Director of Improvement at Guy's & St. Thomas' in 2016 where she has led the development of the organisation's transformation programme, continuous improvement approach and associated cultural change - the emphasis has been on structuring an exciting programme of change which will engage and empower individuals across the organisation, embed improvement as 'business as usual' and provide the required leadership training and coaching that will be required to be successful and sustainable in the current environment.</p> <p>Hannah has recently graduated from the Aspiring CEO programme run by the NHS Leadership Academy and trained as a coach.</p>
 <p>Bill Critchley</p> <p>Principal, BillCritchleyConsulting</p>	<p>THOUGHT LEADERSHIP: Naked Consulting</p> <p>We usually think that consulting assignments – internal or external - have to start out with clear and measurable objectives, have a beginning, middle and an end, and that it is the consultant's job to 'steer' the project along a pre-defined path towards these objectives. In service of this we apply diagnostic techniques and planning tools, but we also know that little works out the way it is planned.</p> <p>The purpose of this session is to challenge some of the underlying assumptions of conventional consulting practice and propose a different approach, one where we abandon our tool-box and walk naked into the consulting arena. Bill will bring this session to life by drawing on stories and examples from over 20 years as an organisation consultant.</p>	<p>Bill Critchley, MBA, MSc. I am an organisation consultant, coach and therapist. I was once told that I was 'a consultant's consultant', as I have long been fascinated by the practice and ethics of consulting, and how, as Bateson put it, to be "the difference that makes a difference". I describe myself as a 'practitioner/academic'. I have been an organisation consultant for over 20 years, and have written a few ground-breaking articles. I developed myself, and continue to practise as, a psychotherapist, in order to become a better OD consultant.</p> <p>Prior to becoming an independent, I worked for Ashridge Business School for twenty years. I was founder of the Ashridge MSc and the Ashridge Professional Doctorate in Organisation Consulting. I founded the Ashridge programme in Coaching for Organisation Consultants.</p>

Speaker	Session Overview	Biography
 <p>Verena Heubuch</p> <p>Senior Expert Organizational Development, Roche Diagnostics GmbH</p>	<p>PRACTICE LEADERSHIP: Learning to Manage Knowledge in Times of Organizational Change <i>- A case study of Roche</i></p> <p>The pharmaceutical industry is facing fundamental changes. Due to generics entering the market and increasing costs of producing drugs, larger bio/pharmaceutical companies are constantly searching for strategies to realize more effective manufacturing operations. Rethinking the organizational structure was one strategy Roche pursued to increase its business efficiency.</p> <p>But how can the loss of organizational knowledge, caused by a re-structuring, be minimised to ensure optimal performance in the new structure? This session will focus on how Roche managed knowledge in times of a major re-structuring to stem knowledge drain due to the movement of people to different posts in the organisation. The case study contributes to managerial practice by presenting a working framework that supports the knowledge assessment, capture and transfer activities in a systematic way.</p>	<p>Verena Heubuch is an Organizational Development professional with a strong Biotech background. As an internal OD consultant, she supports leaders and teams at Roche to develop and implement initiatives enabling them to run their businesses more effectively. Verena graduated in Biotechnology and started her career as an engineer at Roche. After an MBA program she followed her passion for Knowledge Management and Organizational Change Leadership.</p>
 <p>Ian Rodwell</p> <p>Head of Client Knowledge and Learning, Linklaters LLP</p>	<p>PRACTICE LEADERSHIP: The liminal moment <i>- making the most of the 'betwixt and between'</i></p> <p>What connects the experience of starting a new role, acting as a consultant, working flexibly (and with agility!), awaydays, open plan working, networking, business meals and sharing gossip in the corridor? Well, they all involve liminality: the state of being 'betwixt and between'. Originating in anthropology to describe the middle stage of a rite of passage, it is a concept particularly suited to these fluid, uncertain and ambiguous times.</p> <p>Based on his experiences working within a global law firm (and with many of their clients), Ian will explore how understanding liminality can help in easing transitions, generating innovation and transfusing knowledge within an organisation.</p>	<p>Ian works with a number of Linklaters' key clients on a range of knowledge and learning initiatives. He delivers guidance, workshops and masterclasses globally on knowledge exploitation, collaboration, high-performing teams, creativity, the role of trust, virtual working and motivational leadership. He is also an experienced coach and a faculty member of the Linklaters Law and Business School.</p>

Speaker	Session Overview	Biography
 <p>Dr Alison Carter Principal Research Fellow, Institute for Employment Studies</p>	<p>RESEARCH INSIGHTS: Building change-ready, change-capable teams</p> <p>Having change-ready, change-capable teams is at the heart of any organisation's dynamic capability. In practice, however, we know that change can engender both resistance and overload in the people involved, and that teams often don't feel ready and able for change.</p> <p>In this session, we will be sharing practical guidance from our joint research between <i>The Henley Forum</i> and the <i>IES HR Network</i>. We will offer insights into the qualities and attributes of change-ready and change-capable teams. And we will explore what that means for how we approach organisational change.</p> <p><u>Conference participants will receive a copy of the Practitioner Guide from this research project</u></p>	<p>Alison is an IES Principal Research Fellow at the Institute for Employment Studies. She consults and researches on a range of HR, leadership development and change issues. As a critical friend, Alison has worked with senior HR leaders. Her insightful, positive and practical approach brings clients a fresh perspective on their people challenges. Alison was a Founding Director of the European Coaching and Mentoring Council (EMCC) in 2003 and is a Fellow of Chartered Institute of Personnel and Development.</p>
 <p>Megan Edwards Research Fellow, Institute for Employment Studies</p>		<p>Megan has been working in the field of people management and HR since 2011. Firstly, as an HR practitioner overseeing the HR function in a medium sized advertising agency. Now Megan is a Research Fellow at IES, specialising in a wide range of people management related research and consultancy with a particular interest in organisational change, employee engagement and leadership. Megan completed her MSc in Occupational Psychology at Birkbeck, University of London.</p>

Speaker	Session Overview	Biography
 <p>Marya Burgess</p> <p>BBC Radio 4 Producer, The Listening Project (2012-2018)</p>	<p>The Listening Project: Sharing conversation for learning</p> <p>It's surprising what you learn when you listen. Since 2012, BBC Radio 4's Listening Project has been capturing the nation in conversation, in partnership with the British Library.</p> <p>Marya Burgess, producer of BBC Radio 4's Listening Project from 2012-2018, and Holly Gilbert from the British Library will join forces to share their insights about this very special project. They will explain what makes a Listening Project conversation distinctive and how the British Library is cataloguing these conversations to provide a unique record of everyday life that is not your usual oral history.</p>	<p>I remember cutting tape with a razor blade, lengths of it looped round my neck as I edited inserts for Woman's Hour and All In The Mind, The Food Programme and PM. With the move to digital, I moved to Documentaries, producing series such as Mind Changers and For One Night Only. More recently, developing The Listening Project into a valuable audio snapshot of our times, working with talented producers around the country, partnering with the British Library and bringing to Radio 4 voices that would not otherwise have been heard there, has been a privilege.</p>
 <p>Holly Gilbert</p> <p>Cataloguer of Digital Multimedia Collections, The British Library</p>		<p>Holly is Cataloguer of Digital and Multimedia Collections at the British Library where she archives various collections of audio and audio-visual material including <i>The Listening Project</i>, an ongoing nationwide project run in collaboration with the BBC which she has been working on since it began in 2012. Before that she worked on <i>Voices of the UK</i>, a sociolinguistic project that developed specialised linguistic access to a collection of BBC audio recordings held in the British Library Sound Archive.</p>

Speaker	Session Overview	Biography
 <p>Dr Sharon Varney Director, The Henley Forum</p>	<p>RESEARCH INSIGHTS: The Henley Forum Listening Project - Knowledgeable practice for the next 10 years</p> <p>During 2018, we invited Henley Forum members and many others to reflect on the key qualities and skills they have relied on in doing their best work. And we asked them about the qualities and skills they think will be most important for practitioners, like themselves, over the next 10 years. Pairs of volunteers had a Listening Project-style conversation about knowledgeable practice for the next 10 years.</p> <p>In this session, Sharon will share research insights about the leading edge of practice. She will also introduce The Henley Forum 2020 Awards for knowledgeable practice and explain how you can apply.</p>	<p>Dr Sharon Varney is an OD consultant and Director of The Henley Forum at Henley Business School. She works at a strategic level, helping to create more effective organisations, and engages at a very human level supporting people to manage personal change and transition.</p> <p>Sharon developed her cross-sector learning and change expertise as a senior manager working in large, global organisations. She was Group Head of Learning and Communications for a global engineering and construction company in the offshore oil and gas business. Previously she was Vice President for international learning and development at a US bank.</p> <p>Sharon now runs her own organisational consulting practice – space for learning ltd - and is a member of Henley’s Leadership, Organisations and Behaviour faculty.</p>
 <p>Chris Collison Knowledgeable Ltd</p>	<p>THOUGHT LEADERSHIP: The KM Cookbook – Appetising stories from Knowledge MasterChefs</p> <p>Chris Collison dons a chef’s hat to share some of the kitchen magic stirred up by leading organisations as they seek to develop and satisfy the appetite for knowledge - the fundamental ingredient to organisational performance.</p> <p>This lively presentation brings together examples and reflections from leaders who have applied KM practice in very different contexts, sectors and countries, celebrates their approaches and ingredients - and relates it to the recently released international KM Standard. Food for thought!</p>	<p>Chris is an independent management consultant and business author with 20 years of experience in knowledge management, facilitation and organizational learning. His corporate experience comes from long careers in BP and Centrica, during which time he wrote the business bestseller “Learning to Fly”. In 2005 he left the corporate world to establish Knowledgeable Ltd.</p> <p>Since that time Chris has been working as a consultant in the field of Knowledge Management and Organizational Learning, and has had the privilege of advising over 130 organizations around the world. Clients range from Heathrow Airport and Shell to the World Bank, the United Nations and ten UK Government departments.</p> <p>Chris is a Chartered Fellow of the CIPD and works as an external advisor to the International Olympic Committee and has worked as an associate or visiting lecturer at a number of business schools around the world. He is currently co-authoring a new book to support the launch of the new ISO KM Standard. Further details at chriscollison.com</p>

Sessions may be subject to change. See <https://hly.ac/2MjD9vA> for the latest details and to book.