





04th Annual Manager's & Team Leaders Conference

[Novotel Lakeside | Tutanekai St, Rotorua]

Thursday 17th August 2017

TIME	DETAILS	SPEAKER
8.30 – 9.00	Registration and Networking - Tea and Coffee	
9.00 – 9.10 	MC Introduction	Kevin Chambers <i>Portfolio Manager</i> EMA
9.10 – 9.50 	To Infinity and Beyond - Owning high performance <ul style="list-style-type: none"> High performance only matters if you can stay at the top – key factors to building your long term engagement strategy Team Dynamics and your skills matrix – balancing the skills you need with the team you have Top 10 tips for setting audacious team goals and getting your team to drive them Managing success – determination, drive and passion 	Sir Gordon Tietjens <i>Former Coach</i> All Black Sevens
9.50 – 10.20 	The Art of Emotional Intelligence – Know your people and lead them <ul style="list-style-type: none"> Behaviour is the only evidence – reactions, logic and what's really happening upstairs Facing the hard truths of leadership – how to make it work for you Building meaningful relationships that don't cross boundaries – the fine line of leadership Do you really know what your team think? – strategies that keep you connected with your business 	Deb Bell <i>Employability Coordinator</i> Toi Ohomai Institute of Technology
10.20 – 10.50 	The Economy of NOW: A digital approach to customer relationships <ul style="list-style-type: none"> Customer expectations – where they are now and, more importantly, where they are headed Using big data to better know your customers and build long-term relationships Manufacturing is now a service – when the products themselves aren't enough Your Digital Organisation – putting customers at the centre of your choices 	Rebecca Caroe <i>Founder and CEO</i> Creative Agency Secrets

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10.50 – 11.10		Networking Break - Morning Tea	
<div>11.10 – 11.50</div> 	<div>Developing your people and your teams – Driving peak performance</div> <ul style="list-style-type: none">• Building your empire and making sure your people have the right skills to fight the good fight• Up skilling isn't always the priority – making time on a never-ending cycle• Learning as a journey – on boarding, continuous development and succession plans.• Measuring and ensuring training ROI - getting what you need and proving it's worth it• Collaboration, community knowledge & mining the gold within your business		
	<div>Kevin Chambers</div> <div>Portfolio Manager</div> <div>EMA</div>		
<div>11.50 – 12.20</div> 	<div>Building business cases and leading projects – Tackling the big stuff</div> <ul style="list-style-type: none">• The Big Picture – defining purpose, viability and critical path• The Pitch – your board, your team, your partners – picking which angle and for who• The Tools - leading, communicating & negotiating• The Team – roles, responsibilities and staying on track		
	<div>Allison Lawton</div> <div>Director</div> <div>Avid Creative</div>		
12.20 – 1.20		Networking Break - Lunch	
<div>1.20 – 1.50</div> 	<div>Managing Difficult Employees – Make them great or get them out</div> <ul style="list-style-type: none">• Behaviours & attitudes – taking charge of rogue employees• Developing performance improvement plans that deliver results• Measuring the intangibles – key signs it might be over• The tough call – poor performance, misconduct or exit		
	<div>Lou Baddiley</div> <div>Consultant</div> <div>EMA Northern</div>		
<div>1.50 – 2.20</div> 	<div>Mature Workers meets Millenials – Managing the people you have</div> <ul style="list-style-type: none">• Multiple Generations - differing work attitudes, desires and what's driving your teams• Harnessing the mature worker as a business advisor• Job design, team structures and how to get the most out of all the talent you have• Deciding when it's time to say goodbye – when medical incapacity and the working relationship has taken its toll.		
	<div>Gwynn Jennings</div> <div>Talent and Culture Manager</div> <div>IBM</div>		

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<p>2.20 – 3.00</p> 	<p>From Authority to Access - Challenging the status quo and becoming a lean machine</p> <ul style="list-style-type: none"> • The six biggest snags slowing your business down • Removing hurdles and frustrations to maximise efficiency • Overcoming Resistance – when the system doesn't want to change • Building a culture of continuous improvement – putting it in the hands of the people <p>Glenn Manahi <i>Lean Specialist</i> SBF NZ</p>
<p>3.00 – 3.20 Networking Break – Afternoon Tea</p>	
<p>3.20 – 3.50</p> 	<p>How to get, keep and make the most of great people</p> <ul style="list-style-type: none"> • Building your business transformation case – redeployment, restructure and knowing where your unit needs to be • Understanding your people, identifying opportunities and creating challenges • Reward and Recognition – knowing which carrot to dangle and when • Redeploying existing talent – best fit for the best teams • Inside, Outside and offshore – the who's, the how's and the must knows <p>Steve Pinder <i>Area Commercial Manager</i> Westpac</p>
<p>3.50 – 4.20</p> 	<p>Beyond the Sales – A new way of thinking about leadership</p> <ul style="list-style-type: none"> • The Rotorua Destination Story – maintaining strong company culture • Learning from the failures and what we discovered • Building a culture of accountability • Driving culture & organisational change • Strategies for business growth and transformation <p>Michelle Templer <i>Chief Executive</i> Destination Rotorua</p>
<p>4.20 – 4.30</p> 	<p>MC Closing Comments</p> <p>Kevin Chambers <i>Portfolio Manager</i> EMA</p>