



**Community
Housing
Cymru's
HR, Learning
& Development
Conference**

CHC's HR and Learning & Development Conference Village Hotel, Swansea | 23rd & 24th May 2017

Tuesday 23rd May

9.00 AM	Registration and Refreshments
9:30AM	Welcome and Introductions
9:45 AM	"It ain't what you do... it's the way that you do it"
	<i>Anna O'Halloran, Just Housing Consultancy</i>
	Inspiration Suite
	<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 Health.</p> <p>Through attending this session delegates will:</p> <ul style="list-style-type: none">• Understand what makes people tick.• Identify how organisations can improve their engagement with staff from a HR and L&D perspective

	<ul style="list-style-type: none"> Consider ways of creating a higher response rate in regards to internal communications.
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10.30	<p><u>Sub-Plenary Session</u></p> <p>Reflection – What can come out of the darkness?</p>
	<i>Stuart Haden, Learning Programmes Developer, CIPD</i>
	<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"> Identify the benefits of reflective practice Consider how reflection can be used to uncover performance improvements Learn how to encourage habits that will improve performance

	<p><u>or</u></p> <p>Building Resilience for Improved Wellbeing</p>
	<i>Peter Green, PJG Consultants</i>
	<p>Good health is about more than ‘not being ill’. This session will focus on how we can establish a holistic approach to</p>

	<p>health, addressing both physical and psychological states.</p> <p>Through attending this session, delegates will:</p> <ul style="list-style-type: none"> • Understand the benefits of creating staff resilience • Consider ways/methods of enabling employees to cope with pressure or managing pressure points within their roles
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11.15

Refreshments and Networking

11.45

Workshop Session One – Choose from:

1 Employment Law & Legislation Update

Rhiannon Dale, Hugh James Solicitors

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.

By attending this session, delegates will:

- Obtain an up to date understanding of recent key cases and important legislative developments
- Become aware of important changes to look out for and start planning for

2 Innovative recruitment

Wiltshire County Council (Invited)

	<p>Are traditional forms of recruitment still valid in today's competitive and technology-focused job market? Which innovative and cost-effective means of attracting talent to workplaces are taking place, and what can we do to ensure that we are attracting the right people to the right jobs?</p> <p>Wiltshire Council has been shortlisted for a number of national awards after successfully using the latest digital communications in recruitment campaigns. The workshop will cover why they took the decision to move away from traditional methods to using social media and other digital tools.</p> <p>The new approach shifted from mainly using agencies and advertising on job boards to harnessing digital and social media over employee networks, social media, blog and careers websites to reach out to a wider audience.</p> <p>By attending this session, delegates will:</p> <ul style="list-style-type: none"> • Gain up to date knowledge of the latest recruitment tactics • Have an awareness of different tools to attract talent

3 Delivering on the Welsh Language Standards	
	<i>Llinos Iorwerth, Director – ATEB Cymru</i>

Welsh Language Standards is high on the priority list for most HR and L&D teams at the moment. This session will investigate the role of HR and L&D in the establishment and successful achievement of Welsh Language Standards.

By attending this session, delegates will:

- Understand what HAs need to be doing to meet the standards
- Gain an understanding of lessons learnt from the LA implementation of the standards, and what the implications will be for HR and L&D teams
- An awareness of what they should be preparing and planning

4 Move over, traditional learning!

Lisa Minogue-White, WillowDNA

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

1:45	What does the future hold?
	<i>Sophie Howe, Future Generations Commissioner in Wales</i>
	Inspiration Suite
	<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">• Understand how the events of the past can shape the future.• Understand what type of workforce HR professionals will need to manage in the future• Identify what skills will be needed in the future

2.15

Sub-Plenary Session

Creating a digital learning programme

	<i>Tata Consultancy (Confirmed)</i>
	<p>Winners of CIPD's Digital Initiative in HR/L&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">• Understand the rationale behind the digital learning plan developed by Tata Consultancy• Identify the challenges Tata faced when developing their ambitious digital learning programme

	<ul style="list-style-type: none"> Consider the proven business benefits of the digital learning programme
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or
Implementing a Health and Wellbeing Scheme

	<i>Reed Business Info (Invited)</i>
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	<p>Winners of CIPD’s Best Health and Wellbeing award in 2016, RBI will outline their “Living Well” initiative which was born out of substantial change (50 per cent of the company had recently been sold), demanding more resilient staff.</p> <p>Through attending this session, delegates will:</p> <ul style="list-style-type: none"> Understand the rationale behind the Living Well initiative being developed Identify the challenges faced when developing the Living Well initiative Consider the proven business benefits of the Living Well initiative
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3:00 PM Refreshments and Networking

3.30 PM Workshop Session Two – Choose from:
1 Performance management – why do we get it so wrong?

	<i>Speaker TBC</i>
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	<p>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?</p>
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2 Brexit

	<i>Steffan Evans, TPAS Cymru</i>
	<p>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.</p> <p>By attending this session, delegates will:</p> <ul style="list-style-type: none"> • 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

	<i>Louise Price, Hugh James Solicitors</i>
	<p>As figures indicate that millennials will make up 75% of the global workforce by 2025, Louise Price will discuss the impact of</p>

	<p>millennials in the workplace and look at ways to manage the challenges of a diverse workforce.</p> <p>By attending the session, delegates will:</p> <ul style="list-style-type: none"> • 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
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4 How Career Passports can help an organisation's Succession Planning Journey	
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	<p><i>Peter Brauer, Turning Point HR</i></p>
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	<p>What are career passports and how can they help organisations to ensure that they meet both staff and organisational needs?</p> <p>By attending this session, delegates will:</p> <ul style="list-style-type: none"> • 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
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4.30	Who looks after HR? – Looking after yourselves through difficult and challenging times
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	<p><i>Andy McCann, Adviser, mentor and mental skills performance coach</i></p>
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	<p>Inspiration Suite</p>
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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.

By attending this session delegates will:

- Be inspired by what one individual can achieve
- Understand the impact mental health can have on an individual's performance
- Have techniques that can be implemented within their organisations

5.30

Conference Close (Day 1)

7.30

Conference Dinner

Wednesday 24th May

9.00	Registration and Refreshments
9.30	We Can Make Good Happen
	<i>Matt Callahan</i>
	Inspiration Suite
	<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">• Understand the motivations for such a project• Appreciate the impact the project has had• Be motivated to consider such projects in the future
10.15	eMERGing Issues
	<i>Amanda Davies, Chief Executive, Pobl Group</i>
	Inspiration Suite
	<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"> • Gain practical knowledge of the challenges faced by both HR and L&D departments when dealing with company mergers. • Have an awareness of key issues to consider when implementing a major change process
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11.00 Refreshments and Networking

**11.30 Workshop Session Three – Choose from:
1 Apprenticeship Levy**

	<i>Mark Bodger CITB (invited)</i>
	<p>The Apprenticeship levy is a valuable offer which can be used to strengthen the workforce and help us equip for the future.</p> <p>By attending this session, delegates will:</p> <ul style="list-style-type: none"> • 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

2 The Power of Coaching and Mentoring

	<i>TSW (invited)</i>
	<p>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.</p>

	<p>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"> • When to use coaching and mentoring • Increase your knowledge of coaching and mentoring and the skills involved to support business objectives • Support the development of a motivated workforce and create a positive working environment
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3 An Introduction to Online Learning	
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	<i>Ben Jones, Learning Pool</i>
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	<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"> • Identify the pros and cons of having an E-Learning platform • Understand the cost of implementing an E-Learning platform • View case studies of organisations who have successfully implemented an E-Learning platform
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4 Successful campaigning	
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	<i>Ffion Grundy, Stonewall</i>
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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.

Through attending this session, delegates will:

- Have an understanding of the resources that are available to support LGBT staff within the organisation
- Know how to implement learning strategies to promote an inclusive working culture
- Know how to communicate and engage with the organisation through various campaigns

12:15 PM

Comfort break

12:30 PM	Housing Horizons
	<i>Clarissa Corbisiero-Peters, CHC's Deputy Chief Executive and Director of Policy</i>
	Inspiration Suite
	<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&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"> • Receive an update on the Housing Horizons project • Have an outline of the stages of Housing Horizons and what this means for the sector • Understand how they can get involved • Gain an insight into HH research into the workforce of 2036.
1:00PM	What does the future hold for HR and L&D? And are we up to the Challenge?
	<i>Lesley Richards (Head of CPID – Wales)</i> <i>Gareth Petty (Director - ACAS Wales)</i> <i>Debbie Green (Chief Executive – Coastal Housing)</i>

	<i>Fflur Jones, (Partner - Darwin Gray)</i>
	Inspiration Suite
	<p>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</p> <p>Through attending this session, delegates will:</p> <ul style="list-style-type: none"> • 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