

Delegate Information



HR SUMMIT

a **marcusevans** event

The Premier HR Leaders Event in Australia and New Zealand

10 – 12 March 2010 | RACV Royal Pines Resort | Gold Coast | Queensland | Australia

Pleasure in the job puts
perfection
in the work

Aristotle

In today's highly competitive human resource marketplace, the role of the HR leader continues to evolve. The HR Summit focuses on the top priorities of the modern HR executive: being a talent strategist, leadership developer, change master and productive work environment architect.

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A Unique Event

In an increasingly complex and competitive business environment, today's volatile economy has added more to the myriad of challenges faced by HR professionals. As organisations look to cut costs and expose themselves to lower employee morale, restoring confidence and effectively communicating job security to existing staff has become a priority. A strong focus has been placed on organic growth – sourcing and developing talent from within, providing employees with career prospects signifying long-term potential, and building resilient leaders, equipping top candidates with the skills needed to navigate through turbulent financial waters.

In the historical time we live, the modern HR leader must ace an array of roles. They have to be a superior talent strategist, a skilled leadership developer, a change master and a productive work environment architect. Only those who master these critical competencies will be able to demonstrate HR effectiveness and become a true strategic partner within the organisation.

The exclusive **HR Summit 2010** offers the perfect setting for leading HR professionals from Australia and the Pacific to discuss the profession's current realities and opportunities. Challenges will be highlighted through visionary keynote presentations and case studies delivered by your most esteemed peers and thought leaders in the community. The one-to-one meetings with leading solution providers will provide a wealth of expertise, while the informal networking opportunities and leisure activities create a unique interactive forum. Do not miss this opportunity to network, establish connections, exchange ideas and gain knowledge!

The Summit Programme

The primary objective of the **HR Summit 2010** is to explore the key aspects and issues related to HR best practices and their application as business drivers for sustainability and growth. The summit's programme topics have been pinpointed and validated by the HR community as the top critical issues they face. Key issues for 2010 include:

- **Building a Strategic Partnership** – Anticipating business needs and crafting effective HR strategies to align with organisational goals
- **Enhancing Workforce Engagement** – Driving a holistic strategy to advance corporate performance
- **Progressing Resourcing & Skill Allocation** – Engineering adaptive structures that support dynamic human and capital movements to ensure business continuity
- **Utilising Diversity & Demographics** – Harnessing the potential of people and generational differences to enhance productivity and growth
- **Progressing Learning & Development** – Developing programmes for the workforce to compete and react favourably in today's volatile conditions
- **Managing for the Upturn** – Cultivating a long-term strategic mindset to enable quick responses to prevailing market conditions
- **Heirs to the Throne** – Cultivating tomorrow's leaders to ensure business success in today's dynamic operating environment
- **Strengthening the Employer Brand** – Establishing a clear and positive Employment Value Proposition to attract, retain and engage the best in the talent market

Featured Keynote Speaker



The Honourable John Howard

Leadership in the New Century

Steering the ship of what is the most prominent Western stronghold in the Asia Pacific region requires visionary and forward-thinking leadership.

Australian Prime Minister John Howard's leadership, determination and vision are hallmarks of a career navigated during an era of unprecedented prosperity and change. He approached his responsibilities to his country from a uniquely global viewpoint, masterminding strategies that raised Australia's profile and impact around the world.

In his presentation at the HR Summit 2010, Australia's second longest serving Prime Minister will discuss the role of leaders in a new century.



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Confirmed Speakers

The Honourable John Howard, Former Prime Minister of Australia

Susie Babani, Group MD, HR, **ANZ**

Daljit Singh, Director of Talent Management, **Baker & McKenzie**

Robert Orth, Director, HR, **IBM**

Jim Nolan, VP – HR, **GE**

Dr Denis Bourke, Head of Group HR, **Insurance Australia Group**

Jane Thomas, Group Head of People & Culture, **AGL Energy**

Rhonda Brighton, GM, HR, **Luxottica**

Lynne Barry, HR Director – South East Asia, Australia, Korea, **Accenture**

Kerrie Field, GM, HR, **St Vincents & Mater Health**

Sally Kincaid, Executive Director, People & Performance, **ING**

Naomi Simson, CEO, **RedBalloon**

Wayne Peat, Group HR Director, **Telecom New Zealand**

Klaus Duetoft, Senior Regional HR Director, **eBay Asia Pacific**

Nicola Brazil, HR Director, **PwC**

Susan Davies, Director – HR, Administration & Customer Service, **TNT Express**

Neil Trembath, Group GM, People & Performance, **Ausenco**

Adrian Bell, GM, HR & Sustainability, **PanAust**

Steve Rowe, HR Director, **Pfizer**

Nareen Young, CEO, **Diversity Council Australia**

Summit Programme

Keynote Presentation

Leadership in the New Century

The Honourable John Howard, Former Prime Minister of Australia

Steering the ship of what is the most prominent Western stronghold in the Asia Pacific region requires visionary and forward-thinking leadership. Australian Prime Minister John Howard's leadership, determination and vision are hallmarks of a career navigated during an era of unprecedented prosperity and change. He approached his responsibilities to his country from a uniquely global viewpoint, masterminding strategies that raised Australia's profile and impact around the world. In his presentation at the HR Summit 2010, Australia's second longest serving Prime Minister will discuss the role of leaders in a new century.

Case Study Presentation

Workforce diversity as a driver of business performance

Susie Babani, Group MD, HR, **ANZ**

Workforce diversity makes good business sense. Companies with higher levels of workforce diversity have been shown to achieve better business outcomes across a range of areas, including innovation, employee attraction and retention and effective decision making. ANZ recently won the "Best Workplace Diversity Strategy" in the HR Leader Awards and strongly regards workforce diversity as a strategic asset, and central to its ambition of becoming a super regional bank.

- Capitalising on diversity as a driver of business performance
- Aligning diversity to the strategic agenda
- Exploring the case of diversity at ANZ

Opening Keynote Presentation

Developing Leaders for Global Markets

Daljit Singh, Director of Talent Management, **Baker & McKenzie**

The companies of today are highly connected, thanks to the advent of advanced technologies that connect people in the furthest corners of the earth. No large company is insular, for the younger generation of the workforce are accustomed to connecting to individuals in other territories. This culture of interconnectedness and collaboration is an asset to be harnessed and translated to high performance for both the individual and the company. In this session, Daljit shares his experiences from the perspective of a global law firm, of how Baker & McKenzie nurtures its talents to lead both locally and globally.

- Empowering high-performance individuals for workforce excellence
- Nurturing talent to take on greater responsibility to scale greater heights
- Crafting an innovative strategy that supports a high performing workforce

Closing Keynote Presentation

Effective HR Strategy – Building a High Performing Business

Robert Orth, Director, HR, **IBM**

Businesses today turn to their human capital to increase organisational effectiveness and competitive advantage. The needs for HR leaders to not only align themselves with various company functions and the external market is now more than ever, a pressing need, to ensure commercial viability.

- Identifying people assets and suitably allocating them for operational advantage
- Applying a systematic framework for people related measures to create a holistic development plan to sustain superior performance
- Providing case study examples linking people measure with performance



Case Study Presentation

Harnessing Talent Development as a Strategic Business Driver to Engage the Workforce

Jim Nolan, VP – HR, **GE**

Sourcing for talent is never an easy task, whether times are good or bad. It is crucial to identify talent from within, and nurture them, thus creating better engagement, before they are headhunted by other companies.

- Identifying improvement areas of the organisational workforce to advance career development
- Crafting a holistic development plan for employees to enhance existing skill sets
- Creating opportunities internally for the workforce to apply newly acquired interests

Case Study Presentation

Workforce Engagement: Defying the Odds in Times of Turmoil

Lynne Barry, HR Director – South East Asia, Australia, Korea, **Accenture**

Challenging times call for organisations and individuals to seek support and solutions in increasingly dynamic surroundings. In this session, Lynne shares some of the programmes that were created and implemented that resulted in Accenture's winning of the HR Leader's "Employer of Choice" award. The programmes also resulted in measured increase in terms of employee engagement.

- Crafting employee-centric programmes to motivate and retain talent
- Establishing management buy-in to ensure successful application of engagement programmes
- Implementing programmes and setting up effectiveness measures to enhance workforce well-being

Case Study Presentation

Human Capital Management: Assessing Workforce Contributions and Enhancing Productivity

Kerrie Field, GM, HR, **St Vincents & Mater Health**

Motivating the workforce is a key factor for greater productivity and enhanced engagement. It is imperative that the actions of high performers are encouraged and emulated. The HR function must cascade this productive attitude to the organisation, in order that the workforce feels appreciated. Kerrie Field, winner of HR Leader's "Best HR Leader" award shares her experience.

- Recognising talent and contribution in the company to encourage positive performance
- Rewarding productivity through a series of motivating incentives
- Reinforcing good behaviour through reward and encouragement to sustain a productive workforce

Presentation

Discussing Leadership Challenges, Opportunities and Strategies for a New Breed of HR Professionals

Sally Kincaid, Executive Director, People & Performance, **ING**

Economic cycles come and go, leaving behind them a trail of change that is brought about by unexpected results to the company and the economy at large. HR plays a big role in clarifying the situation and instilling confidence and morale in the workforce to sustain productivity and performance. A dynamic operating environment is also a perfect opportunity to effect innovation and change programmes that benefit the workforce and the organisation they work for. ING is the recipient of HR Leader's "HR Champion Award".

- Creating a cultural footprint and measures through leadership frameworks
- Modelling an organisation design to deliver your business strategy
- Developing your leadership brand as market and EVP differentiator
- Discussing Leader-led behavioural norms and expectations

Case Study Presentation

We're All In This Together: Managing For the Upturn Through Superior Employee Engagement

Naomi Simson, CEO, **RedBalloon**

To be competitive in today's economic climate you need to have a focused team of engaged employees who love their work and what their organisation stands for. Naomi Simson, CEO of RedBalloon will share RedBalloon's framework that has driven the business to achieve an engagement score of 97% as awarded by Human Capital experts Hewitt (the nation's average is 54%). As the CEO of one of Australia's Top ten Best Places To Work, Naomi will also share the steps that make businesses a great place to work.

- Discussing the number one driver of engagement is, no matter what the generation
- Learning how to form an attachment, emotional and rational between your employees and your brand
- Using examples from her business, ways to align your business and your employees with your organisation's overall vision
- Exploring how to harness discretionary effort

Presentation

Driving Effective Strategies for Optimal Performance

Wayne Peat, Group HR Director, **Telecom New Zealand**

While the term, "people are our greatest assets" is a cliché, companies that live to their brand promise have endless success stories to share in how they were able to utilise the workforce in a positive manner. It is no secret that happier employees produce better results. So how does one manage their workforce to stay happy for a longer time?

- Strengthening positive attributes in the workforce to encourage productivity
- Investing in employee development to reap the benefits of commitment and talent
- Nurturing high performance individuals to create innovative solutions to pressing business needs

Case Study Presentation

Exploring Innovative Talent Strategies for the New Economy

Klaus Duetoft, Senior Regional HR Director, **eBay Asia Pacific**

The HR function is constantly innovating. With a dynamic operating environment, it must shift and anticipate to prevailing market conditions. Swift changes and implementation is required in order that employees are utilised to the best capacity, to lessen incidences of a disengaged workforce. This in turn builds an organisation that is resilient, adaptive, and responsive to economic cycles.

- Utilising innovative practices to improve workforce retention
- Providing for specific career-pathing to employees to achieve sustainable engagement
- Modernising recruiting tactics to appeal to today's diverse and constantly changing workforce

Case Study Presentation

Taking Care of Your Best Assets in a Dynamic Environment to Inspire Loyalty

Nicola Brazil, HR Director, **PwC**

Events of 2009 have no doubt taken its toll on organisational morale. Companies must find innovative ways to bring their employees back into the fold. Reshaping talent initiatives and implementing refreshed engagement measures that are balanced between organisational and workforce needs must be taken into account.

- Motivating the workforce despite the odds to boost morale and confidence
- Utilising employees to their highest potential to enhance creative thinking
- Improving workforce allocation to ensure optimal talent usage throughout the company



Case Study Presentation

Putting People in Performance: Exploring the Significance of an Engaged Workforce

Susan Davies, Director – HR, Administration & Customer Service, **TNT Express**

Today's companies need to inspire their employees to go the extra mile and feel passionate about the company's well-being. Executives at all levels must motivate the workforce to exert maximum effort, intelligence, and creativity for inclusive benefit. In a nutshell, many organisations now realise that engaged employees are a powerful source of competitive advantage. In the presentation Susan discusses how she has made this happen at TNT.

- Improving successful corporate engagement practices to increase workforce motivation
- Supporting a model that increases engagement levels through guidance and inspiration from successful individuals
- Evaluating effectiveness levels of engagement plans to enhance future implementation of successful programmes

Case Study Presentation

Implementing Leader Led HR Strategies for a Global Workforce

Neil Trembath, Group GM, People & Performance, **Ausenco**

Global HR strategy is the framework built around managing a truly international workforce. With interests spanning five continents, Ausenco faces challenges in ensuring human capital management needs are met across their operations, thereby strengthening the need to cultivate leaders all across the board. Additionally, strategies must consider the complexities of regional interaction with the business, in order that each territory can harness the benefits of a centralised strategy.

- Examining HR needs in the various operating territories to enhance understanding of people and business needs
- Nurturing individuals to lead and implement global strategies while taking into account local norms and traditions
- Innovating people & performance strategies to advance workforce engagement and company performance

Case Study Presentation

Aligning Business and HR Strategy to Enhance Growth, Performance, and Organisational Reputation

Adrian Bell, GM, HR & Sustainability, **PanAust**

PanAust is a growing mining company with interests in the quickly developing Indo-Chinese region, particularly Laos. Operating in a new territory brings a host of human capital and environmental challenges, with the talents and needs of several interest groups that has to be harnessed and nurtured in order that business goals are met. In this session, Adrian shares his experiences to date of the complexities involved in undertaking the operation, whilst succeeding in enhancing the business performance and social sustainability of PanAust.

- Recognising the development needs of a diverse workforce
- Crafting appropriate advancement programmes to improve and engage high-performing individuals
- Cultivating an ethos of high-performance and achievement to drive workforce satisfaction
- Ensuring socially responsible operating practices, to maintain company reputation and the employer brand

Case Study Presentation

Innovating HR Transformation for Business Impact – The Pfizer Journey

Steve Rowe, HR Director, **Pfizer**

Pfizer is midway through a significant change journey in modernising its HR function. At the same time the world's largest drugs maker is going through a massive organisation change to a global Business Unit structure and undertaking a major acquisition. This session will cover:

- Exploring the business rationale for change and the desired outcome
- The creation of Centres of Excellence to improve workforce engagement
- Delving into the changing role of the people manager
- Examining the view from today: looking back and looking forward in the journey thus far

Presentation

Maximising Potential in a Workforce that Cuts Through Cultures and Borders

Nareen Young, CEO, **Diversity Council Australia**

The working environment in the recent years has become open, collaborative, and harmonious. This mirrors governmental attempts at attracting skilled professionals from other countries to work in their respective countries, either to answer to a skill shortage, or to encourage entrepreneurs to set up shop. In close proximity it is crucial that the workforce understand each other's values, and appreciate the wealth that diversity brings to propelling the company forward.

- Recognising differences to drive appropriate universal engagement strategies
- Engaging the workforce to appreciate multiculturalism through dialogue
- Appreciating a set of core diversity values to foster understanding and leverage

Panel Discussion

Making L&D Pay: In Pursuit of a Measurable Return on the L&D Investment

Dr Denis Bourke, Head of Group HR, **Insurance Australia Group**

Jane Thomas, Group Head of People & Culture, **AGL Energy**

Rhonda Brighton, GM, HR, **Luxottica**

Experience shows that innovative and targeted learning and development interventions can provide a measurable return on the L&D investment. The development of a business focused and results oriented L&D practice can provide many opportunities for programme participants and the business. Our facilitated discussion around this topic will include:

- Reviewing real-world successes brought about by targeted L&D programmes
- Exploring success factors that determine the establishment and maintenance of momentum in an L&D programme
- Embedding behaviours versus the 'car wash' approach to ensure success



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The Venue

All presentations, one-to-one meetings, lunches, cocktails and dinners will be at the Royal Pines Resort. One of Queensland's largest resorts, Royal Pines Resort offers an unparalleled choice of accommodation, golfing, convention, dining and leisure facilities. With a choice of 331 luxury rooms, four restaurants, championship golf course, seven tennis courts, world class Angsana Spa, fully equipped Health Club, and Hydrate Bar, the resort is the perfect venue for mixing business networking with quality rest and recreation.

For more information please visit: www.royalpinesresort.com.au

The Organisers

One of the world's leading business information companies, **marcus evans** is dedicated to the provision of global business intelligence and information to assist in strategic and effective decision-making. This information is disseminated through the following business divisions: summits, conferences, business training, market analysis, and corporate hospitality. Established in 1983, **marcus evans'** international network of offices produces more than 150 of the world's leading business and economic summits for senior decision-makers.

What makes the HR Summit 2009 Different

- A strictly invitation-only event; selection of delegates according to criteria such as scope of responsibility and size of company
- Restricted number of delegates in order to facilitate successful networking
- Personalised summit and meeting schedule to suit individual requirements and provide an efficient use of time
- Keynote presentations, case studies and interactive sessions by world-class industry experts and pioneers
- A relaxed but professional business environment in which to explore new ideas, strategies and technical developments with industry colleagues, experts and peers
- Access to secured summit website, providing information on other delegates and sponsors prior to the event
- Individual pre-arranged one-to-one business meetings with senior representatives from key industry sponsors
- An invitation which covers access to all presentations, all summit materials, meals and leisure activities
- An opportunity to relax and enjoy the superb facilities at the RACV Royal Pines Resort

Secured Summit Website

- Summit session overviews allow delegates to choose from a selection of summit and interactive sessions to best suit their business needs
- Presenter biographies determine which presenters are most likely to assist in benchmarking and improving initiatives
- Profiles of attending sponsors provide relevant information to enable delegates to plan their personal event schedule
- Inform delegates of social activities taking place at the event
- Post-event summit documentation provides complete documentation of all executive presentations immediately after the summit

Testimonials from Our Global HR Summit Series

Very useful event to hear about best practices in other global companies and to meet and network with other HR practitioners. Thank you **marcus evans!**
**VP Diversity & Inclusion,
American Express**

A very informative and productive event. It is great to meet other professionals and share opinions about similar problems, issues or upcoming changes.
**Director of Graduate Recruitment,
Hilton International**

It was a great summit with an interesting programme and well selected delegates.
**Global Head Leadership Development,
Credit Suisse**

Excellent way to meet peers from other companies. A lot of learning took place!
**Vice President HR EMEA,
Ericsson**

The international atmosphere, meeting and talking to all people from top companies was very inspiring!
**Director HR Marketing & Graduate Development,
Deutsche Post World Net**

The diversity of companies presenting their case makes this an inspiring event.
**Director HR,
General Motors**

Valuable learning and community building.
**VP & Group Deputy HR Officer,
Capgemini**



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Sample of Attendees from Our Global HR Summit Series

Vice President HR
Airbus

Vice President Corporate HR
Amadeus Global Travel

Senior Vice President HR
Bacardi

Leader Global HR
Barry Callebaut

Head of HR
Corporate Development
BAT

HR Board Member
Bombardier Transportation

HR Director EMEA
Canon

Vice President HR
Cegelec

HR Director
Cisco Systems

Vice President HR Europe
Colgate-Palmolive

Senior HR Director
Danfoss

HR Director
Danish Crown

Corporate Vice President HR
DSM

HR Director Europe
Du Pont de Nemours

HR Director
Eastman Kodak

HR Director
easyJet

HR Director
ExxonMobil Chemicals
Films Europe

Head of HR Pharma Division,
F.Hoffmann-La Roche

Corporate Vice President HR
Fiat

Senior Vice President HR
Finnair

Vice President HR
Firmenich

Senior Vice President HR
France Telecom

Director HR Central Europe
Gate Gourmet
Vice President Personnel
General Motors

HR Director
Goodyear Dunlop Tires

Global Head of HR
H&M Hennes & Mauritz

Senior Vice President Corporate HR
Hilti

Head Group HR Management
Jet Aviation Management

Chief HR Officer Europe
Jones Lang LaSalle

Vice President HR
Kesko Corporation

Vice President HR
KLM Royal Dutch Airlines

Vice President Corporate HR
Lego Systems

Group HR Business Director
Lloyds TSB

Vice President HR Europe
McDonalds

Senior Vice President HR Development
Metso Corporation

Head of HR
MTV Networks

Group HR Director
Nestle

Director HR & Administration
Nintendo

HR Director
Nokia

Head of HR
Novelis

HR Director
Novo Nordisk

Vice President HR EMEA
Oracle

Executive Vice President HR
Pictet

Vice President Corporate HR
Renault

HR Director
Reuters

HR Development Director
SanomaWSOY

Executive Vice President HR Global Functions
Shell

HR Director Europe
SAB

Group HR Director
Tate & Lyle

Head of HR
Toyota Motorsport

Senior Vice President HR
Valio

Vice President HR
Volvo IT

Head of HR Development
VR-Group