

North of England Excellence & British Quality Foundation 2013 Annual Leadership Conference

“Transforming Performance in Difficult Times”

25 September 2013 – Haydock Park Racecourse
09:00am to 16:15pm

This year's theme is “Transforming Performance in Difficult Times”.

A tough economy, greater competition and changing markets are forcing businesses of all sizes to operate in riskier, more uncertain and more complex environments. In all sectors organisations face increasing pressures to lower costs, enhance efficiency, extract greater value from the same or usually less resource and improve bottom line performance. Despite the undoubted difficulties businesses face, many organisations have recognised the new environment and transformed business performance.

The conference will consist of 3 plenary sessions and a choice of workshops to give delegates practical insight into skills needed to transform performance.

The plenary sessions will run for approximately 25 minutes and will highlight:

- “People's contribution to improved performance in these challenging times”
- “New Challenges facing local Authorities”
- “Approaches to Leadership and Employee Engagement”

The workshops which will run for two hours in the morning and repeat in the afternoon and will offer practical advice to delegates on steps to enhance performance covering all aspects of business practice.

COST:

- £145 Joint NoEE/BQF Members
- £175 CQI/CIM/Chamber Members
- £195 Non-Members

To book a place please email:
events@noee.co.uk

Programme

09:00 to 09:30 Registration & Networking Opportunity

09:35 **David Teale**, Chief Executive,
North of England Excellence

09:40 **Professor Michael Luger**,
Dean, Manchester Business School
“People's contribution to improved performance
in these challenging times”

10:05 **Workshops**
Delegates to be given choice of 1 x 2 hour Workshop

12:00 **Lunch & Networking Opportunity**

12:45 **Sir Howard Bernstein**,
Chief Executive, Manchester City Council
“New Challenges facing local Authorities”

13:15 **Workshops**
Delegates to be given choice of 1 x 2 hour Workshop

15:15 **Refreshments**

15:30 **Andrew Peters**,
Divisional Director - Drives, Siemens plc
“Approaches to Leadership and
Employee Engagement”

16:00 **David Teale**,
Chief Executive, North of England Excellence

16:15 **Close**

Workshops

Workshop A

Delivering Rapid & Sustained Improvement – A practical & proven approach for achieving success Facilitator: **Andrew Ruddick, Director, Process Insight Consulting Ltd**

In these challenging & highly competitive times most organisations are striving hard to improve their performance. Whilst the Leadership will may be there, it can be difficult to truly engage your teams throughout the organisation in grasping the opportunities to drive change in the way the work

gets done to improve customer service, product quality, and reduce waste - To fix the things that matter! At this workshop come and learn about how to apply proven tools & techniques which can deliver very rapid & visible improvement. More than that, learn about how these techniques will engage the managers who work "on the process", and the team members who work "in the process" to stimulate highly effective teamwork and delivery of strongly owned & sustained solutions. In a very practical way the workshop will address both the framework for driving the change, and practical demonstration of some of the tools & methods involved

Workshop B

Using Coaching approaches to support ourselves and our teams through turbulent change
Facilitator: **Vincent Traynor, Head of Organisation Development, PB Coaching**

In this practical workshop we will debate the role that coaching approaches can play in helping leaders and their teams transition through times of turbulence, whilst maintaining performance.

It is based on a number of observations: that turbulence makes people anxious and that this can cause them to take their eye of the ball; it can affect everyone in the organisation, from chief executive to front line employee, and that there can be short and long term consequences from not supporting people adequately through change. We'll draw on our public and private sector experiences and share some models and ideas with you. We look forward to having a thought-provoking and valuable debate.

Workshop C

Customer Service Excellence – Delighting Customers – a Leadership Priority
Facilitator: **Jill Johnston, TQMI Limited**

This workshop will explore the importance of Leaders really understanding their customers' needs and focusing their organisations to deliver experiences that delight customers

consistently and reliably. Satisfaction is no longer enough to create the customer advocacy needed to drive business success. This interactive workshop is designed to identify the 'wow' and 'ouch' factors which influence customers' perceptions of their experience of organisations' service delivery and reinforce how Leaders need to align process, people and measurement to create a truly customer centric approach to service delivery.

Workshop D

Creating a Culture of Performance
Facilitators: **Matt Calveley, KPMG Pensions Team: Kathryn Jackson, KPMG People Services Team: Paul Bloomfield, KPMG People Services Team**

In creating a culture of performance businesses need to find way to unite the efforts of Human Resources, the Executive Board and the Finance Team in order to resolve their People-related issues in a holistic way.

Addressing some of the most frequently cited client issues, KPMG has developed an approach which involves understanding and dealing with : legacy concerns, short-term financial pressures and cost effective ways of managing the workforce, future challenges of creating a flexible and agile workforce, and not forgetting the constant changing demands of the regulatory environment. This interactive session will explore all of the above and help you start to apply it to your own organisation and will of course feature plenty of real life examples.

Workshop E

Transforming Performance through Business Excellence
Facilitator: **Dave Rusk, Director of Education, North of England Excellence**

The Excellence Model is now the most widely used holistic

management framework in the world. Find out how to use it effectively to improve all aspects of performance - customer satisfaction, employee morale, leadership, strategy and many, many more topics. Sounds to good to be true? Many NoEE members have achieved success in National and European Excellence Awards after following a path to excellence supported by NoEE".

