Monday 16 March 2020 • Pre-Conference Workshops

Morning Workshops: 09:30 - 12:45
- Open to Change: Are you Ready? Susie Palmer-Trew, Director, Open to Change, The Open University
- Culture: The Missing Ingredient in Agile Transformations David Fisher & Kelli Klinkworth, North Highland
- Unleashing the Value of a Design Authority to Accelerate Transformation Ian Richards, Head of Business Analysis, Capita People Solutions & Stephen Russell, Group Programme Assurance Director, Capita
- Navigating the Mess: Practical Techniques for Early Engagement Adrian Reed, Blackmetric Business Solutions

Afternoon Workshops: 14:00 - 17:15
- Applying a Service View to Realise Value from Business Change Mike Williams & Jonathan Hunsley, AssistKD
- Mind The Gap – Incorporating the Change Agenda Into Scaled Agile Approaches Lynda Givrin & Will Izzard, CMC Partnership Consultancy Ltd
- Default to Open: How an Open Culture Can Unlock Your Organisation’s Potential Katrina Novakovic & Carrie Carrasco, Red Hat Benelux

Tuesday 17 March 2020 • Conference Day 1 & Exhibits

09:00 - 09:10 Conference Co-Chair Opening, Dr Debra Paul, Managing Director, AssistKD & Michael Noonan, Divisional Operations & Transformation Director, Capita Software

10:05 - 10:55 It's Time for Business Heart Surgery! Paul Hargreaves, CEO, Cotswold Fayre Ltd
- Why Beautiful Operating Models Fail Nigel Jones, Group Transformation Director, Whitbread & James Cooper, Client Director, Gate One
- Flipping the Iceberg Sian Clark, Strategic Change Manager & Lianne Stevenson, Strategic Change Officer, Nottingham Trent University

11:25 - 12:15 What If You Included Those Affected by the Change in the Formulation of the Why, What and How? Sarah Glenister, Change That Matters
- The Climate for Change Sandra Tinker, Commercial Operations Director, Condé Nast
- The Art of Ignorance: How Ambiguity Can Breed Success Chris Stephenson, Business Designer, Nationwide Building Society

12:20 - 12:45 Keynote: Transformation and Change: A View From the Top and Somewhere Nearer the Bottom Lucy Ireland, Managing Director BCS Learning & Development

14:00 - 14:50 Change is the Only Constant: Three Ways to Use Your Culture to Tackle Uncertainty and Come Out More Efficient, Adaptable and Resilient Matt Robshaw, Kira & Co
- Data Transformation Brick by Brick Donna Wayman, Head of Data Delivery, Zurich Insurance
- Transforming Innovation - Experiments with Experimenters Philip Heiliger, Philip & Finch

14:55 - 15:45 Breaking the Cultural Mould - Our Story of Empowering Success Through Building a Coaching Culture Alison Wright, Business Analyst Chapter Lead & Caroline Rowles, Learning and Development Manager, Hargreaves Lansdown
- Have You Ever Jumped from an Airplane? Journey of Developing a Complex Project/Program in Public Sector Saby Warach, Senior Technology Program Manager, City of Portland
- Embarking on Digital Transformation in the Education Sector Tamara Sourat, Group Head of Change & Heather Darwin, Change Lead, Cambridge Assessment

16:10 - 16:35 Change in an Unforgiving Environment David Reed, Director, Change Plus
- Governing Transformation and the Trouble with Boards Steve Taubman, Change Results
- Managing Strategic Change: a Real Life Example of Delivering a Complex Project/Program in Public Sector Will Izzard, CMC Partnership Consultancy Ltd


17:25 - 18:30 Drinks Reception and Exhibits

Wednesday 18 March 2020 • Conference Day 2 & Exhibits

09:00 - 09:55 Keynote: Connected Change - Driving Change Across the New Organisational Transformation Agenda Mark Williamson, Partner, Head of People Consulting, KPMG

10:15 - 11:05 Delivering on a Complex Heritage Transformation Journey Mike Tumulty, Global Chief Operating Officer, Standard Life Aberdeen & Robert Kirkwood, Director, Testing
- Panel Discussion: Diversity and Inclusion – Essential for Good Business and Society Moderator: Adrian Reed, Blackmetric Business Solutions Panellists: Darryl Brissett-Gowe, Principal Business Consultant & Laura Todd, Global Inclusion & Wellbeing Director, Capita
- Are you Caught in the Glare of Innovation Headlights? Richard Frost, Enterprise Design Lead, Yorkshire Building Society

- Continual Improvement – a Vehicle to Drive Transformation Clare McAleese, Manager BizOps, Vocalink (A Mastercard Company)
- Exploration of Ethics in Change Management Claire Caulfield, Business Change Manager, British Library & Chad White, Change Portfolio Manager, Yorkshire Water Services Ltd

12:00 - 13:00 Networking Lunch, Exhibits & Lunchtime Sessions

13:00 - 13:25 Surfaces, Socks and Shadows: Unexpected Lessons From Driving Change at Google Crystal Eisinger, Head of Marketing Strategy & Operations, Google
- 10 Questions About Change (…Answers Will be Provided) Chris Hughes, IT Change Manager, Warburtons Ltd
- Solving Social Issues Through Digital Transformation Julie Dodd, Director of Digital Transformation, Parkinson’s UK

13:30 - 14:20 Driving Culture Change that Sticks Jo Franco-Wheeler, Director of Organisational Development and Diversity, Inmarsat Plc
- The Power of Questions - Using Clean Language® and Metaphor to Explore the “How to” of Change Management Will Izzard, CMC Partnership Consultancy Ltd
- Freedom Within a Framework Roger Burton, Process Renewal Group

14:40 - 15:30 A Practical Example of How to Improve Product Development by the Build-Measure-Learn Mindset Thuy Dao, Technical Solutions Owner, InnoEnergy
- Sustaining Change Through Change Networks – Sink or Swim? Hanna Qadir, Maddox Advisory Limited

15:35 - 16:25 Anxiety, Stress and Change or How I Learned to Stop Worrying and Love the Pressure Eleanor Stowe, Business Analyst, OVO Energy
- How to Become a Leader in Digital? Dr Sander Meijer, Manager Enterprise Architecture, Royal BAM group
- The Future of Work: From Managerial Hierarchy to Distributed Leadership Lisa Bozek, Head of Information Management, Climate-KIC

16:30 - 17:00 Keynote and Conference Close: The Myths and Mysteries of Business Change and Transformation: Take Away Insights from the Conference Dr Debra Paul, Managing Director, AssistKD & Michael Noonan, Divisional Operations & Transformation Director, Capita Software