



# CHC's HR and Learning & Development Conference

Village Hotel, Swansea | 23<sup>rd</sup> & 24<sup>th</sup> May 2017

## Day 1

<b>9.00 AM</b>	<b>Registration and Refreshments</b>
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<b>9:00-9.30am</b>	<b>Bitesize Training: Customer Service Skills</b>
	<i>Menna Jones, Ximines Training</i>
	<b>Energy Suite 2</b>

<b>9:30AM</b>	<b>Welcome and Introductions</b>
	<i>Maxine Wiseman and Jane Meredith, Conference Chairs</i>

<b>9:45 AM</b>	<b>“It ain’t what you do... it’s the way that you do it”</b>
	<i>Anna O’Halloran, Just Housing Consultancy</i>
	<b>Inspiration Suite</b>
	<p>Behavioural Insights (BI) or ‘Nudge’ is a way of using our knowledge of how people really behave to encourage them to behave in the way that we need them to.</p> <p>Behavioural economists have now proven that people’s behaviours are predictably illogical and, if we take this into account, the benefits can be substantial by changing something small within the way we operate. Governments around the world have been using BI for several years now, and in the UK the approach has been widely tested and now used routinely by HMRC, DVLA, Energy Suppliers and Public</p>

	<p>Health.</p> <p>Through attending this session delegates will:</p> <ul style="list-style-type: none"> <li>• Understand what makes people tick.</li> <li>• Identify how organisations can improve their engagement with staff from a HR and L&amp;D perspective</li> <li>• Consider ways of creating a higher response rate in regards to internal communications.</li> </ul>
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<b>10.30      <u>Sub-Plenary Session</u></b> <b>Reflection – What can come out of the darkness?</b>	
	<p><i>Stuart Haden, Learning Programmes Developer, CIPD</i></p>
	<p><b>Energy Suite 1</b></p>
	<p>Many people do not reflect as they are afraid of what they might find – darkness. Many of us keep our curiosity under lock and key, equally afraid of what we might find – light.</p> <p>Through attending this session delegates will:</p> <ul style="list-style-type: none"> <li>• Identify the benefits of reflective practice</li> <li>• Consider how reflection can be used to uncover performance improvements</li> <li>• Learn how to encourage habits that will improve performance</li> </ul>

**or**

## **Building Resilience for Improved Wellbeing**

*Peter Green, PJG Consultants*

### **Inspiration Suite**

Good health is about more than ‘not being ill’. This session will focus on how we can establish a holistic approach to health, addressing both physical and psychological states.

Through attending this session, delegates will:

- Understand the benefits of creating staff resilience
- Consider ways/methods of enabling employees to cope with pressure or managing pressure points within their roles

## **11.15 Refreshments and Networking**

### **11.15-11.45 Bitesize Training: Hoarding and Clutter Awareness**

*Gail Brush, Away with Clutter*

**Energy Suite 2**

### **11.45-12.15pm Bitesize Training: Cyber Essentials**

*Mike Gore, Aquila Training,*

**Energy Suite 2**

## **11.45 Workshop Session One – Choose from: 1 Employment Law & Legislation Update**

	<i>Rhiannon Dale, Hugh James Solicitors</i>
	<b>Energy Suite 1</b>
	<p>In the ever-changing world of Employment Law, Rhiannon Dale will provide an update on recent key HR cases and legislative developments, as well as giving us an insight into things to come.</p> <p>By attending this session, delegates will:</p> <ul style="list-style-type: none"> <li>• Obtain an up to date understanding of recent key cases and important legislative developments</li> <li>• Become aware of important changes to look out for and start planning for</li> </ul>

## 2 Delivering on the Welsh Language Standards

	<i>Llinos Iorwerth, Director – ATEB Cymru</i>
	<b>Diversity Suite</b>
	<p>Welsh Language Standards is high on the priority list for most HR and L&amp;D teams at the moment. This session will investigate the role of HR and L&amp;D in the establishment and successful achievement of Welsh Language Standards.</p> <p>By attending this session, delegates will:</p> <ul style="list-style-type: none"> <li>• Understand what HAs need to be doing to meet the standards</li> <li>• Gain an understanding of lessons learnt from the LA implementation of the standards, and what the implications will be for HR and L&amp;D teams</li> <li>• An awareness of what they should be preparing and planning</li> </ul>

### 3 Move over, traditional learning!

*Lisa Minogue-White, WillowDNA*

#### **Spirit Suite**

How can we move towards a collaborative and outcome-focused way of looking at learning? This session identifies tools including Value Chain which considers workflow rather than performance.

By attending this session, delegates will:

- Understand the benefits of a collaborative way of learning
- Learn about tools that can enhance outcomes

**12.45**

#### **Lunch and Networking**

**12.45 -1.15**

#### **Bitesize Training: POVA**

*Menna Jones, Ximines Training*

**Energy Suite 2**

**1.15 – 1.45**

#### **Bitesize Training: Towards a Bilingual Society in Wales**

*Liam Townsend, Community Housing Cymru,*

**Energy Suite 2**

<b>1:45</b>	<b>What does the future hold?</b>
	<i>Sophie Howe, Future Generations Commissioner in Wales</i>
	<b>Inspiration Suite</b>
	<p>Sophie will explore the challenges that will shape the world of work in the future.</p> <p>Through attending this session, delegates will:</p> <ul style="list-style-type: none"> <li>• Understand how the events of the past can shape the future.</li> <li>• Understand what type of workforce HR professionals will need to manage in the future</li> <li>• Identify what skills will be needed in the future</li> </ul>

<b>2.15</b>	<b><u>Sub-Plenary Session</u></b>
	<b>Creating a digital learning programme</b>
	<i>Swarna Sudha S, Head of Talent Development, UK &amp; Ireland, Tata Consultancy</i>
	<b>Energy Suite 2</b>
	<p>Winners of CIPD's Digital Initiative in HR/L&amp;D 2016, Tata Consultancy will outline how they developed an ambitious digital continuous learning programme for their 100,000 employees.</p> <p>Through attending this session, delegates will:</p> <ul style="list-style-type: none"> <li>• Understand the rationale behind the digital learning plan developed by Tata Consultancy</li> <li>• Identify the challenges Tata faced when developing their ambitious digital learning programme</li> <li>• Consider the proven business benefits of the digital learning programme</li> </ul>

or

## Apprenticeship Levy

*Mark Bodger, CITB*

### Inspiration Room

The Apprenticeship levy is a valuable offer which can be used to strengthen the workforce and help us equip for the future.

By attending this session, delegates will:

- Understand how the apprenticeship levy could help to resolve recruitment challenges
- Learn how to retain and up-skill current staff
- Know the funding options available

**3:00 PM**

### Refreshments and Networking

**3.00-3.30pm**

### Bitesize Training: Housing Law

*Jamie Saunders, Coastal Housing Group,*

**Energy Suite 2**

**3.30 PM**

### Workshop Session Two – Choose from:

#### **1 Performance management – why do we get it so wrong?**

*Nia Bennett, EffectusHR*

### Inspiration Suite

Managing performance is one of the key processes that an organisation and its managers must get right. However, it rarely happens in practice across an organisation. Why is this? What can HR and L&D teams do to ensure that a

consistent and fair performance management process and culture is embedded throughout the whole organisation?

## 2 Brexit

*Steffan Evans, TPAS Cymru*

### Diversity Suite

The Prime Minister will trigger article 50 on March 29th 2017 to start the UK's formal departure from the EU. This session will consider what Brexit could mean for housing associations.

By attending this session, delegates will:

- Understand the implications of Brexit for Welsh HAs
- Identify risks associated with the EU exit
- Identify what HAs and, in particular, HR & L&D teams need to do to plan for the exit

## 3 Millennials

*Louise Price, Hugh James Solicitors*

### Energy Suite 2

As figures indicate that millennials will make up 75% of the global workforce by 2025, Louise Price will discuss the impact of millennials in the workplace and look at ways to manage the challenges of a diverse workforce.

By attending the session, delegates will:

- Obtain a better understanding of different generations
- Gain an understanding of what motivates Generations Y and Z
- Know what can be done to help motivate and retain these generations

## 4 How Career Passports can help an organisation's Succession Planning Journey

*Peter Brauer, Turning Point HR*

### **Spirit Suite**

What are career passports and how can they help organisations to ensure that they meet both staff and organisational needs?

By attending this session, delegates will:

- Understand the importance of succession planning
- Understand how employees and employers can benefit from such a scheme
- Learn from successful examples of organisations who have successfully used Career Passports

**4.30**

### **Who looks after HR? – Looking after yourselves through difficult and challenging times**

*Andy McCann, Adviser, mentor and mental skills performance coach*

### **Inspiration Suite**

Andy McCann has been on a life-changing path having suffered a serious stroke which left him needing to learn how to walk and talk again.

Andy is now very much in demand as an adviser, mentor and mental skills performance coach to high performing individuals and accompanied the Welsh rugby team to New Zealand during the 2011 Rugby World Cup.

	<p>By attending this session delegates will:</p> <ul style="list-style-type: none"><li>• Be inspired by what one individual can achieve</li><li>• Understand the impact mental health can have on an individual's performance</li><li>• Have techniques that can be implemented within their organisations</li></ul>
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**5.30**                      **Conference Close (Day 1)**

**7.30**                      **Conference Dinner**

# Day 2

<b>9.00</b>	<b>Registration and Refreshments</b>
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<b>9.00-9.30pm</b>	<b>Bitesize Training: Welfare Reform</b>
	<i>Paul Langley, Community Housing Cymru</i>
	<b>Energy Suite 2</b>

<b>9.30</b>	<b>We Can Make Good Happen</b>
	<i>Matt Callanan</i>
	<b>Inspiration Suite</b>
	<p>Have you heard the story of the man who left £10 notes around Cardiff?</p> <p>The inspiration for this quirky initiative was Matt Callahan. Matt will tell you in his own unique style why and how he got inspired to “Make Good Happen” after meeting his all-time hero, Bill Murray, in George Clooney’s house!</p> <p>How can the sector learn from Matt’s initiative and how can the sector get on board with his campaign to encourage 1 million acts of good?</p> <p>By attending this session, delegates will:</p> <ul style="list-style-type: none"><li>• Understand the motivations for such a project</li><li>• Appreciate the impact the project has had</li><li>• Be motivated to consider such projects in the future</li></ul>

<b>10.15</b>	<b>eMERGing Issues</b>
	<i>Amanda Davies, Chief Executive, Pobl Group</i>
	<b>Inspiration Suite</b>
	<p>Amanda will share the rollercoaster ride of the merger between Gwalia and Seren which has resulted in the formation of Pobl. What lessons can be learnt from their huge change management programme?</p> <p>By attending this session, delegates will:</p> <ul style="list-style-type: none"> <li>• Gain practical knowledge of the challenges faced by both HR and L&amp;D departments when dealing with company mergers.</li> <li>• Have an awareness of key issues to consider when implementing a major change process</li> </ul>

**11.00 Refreshments and Networking**

<b>11.00-11.30pm</b>	<b>Bitesize Training: Sensory Loss</b>
	<i>John Gilchrist</i>
	<b>Energy Suite 2</b>

<b>11.30</b>	<b><u>Workshop Session Three – Choose from:</u></b>
	<b>1 Implementing a Health and Wellbeing Scheme</b>
	<i>Karen Tipple, Thrive</i>
	<b>Inspiration Suite</b>

	<p>Karen Tipple from the Thrive team at United Welsh HA will outline their “Wellbeing 4U” initiative community wellbeing service, The aim of the service is to deliver public health priorities through social intervention, focusing on increasing physical activity, improving diet, immunisation and screening uptake, and helping to reduce harmful habits such as substance misuse, heavy alcohol consumption and smoking.</p> <p>Through attending this session, delegates will:</p> <ul style="list-style-type: none"> <li>• Understand the rationale behind the Living Well initiative being developed</li> <li>• Identify the challenges faced when developing the Living Well initiative</li> <li>• Consider the proven business benefits of the Living Well initiative</li> </ul>
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## 2 The Power of Coaching and Mentoring

	<p><i>Andrew Wallbridge, Organisational Development Consultant, TSW</i></p>
	<p><b>Spirit Suite</b></p>
	<p>The Power of Coaching &amp; Mentoring;  Once you have your dream team of high performers in place, your work is only beginning. Your organisation’s continued success depends not only on finding the right people for today, but on training and positioning tomorrow’s leaders. Ever-increasing global competition means coaching and mentoring aren’t just nice ideas—they’re critical to your success</p> <p>Through attending this session delegates will:</p> <ul style="list-style-type: none"> <li>• When to use coaching and mentoring</li> <li>• Increase your knowledge of coaching and mentoring and the skills involved to support business objectives</li> <li>• Support the development of a motivated workforce and create a positive working environment</li> </ul>

## 3 An Introduction to Online Learning

	<p><i>Dawn Stacey, Learning Pool and Bob Price, Newport City Homes</i></p>
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	<b>Energy Suite</b>
	<p>Take a look at the options for online learning and how it can enhance the performance of your organisation</p> <p>By attending this session, delegates will:</p> <ul style="list-style-type: none"> <li>• Identify the pros and cons of having an E-Learning platform</li> <li>• Understand the cost of implementing an E-Learning platform</li> <li>• View case studies of organisations who have successfully implemented an E-Learning platform</li> </ul>

## 4 Successful campaigning

	<i>Ffion Grundy, Stonewall</i>
	<b>Diversity Suite</b>
	<p>As Europe's largest lesbian, gay, bi and trans (LGBT) charity, Stonewall knows that people perform better when they can be themselves. Ffion Grundy will explore how Stonewall created Diversity Champions, which has become the leading employers' programme for ensuring that all LGBT staff are accepted without exception in the workplace.</p> <p>Through attending this session, delegates will:</p> <ul style="list-style-type: none"> <li>• Have an understanding of the resources that are available to support LGBT staff within the organisation</li> <li>• Know how to implement learning strategies to promote an inclusive working culture</li> <li>• Know how to communicate and engage with the organisation through various campaigns</li> </ul>

<b>12:15 PM</b>	<b>Comfort Break</b>
<b>12:30 PM</b>	<b>Housing Horizons</b>
	<i>Clarissa Corbisiero-Peters, CHC's Deputy Chief Executive and Director of Policy</i>
	<b>Inspiration Suite</b>
	<p>Housing Horizons is a CHC project which is exploring and mapping out the key challenges, risks and opportunities which will face our sector over the next 20 years. The findings and recommendations will have huge implications for HR and L&amp;D teams. Hear from Clarissa Corbisiero-Peters, the project lead, on what we can expect from Housing Horizons. Also, hot off the press, find out what the findings are on the future workforce of 2036.</p> <p>Through attending this session, delegates will:</p> <ul style="list-style-type: none"> <li>• Receive an update on the Housing Horizons project</li> <li>• Have an outline of the stages of Housing Horizons and what this means for the sector</li> <li>• Understand how they can get involved</li> <li>• Gain an insight into HH research into the workforce of 2036.</li> </ul>

<b>1:00PM</b>	<b>What does the future hold for HR and L&amp;D? And are we up to the Challenge?</b>
	<i>Lesley Richards (Head of CPID – Wales)</i> <i>Gill Mason (Senior Advisor ACAS Wales)</i> <i>Debbie Green (Chief Executive – Coastal Housing)</i> <i>Fflur Jones, (Partner - Darwin Gray)</i>
	<b>Inspiration Suite</b>

The panel will outline and debate what they feel are the key challenges facing HR and L&D professionals. The panel of experts will consider these challenges from a wide range of perspectives and offer us a unique full picture of challenges faced by the sector

Through attending this session, delegates will:

- Consider external factors which will be shaping the world of work
- Understand what the three biggest drivers for change will be within organisations
- Understand what is needed by HR and L&D teams to respond to the challenges

**1:45 PM**

**Conference Conclusions**

Reflections on the issues and challenges identified within the conference and key actions for those attending to take away

**1:55 PM**

**Conference Close and Lunch**