

THE HENLEY FORUM

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Absorbing complex change

Thursday 27th September 2018

Draft Agenda

09.30 Registration & networking

10.00 **Welcome and networking**

Exploring today's theme – absorbing complex change

Dr Sharon Varney, The Henley Forum

10.30 **Conversations for complex change**

When we talk about conversations we don't just mean 'a bit of a chat', which happens in many informal settings; neither do we mean the 'talking at' that happens in many formal settings. In this session we will explore and learn what it takes for conversations to be sophisticated means of dealing with complex change, both the art and the science that combine to make this work skilled and intentional.

Katherine Woods & Sarah Perry, Meeting Magic

11.50 Networking and refreshment break

12.10 **Connecting KM and change**

Helen Gillman will share her experience – both inspiring and challenging - in developing a Knowledge Management Strategy for a United Nations agency going through major organizational reform. Helen will discuss how using a theory of change was central to the strategy's development.

Helen Gillman, Senior Knowledgeable Management Specialist, International Fund for Agricultural Development (IFAD)

13.00 Lunch

14.00 **Create your Collaborative Advantage**

Paul Skinner, author of 'Collaborative Advantage: How collaboration beats competition as a strategy for success' will present some of the key ideas from his book and support you in using them to better forge common purpose, mobilise support across diverse stakeholder groups, drive innovation and engagement and unlock valuable new partnerships.

Paul Skinner, Author of Collaborative Advantage, Strategy Consultant and Social Entrepreneur

15.00 Networking and refreshment break

15.00 **Optional: The Henley Forum Listening Project
Knowledgeable Practice for the next 10 years**

This is your chance to have your say. You can sign up in the morning for one of our Listening Project conversations. We'd love to hear from you.

Led by: Dr Sharon Varney & David Gurteen

15.30 **Knowledgeable practice**

Christine will unveil your upgraded Members' Website. She will show you how to navigate the new site so it is even easier to find and download all the great resources that you can access as Henley Forum members.

Dr Christine van Winkelen, The Henley Forum

16.00 **Public service transformation**

In this interactive session, Benjamin will take us on a partly experiential journey through the 'five worlds' of public service transformation, covering complexity, hierarchy, self-organisation, systems leadership, meaning-making and service transformation.

Benjamin Taylor, RedQuadrant and the Public Service Transformation Academy

17.00 **Close**

Session Leaders' Biographies

Katherine Woods



An engineering graduate with a corporate background, Katherine founded Meeting Magic in 1999, driven by a belief that people meeting effectively is a key driver for business performance.

She integrates her life experience, business leadership, group dynamics expertise and visual skills to catalyse profound results in the groups she works with, which has kept her in demand at the meeting tables and board rooms of some of the world's most successful companies.

Katherine says: 'Meetings are the fundamental units of work in organisations. They hold enormous potential power that is not yet being leveraged in most organisations. I am excited at the prospect of helping organisations realise this potential and the business performance it will deliver!'

With over 20 years' experience of working with groups, Katherine has world leading expertise in group dynamics and behaviours that means she can work with all kinds of groups in any organisation.

Sarah Perry



Sarah's strengths are communication — engaging people in supportive and dynamic ways to help them think differently, explore ideas and invest in moving forward. She understands the art of motivating individuals and teams, having worked with groups from the Financial Times, Linklaters, AON, and many other large enterprises.

A native English speaker, Sarah's also fluent in French and Russian, and her extensive global travels give her a perspective on group dynamics that seamlessly accommodates the subtleties of how local culture and organizational practices relate to global issues. From the British Council in Russia to an NGO in New Delhi to a logistics team in Beijing, Sarah has an extensive understanding of the cultural specifics that leaders confront on a daily basis. This helps her get local and global teams working together in new, insightful ways.

A group can be much stronger than the sum of its parts. Motivation and belief in a common purpose do not happen by accident and nor do happy, productive meetings where people leave smiling and committed. We work with you to plan and deliver meetings that work and can help create a culture of meetings where purpose is communicated, decisions are made and plans are implemented.

Helen Gillman



Helen Gillman is the Senior Knowledge Management Specialist at the International Fund for Agricultural Development (IFAD) an international financial institution and United Nations specialized agency, based in Rome. Helen has 25 years of experience in the international development sector, and has worked in knowledge management both at the corporate, strategic level and in the field with rural development projects. She is currently leading the development of a new KM Strategy for the organization. Her major area of interest is in the intersection between KM and organizational development. Helen also has long experience as a communications and publishing specialist, and prior to joining the UN she worked as a journalist and newspaper manager, and as a writer of Lonely Planet travel guides. She has an MA in International Development.

Paul Skinner



Paul is an author, consultant and social entrepreneur.

Author: Paul is the author of *Collaborative Advantage: How collaboration beats competition as a strategy for success* which was published by the Little, Brown Book Group, Hachette in June 2018.

Consultant: He is the founder and director of the Agency of the Future and has advised clients as diverse as PwC and the United Nations, Sony and Save the Children. In 2014 he was awarded an honorary visiting fellowship at Edge Hill University Business School and has twice won 'Consultant of the Year' awards from the Chartered Institute of Marketing.

Social Entrepreneur: Paul is also the founder of Pimp My Cause, which uses cause related challenges to enhance the capabilities of individual marketers and marketing teams and supports over 2,000 charities and social enterprises with access to pro bono marketing in the process.

Christine van Winkelen



Dr Christine Van Winkelen has worked with The Henley Forum since its inception in 2000, project managing and leading research activities and special interest groups. She was the Director of the Forum for five years until February 2009 and has remained actively involved in research and management activities since then. She has published extensively in academic and practitioner journals, co-authoring *Understanding the Knowledgeable Organisation: Nurturing Knowledge Competence* with Professor Jane McKenzie. Christine and Jane have also co-authored *Knowledge Works: a Handbook of Practical Ways to Identify and Solve Common Organisational Problems for Better Performance*, which brought together the practical tools, techniques and case studies created during ten years of Forum research.

Christine is a Visiting Academic Fellow at Henley Business School and an Associate Lecturer with the Open University. She tutors postgraduate

strategy, knowledge management and change management courses, also supervising experienced executives undertaking MBA dissertations and research projects.

Previously Christine worked at Motorola, Nortel and the GEC Hirst Research Centre, developing her career from research physicist through training, human resource management, and then project and product management. She retains an independent strategic and people-oriented KM consultancy activity through VW Consulting.

Benjamin Taylor



Benjamin runs the Public Service Transformation Academy, a not-for-profit social enterprise which delivers the Cabinet Office Commissioning Academy, and RedQuadrant, a network consultancy for public service transformation. He studied philosophy, politics, and economics at Oxford University before becoming co-ordinator of a youth development charity. He has worked in public service transformation since 1998, with seven years at the London Borough of Hammersmith & Fulham as Adviser to Leader, eGovernment Manager, and procuring a strategic partner. At PwC and Sector, his work included customer strategy for Birmingham City Council and advice to the Government of Armenia. He is fascinated with system leadership, service transformation, the consulting process, and systems thinking and is a visiting lecturer in applied systems thinking at Cass Business School, City University, and has lectured at Nottingham Business School and Oxford Said/HEC Paris.

Sharon Varney



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.

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.

Sharon now runs her own organisational consulting practice – space for learning - and is a member of Henley's Leadership, Organisations and Behaviour faculty.