### Wednesday 2\textsuperscript{nd} May - Day 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>9.00am</td>
<td>Registration and Refreshments</td>
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<td></td>
<td>Inspiration Suite Foyer</td>
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<tr>
<td>9.40am</td>
<td>Welcome and Introductions</td>
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<td></td>
<td>Maxine Wiseman, Trivallis and Jane Meredith, Cartrefi Conwy</td>
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<td>Inspiration Suite</td>
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<td>Our conference chairs will welcome delegates and set the scene for the 2018 HR and L&amp;D conference and will outline the key challenges facing us over the next year.</td>
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<tr>
<td>9.45am</td>
<td>Developing a Soundtrack for our Sector</td>
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<td>Sam McNeill, General Manager, Songdivision</td>
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<td>@songdivision</td>
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<td>We have been charged with creating a brand to sell the housing sector as a profession. We have the key themes – can we turn them into a soundtrack with the help of award winning Songdivision? Why not! We can all play a part in this – and Songdivision’s expertise and know how will make this an unforgettable opening conference address.</td>
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<tr>
<td>10.30am</td>
<td>Sub-Plenary Session</td>
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## Analysing the Impact and Return on Investment for Training

*Stuart Haden, Learning Programmes Developer, CIPD @StormBeach*

### Spirit Suite

We have been talking about how we measure the return on investment on our learning and development spend for decades! But we don’t seem to have cracked it yet. Stuart will outline how he believes we can truly quantify the impact of this expenditure at a crucial time when we are all having to defend our training budgets.

## Or

**Why now is the right time to embrace flexible working**

*Louise Price, Hugh James Solicitors @HughJamesLegal*

### Inspiration Suite

The idea of working flexibly is one thing; managing it successfully can be quite another. With an increasing number of millennials joining the workforce keen to ensure their work life balance, as well as working grandparents helping with childcare, employers need to understand their obligations when it comes to flexible working. In this session, Louise Price, Partner at Hugh James Employment & HR Team will discuss the current challenges facing organisations as well as the opportunities to embrace the benefits of engaged employees and increased productivity, all the while navigating this particularly tricky legal minefield.”

### 11.15am

**Refreshments and Networking**

*Inspiration Suite Foyer*
### Workshops

#### ONE

**Coaching & Mentoring**

Moreen Pascal, Housing Diversity Network and Ceri Melay, Tai Pawb  
[@HDN_UK](https://twitter.com/HDN_UK)  [@CeriTaiPawb](https://twitter.com/CeriTaiPawb)

#### TWO

**Corporate Health Performance Indicators**

Wayne Campbell, Healthy Performance Ltd.  
[@healthyatwork](https://twitter.com/healthyatwork)

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**Energy Suite**

It is now more important than ever to invest in your staff to get the best from them and ensure your organisation thrives. It is also vital to support them to manage the critical changes taking place in the sector, whether these be restructures, changing responsibilities in roles or new ways of working, helping people to adapt effectively and take advantage of opportunities makes good business sense. HDN and Tai Pawb will talk about the importance of mentoring within HA’s.

**Spirit Suite**

Health Performance Ltd are passionate about, and specialise in employee health and wellbeing, working in partnership with organisations throughout the UK to develop a healthy culture. Join us in this session to identify how to evaluate the success of the health or well-being activities carried out in your organisation using performance indicators.

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#### THREE

**Inclusive Workplaces – Making a Positive Difference**

Carol Harris, Remploy  
[@remploycymru](https://twitter.com/remploycymru)

#### FOUR

**Welsh Language Update**

Llinos Iorwerth, ATEB  
[@AteBcymru](https://twitter.com/AteBcymru)

**Diversity Suite**

**Inspiration Suite**
Being able to recruit, retain and develop the very best talent has never been so important. The need to attract, retain and develop an inclusive workforce that reflects the communities you serve has never been so important. Recognising the barriers that exist for disabled people in the workplace, and the simple adjustments that can be made can make a huge difference. Not forgetting the huge benefits to your organisation and the range of support and training open to you from Remploy. Come along to this session to find out how your HA could benefit.

The Welsh language is increasingly seen by businesses and organisations as a key aspect of corporate social responsibility and a way of defining identity – ensuring they are relevant and credible in the modern Wales. Llinos will talk about recent developments in terms of the Welsh language and discuss how delegates can prepare for the Welsh language standards and ensure an organisations’ compliance.

12.45pm  Lunch and Networking
Inspiration Suite Foyer

1.30pm  Opportunities for the Sector

Claire Snook, Chwarae Teg
@chwaraeteg

Inspiration Suite

Chwarae Teg, has been working to help ensure that women in Wales can enter the workplace, develop their skills and build rewarding careers. Claire is here to talk about the work Chwarae Teg is involved in and also the new opportunities that are available for the housing sector in Wales.

1.45pm  Empowering Staff to Drive Improved Performance and Change

James Marsden, Synergy Creative
@synergycreative
One of the key outcomes of Housing Horizons is that the sector will have to change in a number of ways in order to respond to changing demographics, service needs, technology and staffing skills. But how can we prepare for this change? How can we improve our performance when we are already at full capacity?

During this session, we are going to look away from the housing sector and take a look at the retail sector with a spotlight on Argos. UK retail giant Argos wanted to drive improved performance in readiness for its 2016 peak period between Black Friday and Christmas. Needing the change in just weeks, James will share how Argos took on the challenge of engaging and empowering its staff shifting from a reactive to a service led mind-set and delivering business change both culturally and commercially. What lessons can we learn from this successful change initiative?

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<tr>
<th>2.30pm</th>
<th>“Video Killed the Radio Star” – Using Entertainment for Education</th>
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<tr>
<td></td>
<td>Martin Addison, Video arts</td>
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<td>@videoartsceo</td>
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Entertain your audience and something rather interesting happens: People remember what they’ve learnt. Video arts has over 40 years’ experience creating award-winning video for learning and will entertain delegates today on how they can use video to create an inclusive training programme which would reach, Millennials, Generation X and the Baby Boomers.

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<tr>
<th>3.15pm</th>
<th>Launch of CHC’s On-Line Training</th>
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<td>Countdown with us as we press the button to launch of CHC’s On –Line Training in partnership with Online Learning Platform</td>
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| 3.20pm | Refreshments and Networking Inspirational Suite Foyer         |

| 3.45pm | Workshops                                                     |
### Legal Update

**Fflur Jones, Darwin Gray**  
[@DarwinGrayLLP](https://twitter.com/DarwinGrayLLP)

### Well in Work

**Michelle Coffey and Chris Stokes, Coastal Housing**  
[@CoastalHousing](https://twitter.com/CoastalHousing)

### Diversity Suite

Gender pay reporting, GDPR, employment tribunal fees abolished! There has never been a more exciting time to be an employment lawyer. What should we be doing and looking out for over the coming months to ensure we are on the right side of the law and reporting requirements.

When we first learned that Coastal were relooking at managing their sickness absence without rules, we were shocked, intrigued and slightly jealous! How can you do this? What was the driver? What’s been the impact? How have staff and managers responded and more importantly – are they still adopting this Policy? Come along and find out.

### Energy Suite 1

### CHC’s On-line Learning Platform

**Claire Arthur, Online Housing Training**

Creating Successful Apprenticeship Schemes to Boost your Talent Pipeline

**Rhiannon Williams, Wales & West Utilities**  
[@WWUtilities](https://twitter.com/WWUtilities)

### Energy Suite 2

By attending this session, you will have the opportunity to learn more about CHC’s online learning platform. Get a feel for the system we will be offering to all our members and see what topics will be available.

Apprenticeships have been identified as one area for the housing sector to develop and get behind. So we thought we’d invite Wales and West Utilities along to see what we can learn from them. They saw that apprenticeships for their company were vital for succession planning and were their preferred route for recruitment. They felt that the skills they required to run their critical infrastructure couldn’t be ‘bought’ so they invested heavily to develop...
their own apprentice programmes and training academies.

They have lifted barriers to recruitment and actively engaged with those who may not have traditionally considered an apprenticeship and have added value to the business in terms of retention, innovation, employee engagement and customer satisfaction. Let’s get inspired and pick up ideas for us to take back to our organisations.

### Recognising the Talent Within your Organisation

*Kate Cooper, Head of Research for Institute of Research of Leadership and Management*

### Inspiration Suite

Talent management is a regular area of discussion at both the strategic and operational HR networks. It’s on a lot of HA’s radars – but there doesn’t seem to be many people leading on it in the sector. How can we as organisations seek to attract, identify, develop, engage, retain and deploy individuals who are considered particularly valuable to an organisation. By managing talent strategically, organisations can build a high performance workplace, encourage a learning organisation, add value to their branding agenda, and contribute to diversity management.

### 4.45 pm

**The Chimp Paradox**

*Tim Buckle, Mentor, Chimp Management*

[@chimpmanagement](https://twitter.com/chimpmanagement)
Inspiration Suite

Do you sabotage your own happiness and success? Are you struggling to make sense of yourself? Do your emotions sometimes dictate your life?

The Chimp Paradox outlines a mind management model that can help you become a happy, confident, healthier and more successful person.

At the end of the session, you will:

- Recognise how your mind is working
- Understand and manage your emotions and thoughts
- Manage yourself and become the person you would like to be

Helping us through this journey will be Tim who retired from elite cycling at the end of 2002. Drawing upon his employment history as a children’s entertainer, children’s entertainments manager and casual television actor, he started a 13 year coaching career with British Cycling, specifically with under-16 athletes. Tim brought his previously learnt skills & mentality to the job and converted young people’s coaching in Britain from physical training drills into dynamic, fun, contextual, game focused activities.

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<th>Time</th>
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<tbody>
<tr>
<td>5.45pm</td>
<td>Conference Close (Day 1)</td>
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<td>7.15pm</td>
<td>Pre Dinner Drinks Reception sponsored by Hugh James Solicitors</td>
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<tr>
<td>7.45pm</td>
<td>Conference Dinner</td>
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May 3rd - Day 2

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<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>9.00am</td>
<td>Registration and Refreshments Inspiration Suite Foyer</td>
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</table>
| 9.15am | **Laughter Yoga: Using your Mind and Laughter to Unlock your Potential**  
*Dr Maria Aguirregomozcorta from ‘Sparkly Laughter’* |

**Inspiration Suite**

Sparkly Laughter was formed in 2015 to spread laughter across Cardiff. Maria, one of its founders has always been interested in how our minds work and how to use our minds to our maximum advantage, to expand ourselves beyond imagination and make this world an amazing place to live in. It was for that reason that she studied medicine and trained as a neurologist. However, this route did not totally fulfil her expectations. “I realized that I was focusing on what happens when our brain does not work properly and how to manage it”.

Several years ago she came across Laughter Therapy and Laughter Yoga. She immersed herself in the experience of laughter to discover her own genuine laughter, her capacity to laugh and the extraordinary rewards of learning how to laugh at will. Now she combines everything she has learnt to enable others to re-discover and master two of their natural assets, their mind and their laughter, so as to unlock their unlimited potential!”

Get ready to laugh and learn!

| 10.00am | **Driving Digital Transformation across Housing**  
*Liz Haworth, Group Director of Transformation & Delivery, Torus Housing Group*  
[@Liz_Torus](https://twitter.com/Liz_Torus)* |

Digital transformation is at the heart of Housing Horizons. It posed a significant challenge to Torus – a unique housing group who combined two local community led landlords in the Mid-Mersey region and North West.

Liz, will guide delegates through their award winning digital transformation strategy at Torus to become a digitally savvy workforce. They will explain their strategies for supporting remote and disconnected employees to adopt a digital mind-set, inspiring skills and unlocking potential to buy into the digital vision. There will be lots of opportunities for us to learn from Torus' successful strategy.
### 10.45pm
**Refreshments and Networking**
**Inspiration Suite Foyer**

### 11.15pm – Workshops

<table>
<thead>
<tr>
<th>A Training Programme to suit all – Whether it’s a Boomer, a Gen-X or Millennial</th>
<th>Developing a culture of innovative self-directed learning</th>
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<tbody>
<tr>
<td>Richard Bassett, ALS Training</td>
<td>Gary Spring and Steve Lowe, Barclays Bank</td>
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<tr>
<td><strong>Spirit Suite</strong></td>
<td><strong>Energy Suite</strong></td>
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As Learning and development professionals you can help organisations unlock the strengths of age diverse teams by designing training programmes to help employees of all ages hone their skills and progress their careers.

Employees of all age groups should be encouraged to take control of their own career progression and development, and the benefits of lifelong learning should be promoted in a way which appeals to all workers. This workshop will help to ensure employees of all ages participate in training opportunities and that no particular age groups miss out.

Self-directed learning is becoming one of the essential competencies for employees. How can organisations make sure they support people to become more responsible for their own development and help shape their own learning paths? How can we make sure that the learning offer is tailored and responsive to people’s needs? The case studies in this session will show you practical examples of:

- moving away from traditional training and towards more innovative and experiential learning
- identifying what learners want and creating learning opportunities that meet their demands
- creating digital academies and promoting peer-to-peer learning to move towards self-directed learning

### Supporting our Front Line Staff

### Developing your own Performance as an Effective Learning Professional
With increasing pressures on front line staff in terms of dealing with tenants who have financial problems and the ever increasing workloads and demands placed on staff, we are seeing an increase in stress and trauma for these members of staff. How can HR professionals support staff from becoming numb to it and taking bigger risks in terms of what is acceptable for staff to deal with? What initiatives and training can we put in place to enable them to cope with these constant pressures?

Learning professionals are great at developing people, but what about developing themselves? To have credibility and influence clients and organisations, we must develop our own performance and keep abreast of the changing needs of our profession. But what are the development activities we should engage in? Join our experts as they focus on three different ways to develop your own performance, and join the facilitated discussions around:

- using social media effectively to navigate through the latest development in the profession
- leveraging communities of practice to increase our own performance as L&D professionals
- the evolution of the modern learning professional

12.15pm

Panel Discussion: Implementing Change – Lessons I have Learnt

Inspiration Suite

Jas Bains, Chief Executive, Hafod  @JasBainsHafod
Linda Sagona, Chief Executive, United Welsh  @lyndamsagona
Louise Price, Hugh James Solicitors  @HughJamesLegal
Lesley Richards, Head of Wales, CIPD  @CIPDWales

It's clear the housing sector needs to change in order to respond to short term pressures and also to prepare itself for Housing Horizons. Change will be constant. But how can we ensure we are successful when we embark on this change journey? Our last session will see our illustrious panel take a look back over their successful change programmes and the skills and training they needed to equip staff with to ensure the change was swift and effective. The panel will share what they feel are core elements of a successful change management strategy. What's worked? Why? What would they do again? And more
importantly, what wouldn't they do! We'll take away key learning points from this session to help us prepare for the changes ahead.

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<th>Time</th>
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<tr>
<td>1.00pm</td>
<td><strong>Conference Conclusions</strong></td>
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<td>The conference will be closed by our chair who will reflect on the last 1.5 days and outline key learning and actions points that we should take away from the event.</td>
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<tr>
<td>1.15pm</td>
<td><strong>Lunch &amp; Depart</strong></td>
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