

THE BUSINESS ENGAGEMENT CONFERENCE 2010

6th May 2010. The British Library, 96 Euston Road London NW1 2DB



THE PROGRAMME

8.45am	Registration and coffee
9.30am	Welcome & Chairs Address Addressing the Question: Is customer engagement driven by having an engaged workforce and the right talent?
9.45am	Business Objectives – Increased Employee Engagement leads to Increased Customer Engagement Research based analysis and how this has been achieved. Peter Flade, Managing Partner, Gallup Europe
10.25am	Refreshments & Networking
10.45am	The Role of Leadership – who are your stakeholders? Jeff Grout, Business Consultant and former Business Manager to Sir Clive Woodward
11.30am	The Employee Engagement Process Case-study. The pitfalls to look out for. How to get buy-in across the organisation and the fundamental pitfalls and benefits. Toby Carpenter, Head of HR, Kingfisher
12.15pm	PANEL DEBATE – How do you measure the strategic alliance between good HR and the board? <ul style="list-style-type: none">• Professor - Henley Business School• Anthony Holmes, International Turnaround Specialist• Professor Chris Roebuck (Visiting), Cass Business School• Paul Wesley, Group HR Director, SHL
1.00pm	Lunch
2.15pm	Interactive breakout session Practical Steps for Employee Engagement - COA Solutions Micro Engagement - SHL
3.00pm	Inside the MacLeod Report – David MacLeod <ul style="list-style-type: none">• What is the evidence this matters?• What are the best organisations doing to enhance engagement?
3.45pm	Refreshments & Networking
4.05pm	External and Internal Branding Would your customers want to work for your organisation? Bernard Hodes
4.30pm	Business Engagement Cycle – Bringing it all together Andrea Cartwright, Head of Employee Engagement, Nationwide Building Society
5.15pm	Chair's closing remarks followed by drinks reception