

Performance Management Conference 2011

1st
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Tuesday February 15th 2011

CCT Venues, Canary Wharf, London

Programme Highlights:

- Aligning performance management to a changing business environment
- Retaining key staff as the job market improves
- Accelerating recovery through high performance
- Understanding the business needs of tomorrow and ensuring you have the skills in place to achieve this
- Recognising performance drivers and rewarding good performance
- Using Competency Models and Planning to Drive Business Performance
- Ensuring your performance systems are fit for purpose
- Linking performance management with succession planning
- Empowering Employees to Take Ownership of Performance Management



Chaired by:

- Ruth Spellman OBE, Chief Executive, Chartered Management Institute



Richard Wade, Head of Organisation Effectiveness, Group Operations, Lloyds Banking Group



Bernadette Bruton, Head of Strategy & Organisational Development, Northern Rock



Marc Weedon, EMEA HR Director, Polycom



Richard Billingham, Head of Organisation Development & Learning Human Resources, Birmingham City Council

Keynote Address by:

- Peter Vogt, Director, Internal Communications and Engagement, EBay



Caroline Curtis, Head of Talent, Development and Performance, Santander



Christoph Williams, Senior Manager-Talent & Performance, Sony UK & Ireland a division of Sony Europe Ltd



Peter Stott, Executive Director, People & Performance, Home Group



Les Venus, Chief Executive, Threshold Initiative



Speakers from:

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Performance Management Conference 2011

HR's role in developing a high performance culture to improve business success

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This conference has been specifically designed to target your need to review and reinvigorate your performance management strategies to have a greater impact on the overall success of your organisations performance. The event will examine how to motivate employees and how to reward high achievers during difficult financial times. It will give you the tools you need to develop a high performance culture. You will hear case studies from leading HR professionals who have implemented effective performance management strategies.

Performance management has changed over recent years and is central to linking individual employee's efforts with the overall goals and the performance of the organisation. Performance management is often seen as a key tool to engagement, motivating high performance needs a clear strategy and vision and good communications. **Does your performance management scheme deliver success?**

Attend Symposium Events' Performance Management Conference and evaluate how to effective your performance management strategy is. Learn how to **align performance management** with the **changing demands** of your organisation, align individual objectives with **key business priorities** and ensure you have the right skills in place for future success. Hear case studies from such organisations as the **Ebay, Northern Rock and Sony Europe**, discuss strategies and **network with your peers** in our interactive Knowledge Share Sessions, and leave with **practical ideas** to design and implement a successful performance management system.

Benefits of Attending?

- Build **motivation** and employee **engagement**
- Use development as a driver for **retention**
- Ensure your **systems** are fit for purpose
- Maintain performance during **business challenges**
- Link **behaviour models** to organisational values
- Use performance management for **continuous improvement** during business change
- Use **competency models** and planning to drive business performance
- Equip **line managers** with the **skills** to manage performance
- **Recognise** and **reward** high achievers

Who Should Attend?

Directors, Heads and Managers of:

- Human Resources
- Performance Management
- Talent
- Learning & Development
- Rewards and Incentives
- Organisational Development
- Compensation and Benefits

Who will be speaking?



Ruth Spellman OBE, is the **Chief Executive of the Chartered Management Institute** and leads the drive to encourage greater focus on the high level skills needed to build UK competitiveness and productivity. She is also responsible for the Institute's campaign to ensure 50 per cent of managers are professionally qualified by 2020. In 2007 Ruth was awarded an OBE in the New Year Honours List for services to Workplace Learning. She was also recently voted 14th out of the 100 most influential HR individuals in the UK.



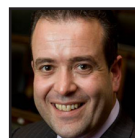
Marc Weedon joined **Polycom** in 2004 and is now **Sr. Director, Human Resources (Europe, Middle East & Africa)**. He has strategic and operational responsibility across the region for the delivery of a comprehensive range of HR activities including organisation design, recruitment, learning & development, performance management, employee engagement and reward. Prior to Polycom, Marc served as HR director for dunhumby, a customer relationship management consultancy and as European HR Manager for Guardian iT, a provider of IT business continuity and disaster recovery. Previously, he was divisional and regional HR manager at Schneider Electric. All roles included the management of HR operations at an international level.



Peter Stott joined Home in 1998 as Managing Director of Home Housing Association. During the last four years he has held a changing portfolio of responsibilities on the Group's Executive team, including a spell as Acting Chief Executive during 2008. Since April 2009, Peter has been **Home's Executive Director for People and Performance**, responsible for ensuring that colleagues throughout Home are motivated, supported and challenged to deliver brilliant services to customers and clients.



Richard Wade is currently the **Head of Organisation Effectiveness, Group Operations at Lloyds Banking Group**. Richard has over 15 years experience in HR – with a significant focus on leadership and organisational development, performance management and talent management. His current role includes responsibility for Talent & Succession, Performance Management and Colleague Engagement for the 20,000 strong Group Operations Division in Lloyds Banking Group. Richard is an Associate of the Chartered Institute of Bankers, has a degree in Financial Services and is also a member of the British Psychological Society.



Richard Billingham has extensive experience working with leaders and organisations, across public and private sectors, both in the UK and internationally, to bring about change. He is **Head of Organisation Development and Learning at Birmingham City Council**. He currently leads the change management and business engagement for Excellence in People Management, a programme of transformation designed to fundamentally improve the way that the Council works, the way that staff are managed and ultimately the services it delivers to the citizens of Birmingham. Richard's key skill is in translating the energy and willingness of high performing teams into changing the way that organisations work for the better. In this respect Richard is at the forefront of developing innovative approaches to organisational change and engaging employees to make this change happen.



Christoph Williams, Senior Manager-Talent & Performance, Sony UK & Ireland a division of Sony Europe Ltd Christoph Williams is a Chartered Occupational Psychologist and HR professional with a career history spanning industry, academia and consultancy. Previous employers include Shell UK Ltd, Advanced Personnel Technology, University of Surrey, Safeway Stores plc Interactive Skills, BSKyB (Forum) and now Sony Europe. Christoph has several international publications and is fascinated by human behaviour in all types of settings. His current responsibilities include Talent Management, Innovation and Performance Management.

Conference Programme

Tuesday February 15th 2011, CCT Venues, Canary Wharf, London

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09:00-09:30	Coffee and Registration		
09:30-09:45	Introduction and Opening Address by Conference Chair	12:40-13:40	Lunch and Networking
	Ruth Spellman OBE, Chief Executive, Chartered Management Institute	13:40-14:20	Knowledge Share Networking Session Split into round table groups and discuss your concerns and challenges.
09:45 – 10:10	Using Development as a Driver for Retention		<ul style="list-style-type: none"> Ensuring your performance systems are fit for purpose Rewarding high performance Strategies to deal with poor performance
	<ul style="list-style-type: none"> Driving employee engagement and motivation Making your employees feel part of the business Ensuring clarity in communications Recognising performance drivers and rewarding good performance 	14:20-14:45	Going Beyond Reviews and Appraisals
	Peter Vogt, Director, Internal Communications and Engagement, eBay		<ul style="list-style-type: none"> Using performance reviews to take your organization forward Focusing on long term development and career planning Linking performance management with succession planning
10:10-10:35	Maintaining Performance in the Face of Challenge		Caroline Curtis, Head of Talent, Development and Performance, Santander
	<ul style="list-style-type: none"> Responding to major business challenges Accelerating recovery through high performance Maintaining motivation and employee engagement Developing key skills for future success Rewarding high achievers during austere times 	14:45-15:10	Empowering Employees to Take Ownership of Performance Management
	Bernadette Bruton, Head of Strategy & Organisational Development, Northern Rock		<ul style="list-style-type: none"> Creating and embedding a culture of high performance Meeting employees aspirations as well as the needs of the organization Changing the mindset of managers
10:35-10:45	Questions and Discussion with Speakers		Christoph Williams, Senior Manager-Talent & Performance, Sony UK & Ireland a division of Sony Europe Ltd
10:45-11:15	Coffee and Networking		Questions and Discussion with Speakers
11:15-11:40	Managing Performance through Organisational Change and Restructuring		Coffee and Networking
	<ul style="list-style-type: none"> Ensure employees feel a part of change through performance management strategies Creating an environment for high performance Recognizing internal and external changes and impact this will have on future performance Understanding the business needs of tomorrow and ensuring you have the skills in place to achieve this Looking at the need for Continuous Improvement 	15:10-15:20	Developing Leaders for Effective Performance Management
		15:20-15:35	<ul style="list-style-type: none"> Balancing support and challenge in an organisation in transition Coaching for excellence Quality conversations
		15:35-16:00	Peter Stott, Executive Director, People & Performance, Home Group
	Marc Weedon, EMEA HR Director, Polycom		Building a High Performance Culture
11:40-12:05	Aligning Performance Management During Change		<ul style="list-style-type: none"> Responding to a rapidly changing demographic Achieving measurable performance improvements through embedding equality at work Aligning peoples efforts and the organisational goals Getting the message across
	<ul style="list-style-type: none"> Understanding the issue Connecting to the culture and establishing the principles The journey of implementation 	16:00-16:25	Les Venus, Chief Executive, Threshold Initiative
	Richard Wade, Head of Organisation Effectiveness, Group Operations, Lloyds Banking Group		Questions and Discussion with Speakers
12:05-12:30	Using Competency Models and Planning to Drive Business Performance		Chairman's Closing remarks and end of conference
	<ul style="list-style-type: none"> Setting, measuring and recognising competencies Performance metrics and measures Embedding your competency approach 	16:25-16:35	
		16:35	
	Richard Billingham, Head of Organisation Development & Learning Human Resources, Birmingham City Council		
12:30-12.40	Questions and Discussion with Speakers		

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Venue

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Date

Tuesday 15th February 2011

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