

THE PEOPLE DEVELOPMENT SUMMIT 2010

OPENING KEYNOTE



Lord Sebastian Coe

Sebastian Coe really needs no introduction!

He is one of the greatest British athletes of all time, setting twelve world records at four distances.

After retiring from competitive athletics, Seb entered politics as MP for Falmouth and Cambourne. He served as PPS to Michael Heseltine and as a Government Whip, then as Private Secretary to William Hague.

Seb chairs the London Organising Committee for the Olympic Games and headed the London 2012 bid that led to victory. It was a perfect display of his sporting, political and business skills - and his dogged determination.

Sebastian Coe was named the 'Greatest Briton' in the Morgan Stanley Awards.

FRIDAY KEYNOTE



Eddie Woods, Director,
MindSafety Ltd

For the past 14 years Eddie Woods from the West of Scotland has been sharing alternative approaches toward culture change, specialising in the field of Belief Based Safety Cultures.

The writer and deliverer of innovative motivational seminars, Eddie brings with him uplifting and informative insights into the arena of culture change. His training style is embossed with stories and humour which help guide delegates easily and comfortably toward a deeper understanding of the key theories from 'The Science of the Mind'. Psychology and hypnosis, which he strongly believes are the platforms of knowledge that trigger our individual internal change processes, are core topics underpinning the training.

Assisting internal management teams in moulding new ways of thinking, Eddie and his support team have experiences from the USA, Ireland, Norway, the offshore oil-industry, and of course UK industry wide.

Qualifications:

Silver Institute California Advanced Scientific and Clinical Hypnotherapy

Stage Hypnosis Principles - Ormond McGill Southern California

Berkley St London - National Health Dip Hyp - Sport Psychology

STRATEGY GROUPS

Summit Solutions



Matt Burton,
Boots UK Ltd

Training is for dogs, learning is for people!



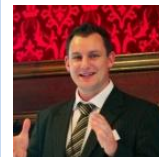
David Blackburn,
Shepherds Bush
Housing group

Using social networking in learning



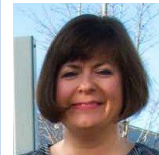
Peter Butler,
BT Plc

Corporate responsibility and people development - getting better by doing the right thing



David Schofield,
Aviva UK

Retaining talent in the economic upturn



Liz Willis, Caring
Homes Group

Key insights from Google in nurturing a learning organisation



Sudhir Giri,
Google

1 – SUMMIT SOLUTIONS

PRESENTER: MATT BURTON, ORGANISATION DEVELOPMENT MANAGER, BOOTS UK LTD

Summit Solutions was successfully introduced into our People Development 2009 Summit. The 2010 Summit Solutions will be facilitated by Matt Burton, Employee Engagement Manager, Boots UK Ltd, and will provide a dynamic forum for you, as an L&D professional, to discuss the key, common issues you are facing and, more importantly, share your experiences and ideas - good and bad.

Come along and share your insights and experiences with fellow L&D colleagues.

After the Summit we will gather together the outcomes of the discussions into a 'Summit Solutions' document, and to circulate this to all People Development Summit participants.

Here are just a few of the comments from delegates who attended the March 2009 Summit Solutions:

'This session was excellently facilitated. The content and timing were controlled with impeccable professionalism, ensuring everyone was heard and we were able to gain valuable input from each other's area of expertise'

'This should become a permanent part of every Summit – extremely valuable'

'Really useful and thoroughly enjoyable'

'A really good use of my time – thanks!'

'Great idea for a session, it was very well facilitated'

'I loved the participative aspect of this session and learning from each other'

'Very worthwhile'



Matt's early career covered roles across logistics and retail operations, before he progressed to lead Learning & Development teams across organisations in both the retail and B2B sectors, prior to joining Boots.

At Boots he has provided Change Management and L&D expertise to a full restructure of the organisation's Supply Chain, and led the Employee Engagement function across the company. His current role of Organisation Development Manager has a clear focus on transformation and development of the culture of the organisation.

Matt is married with two young daughters, and tries to find time to play golf or watch his beloved Leicester City Football Club up and down the country!

2 - TRAINING IS FOR DOGS, LEARNING IS FOR PEOPLE!

PRESENTER: DAVID BLACKBURN, GROUP DIRECTOR OF HR AND BUSINESS SUPPORT, SHEPHERDS BUSH HOUSING GROUP

Change is a regular feature of life and the pace of change, both at Shepherds Bush Housing Group and throughout most sectors, is ever increasing. This relentless pace of re-organisation and the need to adapt, evolve and develop require us to build the skills and capabilities of all of our people: from front line staff to senior managers.

We strive to do this through learning and development. Most modern businesses identify the strategic HR objective of being a learning organisation – but what does that actually mean? How do we help people to learn? What strategies can we develop for moving from training to learning?

Many factors are influential in making this shift, ranging from broad features like vision and values, to specific features like the degree of support for learning provided by managers. How can Human Resources enable learning among employees, rather than just delivering or directing it?

In developing our strategy we considered a wide range of issues ensuring that learning is aligned with appropriate corporate objectives and creating processes so that the learner has the time and freedom to learn. Most importantly how do you influence your Senior Management Team to value and appreciate the difference in approach?



David has over 12 years' experience in Human Resources at a senior level drawn from a diverse and exciting career background. He has worked for blue chip brands such as McVitie's and Timberland; he helped grow the IT company NetIQ from 8 to 180 employees in 10 countries, and for the last six years has worked in the social housing sector.

David is currently the Group Director of HR & Business Support for the Shepherds Bush Housing Group. He has a Masters Degree and a postgraduate diploma in Employment Law. He has a number of professional memberships including the Chartered Institute of Personnel & Development, Institute of Directors and is a Fellow of the Royal Society of the Arts.

David is also the Chair of the Staffing & Remuneration Panel for Innisfree Housing Association and an Employer Representative for Investors in People.

3 – USING SOCIAL NETWORKING IN LEARNING

PRESENTER: PETER BUTLER, DIRECTOR OF LEARNING, BT PLC

Many companies feel they have made little or no progress on their social networking strategies. More than 80 percent say that “access to information” and “access to other people” are two of the biggest problems their companies face.

We all know that formal training may accommodate 10 percent of the development needs of workers. How do we harness the informal and coaching needs of employees without spending millions of dollars on knowledge management projects (most of which fail)? The answer is to unleash the power of collective knowledge within companies.

Social networking tools can jump start an organisation’s learning on-demand efforts. They can provide the organisation with an invaluable “bottom-up” source of both new learning on-demand content, as well as a perfect set of judges and experts (the performers themselves) to help catalogue, rate, recommend and tag the mountains of previously existing content. An employee’s social network itself can represent a goldmine of on-demand connections to experts (such as with a community of practice).

High-impact organisations are almost four times more likely to have expertise in collaboration learning approaches (blogs, communities of practice, discussion groups, and other forms of team learning). BT will share its experience in this rapidly developing space.



Peter Butler is Director of Learning, BT Group and chairs BT’s Learning Council, the purpose of which is to maximise the ability of individuals, teams and the organisation as a whole to grow and transform in pursuit of the company’s strategic goals and objectives.

Peter’s goal for Learning and Development in BT is to radically improve and transform the workforce performance and competence of both individuals and teams.

Peter has delivered a single, global, enterprise-wide Learning Management System for the company and his many responsibilities include BT’s skills agenda as the organisation transforms to “Software Services”. Peter is supporting the work of e skills UK in the development and launch of a National Skills Academy for the IT Sector. He is also at the forefront of development of collaborative and networked social learning platforms.

Peter joined BT just over 5 years ago having previously been Head of the Learning Consultancy practice in RBS Group. In addition to his work in learning Peter has a wealth of HR experience in the UK

4 - CORPORATE RESPONSIBILITY AND PEOPLE DEVELOPMENT - GETTING BETTER BY DOING THE RIGHT THING

PRESENTERS: DAVID SCHOFIELD, HEAD OF CORPORATE RESPONSIBILITY, AVIVA UK

The days of well meaning corporate philanthropy are over.

CR needs to show measurable benefit to communities and companies. Among the often untapped and zero cost benefits of CR is its unique ability to:

- * engage employees
- * unearth and develop their talents in diverse contexts
- * deliver measurable capability improvements.

Not to mention the rewards of feeling like you are making a difference and the brand attributes you embed for your company.

This session will help us explore how we can align HR and particularly learning and development with our CR approach to create strategic employee engagement and development opportunities that can make a difference to individuals, communities and the company bottom line.



With a background in the charity/NGO sector in the former Soviet Union, followed by retail banking and e-commerce, David joined NU's HR Learning and Development Team in 2005, managing the NU Customer Academy. This was followed by a move to the CR team at the beginning of 2009.

David gets a buzz from enabling people, delivering and making a difference. "I'm a passionate believer in CR, with a team striving to enable everyone to make their own unique difference. I believe CR is central to engaging and developing employees as well as acting responsibly in our communities. It isn't just an add-on or a gimmick, and I'm proud to say 'it's the way we do things around here'."

David is married with a young daughter and based in Sheffield. His most interesting challenge to date was leading a team to the 13,500ft summit of Mount Toubkal, the highest mountain in High Atlas North Africa, and back in an amazing 36hrs to raise money for charity.

5 – RETAINING TALENT IN THE ECONOMIC UPTURN

PRESENTER: LIZ WILLIS, HEAD OF LEARNING & DEVELOPMENT, THE CARING HOMES GROUP

Enabling colleagues 'To Be the Best they can Be through:

- Honest Performance Review discussions
- Robust Coaching Contracts
- Clear goal and behaviour framework
- A career path which is a journey not a destination - 'made to measure'.



The Caring Homes Group has appointed Liz Willis to the new position of Head of Learning and Development. Liz joined the Caring Homes Group in November and is responsible for the learning and development strategy across the group including Consensus, Caring Homes, Curate, Cheshire House and Head Office operations.

Liz joins the Caring Homes Group with a phenomenal wealth of knowledge and experience from a career based in the world of retail. Her career has been customer service led with a number of organisations, including most recently Asda, where she spent 14 years in various roles.

During her time with Asda, Liz was a People Manager in eight different Supercentres, and a Regional People Manager, responsible for the Supercentres across Essex. She also worked with the 'Asda Living Stores' operation and was responsible for building and developing the HR Strategy for the new business.

Moving to work with George Clothing, based in Lutterworth, Liz spent 18 months developing and implementing a talent strategy including the 'George Academy', a specialist suite of training that is now being exported to the George Global Markets.

In addition to George, Liz then became responsible for training within the Asda Distribution network and was responsible for developing an internal Distribution Academy for 900+ managers.

6 – KEY INSIGHTS FROM GOOGLE IN NURTURING A LEARNING ORGANISATION

PRESENTER: SUDHIR GIRI, HEAD OF LEARNING TECHNOLOGIES, GOOGLE

- Driving continuous learning and development in organisations
- Supporting and building organisational capability for continual innovation and change
- How to embed the learning culture through all levels of the organization

Google is a young company, only 11 years old, but it has grown phenomenally and now stands as one of the foremost exemplars of both continuous innovation and employee engagement.

In those 11 years Google has grown from a garage operation to a company of 22,000 'Googlers' globally, with approximately 6000 in Europe. We are seldom out of the news and the external profile is high, but internally we seek to maintain an egalitarian, creative and empowered environment for our Googlers, where their contribution and though leadership are the things that count.

This session is designed to explore some of the drivers of our success to date and what we are doing to maintain and nurture the environment we have created. Our learning processes and interventions, and support for the development of growth of our Googlers are a key element of those drivers.

The session is intended to be a case study, rather than any set of recommended 'best practices', as we believe that each organisation and its context is unique, however it is intended that participants to this session will take away ideas and possibilities for their own organisations.

To do this, the session will consist of a short overview of Google's culture and climate and our approach to learning with some example interventions, with a good deal of time held for Q&A so that we have time to go deeper into any particular aspect that participants would like to.



Sudhir joined Google to help establish an operational infrastructure for learning. Additionally, he is experimenting on how we can innovate corporate learning especially using Google technologies.

Prior to Google, Sudhir managed learning programs for Accenture and Deloitte Consulting for nine years. His work included delivering an e-learning program to Kenyan nurses to increase school capacity to meet health care demands.

With a biomedical engineering background, he spent four years at NASA developing and testing biomedical flight hardware for the Space Shuttle program which included astronaut training.

Sudhir holds an MBA from the University of Texas and a bachelor's degree in bioengineering from Texas A&M University.