

5TH WOMEN IN INSURANCE LEADERSHIP SUMMIT

ACQUIRE THE SKILLS AND STRATEGIES TO NAVIGATE IN THE AGE OF CHANGE AND LEAD THE FUTURE



18 - 21 MAY 2020
SYDNEY

LEARN FROM



Chesne Stafford
Chief Customer & Marketing Officer



Georgina Croft
Chief Operating Officer, Insurance



Pina Sciarrone
Chief Retail Insurance Officer



Vivienne Bower
Group Executive Corporate Affairs & Sustainability



Jane McGovern
General Manager, Risk Management



Gael Filippini
Director, Customer Service



Danielle Handley
Executive General Manager, Operational Excellence



Debbie Gibson
Client Director, Growth Strategies



Mick Jones
Chief Underwriter & General Manager New Business



Steven Milnes
Head Of Change Management



Gail Jones
Head of Underwriting Governance & Strategy



Heather Smith
General Manager, Return to Work & Support



Annmaree J Bell
Head of Strategic & Business Insights



Kirsty Dullahide
General Manager, Strategy & Commercial, Wealth & Capital Markets



Ken Anand
Former Chief Transformation Officer



CONTACT US

Call +61 2 8239 9711
Use Code - QA3

EVENT PARTNER



UNVEIL THE LEADER WITHIN

Australia's Insurance industry is prone to volatility and disruption. Regulatory, economic and environmental influences continue to shape industrial change. But change brings opportunity. With only 12% of women occupying executive positions, and 1% holding the role of CEO, you have the chance to emerge as a leader of the future. To be successful, you must possess the skills, strategies and technical know-how to project yourself with confidence and navigate this ever-evolving industry.

Join us as we explore how you can unlock your leadership potential in the age of change. Hear from key industry leaders as they discuss their leadership journeys and the challenges that have enabled them to form accomplished careers. Their sessions will assist you in formulating your strategy to thrive and take you one step closer to achieving your goals.

- ▶ **Build** your personal leadership brand
- ▶ **Collaborate** with key stakeholders to create a meaningful leadership impact
- ▶ **Navigate** the complexities of a rapidly evolving work environment
- ▶ **Embrace** digital disruption for survival and growth

Book and Save

VALUE PLUS

Save up to \$1000
Book before 6 March 2020

SUPER SAVER

Save up to \$500
Book before 27 March 2020

EARLY BIRD

Save up to \$200
Book before 23 April 2020

PRE-SUMMIT WORKSHOP

18 MAY

BE THE CAPTAIN OF YOUR OWN SHIP AND LEAD THROUGH CHANGE

Amidst regulatory changes and technological disruptions, you need to gain, maintain and sustain your confidence. You must build resilience and develop high levels of emotional intelligence to navigate the volatility, uncertainty, complexity and ambiguity.

This full-day interactive workshop will help you create a robust framework to support you as you develop as a leader, equipping you to tackle challenging situations and become a pillar of support for your team. This workshop will also provide you with a people change management toolkit, and skills to mitigate the impact of change.

Acknowledge, assess and communicate change

- ▶ Acknowledge your natural change resistance and develop a mindset to welcome change
- ▶ Assess your capacity, strengths and energy, plus analyse opportunities to respond vs react
- ▶ Identify primary stakeholders and craft impactful communication

Become a confident and resilient leader

- ▶ Manage your internal saboteur and banish impostor syndrome
- ▶ Embed self-care and other tools develop and maintain resilience
- ▶ Identify and build your support networks

Drive change together

- ▶ Enhance your emotional intelligence to generate a positive influence
- ▶ Utilise influencing skills to encourage collaboration and innovation
- ▶ Identify how to unleash unstoppable collective energy

Navigate change with a champion mindset

- ▶ Utilising a thinking framework, align personal and professional goals
- ▶ Create an action plan and develop strategies to deliver on these challenges
- ▶ Put steps in place to action your plan to deliver productive outcomes

EXPERT FACILITATOR

Julie Alexander
Chief Executive Officer
Changing Change International (CCI)



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UNLOCK THE POTENTIAL OF OPEN-MINDED LEADERSHIP
KEYNOTE 9:00 - 9:45

Perpetual complexities and competition make sustainable leadership tough. To thrive, embrace the power of transparency and collaboration. Suspending any biased judgement will help you look at the problem, person or people in a new light. Chesne will help you understand how to navigate stressful situations with an open mind - showing you that the solution is a part of the puzzle.

Chesne Stafford
Chief Customer & Marketing Officer
MetLife Insurance



CULTIVATE TRUST AND BUILD RAPPORT - WHAT RIPPLE ARE YOU CREATING AS A LEADER?
CASE STUDY 9:45 - 10:30

Your leadership approach determines the viability of your success. As a starting point, building meaningful relationships with your clients will strengthen your professional network so you can make a lasting impact. Cultivating relationship-based interaction, rather than transactional, is imperative. As Debbie mentions, "your word is the bond you deliver". Debbie will talk about how building relationships and maintaining them has helped her create a name in the industry.

Debbie Gibson
Client Director, Growth Strategies
Aon



MORNING TEA 10:30 - 10:50

RISE IN THE FACE OF ADVERSITY AND LEAD
CASE STUDY 10:50 - 11:30

Choosing to lead goes beyond taking a leadership role. Effective leadership involves uplifting yourself and your people during turbulent times. Georgina will give insights on her leadership journey and acquiring an ability to empower herself - and her teams - through stressful circumstances.

Georgina Croft
Chief Operating Officer, Insurance
Westpac



RESILIENT LEADERSHIP - NAVIGATING PROFESSIONAL PRESSURES
MINI-WORKSHOP 11:30 - 12:30

Resilient leaders can sustain their energy levels under pressure. They assess disruptive changes and adapt. And they know how to bounce back from setbacks. Julie will elaborate on why leaders need to cultivate resilience in themselves and their teams, plus share strategies to help you thrive.

Julie Alexander
Chief Executive Officer
Changing Change International (CCI)



LUNCH 12:30 - 1:30

LEADERSHIP SKILLS AND STRATEGIES TO THRIVE IN A VUCA WORLD
PANEL 1:30 - 2:30

Leaders need the ability to see through the chaos and maintain a clear vision. They must define the true north to uphold a secure environment for stakeholders, being aware of what the business and regulatory environment withhold - like carving a path through the Royal Commission recommendations. Our panellists will shine a light on how to navigate a VUCA world as a leader.

Steven Milnes
Head Of Change Management
QBE Insurance



Jennifer Lang
Actuary

Danielle Handley Executive General Manager,
Operational Excellence
IAG



Kirsty Dullahide
General Manager, Strategy & Commercial,
Wealth & Capital Markets
Australian Unity



HARNESS THE POWER OF CROSS TEAM COLLABORATION
CASE STUDY 2:30 - 3:10

It's easy to define goals and work towards them yourself, but as a leader, you must motivate and empower your team to yield profitable outcomes. Heather shares how she acquired the ability to create, manage and lead high-performing, multi-functional teams.

Heather Smith
General Manager, Return to Work & Support
icare NSW



AFTERNOON TEA 3:10 - 3:30

BUILD YOUR PERSONAL BRAND ON LINKEDIN
NETWORKING SESSION 3:30 - 4:30

A winning LinkedIn profile projects your brand, raises your professional profile and demonstrates credibility to stakeholders. To get noticed, you have to know how to use LinkedIn as a career advancement tool - not just a social media platform. Karen will guide you with some helpful tips to build your brand.

Karen Tisdell
LinkedIn Trainer & Profile Writer
Karen Tisdell Careers

DRINKS & CANAPÉS 4:30 - 5:30

Continue to network while you enjoy complimentary refreshments.

CULTIVATE HIGH-PERFORMING INDIVIDUALS AND TEAMS KEYNOTE 9:00 - 9:40

Teams have no trouble performing at their best when all is calm. But what about times of uncertainty, pressure and flux? Highly motivated teams can accomplish far more than those struggling with negativity and low morale, even through tough periods. Vivienne will share strategies to motivate individuals, thereby creating high-performing teams.

Vivienne Bower
Group Executive Corporate Affairs & Sustainability
QBE Insurance



PUSH YOUR BOUNDARIES, IT'S WHAT THEY ARE THERE FOR! CASE STUDY 9:40 - 10:20

Are you inherently curious? Are you prepared to step outside your comfort zone? When you venture to the edge of your limits, they expand, allowing you to unearth your potential. Jane will talk about how to identify secret capabilities with new challenges.

Jane McGovern
General Manager, Risk Management
Allianz Australia



MORNING TEA 10:20 - 10:40

CONSTRUCT A FUTURE-READY WORKFORCE IN THE AGE OF DIGITAL DISRUPTION CASE STUDY 10:40 - 11:20

To compete and succeed in today's changing insurance industry landscape, organisations need a digital-savvy workforce, ready for new challenges. Discover what you can do as a leader to help others become valued members of the workforce and stay one step ahead.

Gael Filippini
Director, Customer Service
Bupa Australia



AMPLIFY YOUR IMPACT AS A LEADER AND COACH MINI-WORKSHOP 11:20 - 12:20

An often overlooked aspect of leadership is coaching - or how your leadership style influences others (and your career). This session will deepen your understanding of how to adapt your leadership style to distinct situations.

Cheryl Chantry
Chief Executive Officer & Founder
Cheryl Chantry Coaching & Consulting



LUNCH 12:20 - 1:20

THE FUTURE LEADER'S ROLE IN DIGITAL TRANSFORMATION PANEL 1:20 - 2:20

Leadership is central to digitalisation, enabling fast decision-making processes and propelling adoption. But for the rapid-fire development of new capabilities, a co-creation strategy must be implemented. Our panellists will highlight the value of co-creating culture and vision.

Annmaree J Bell
Head of Strategic & Business Insights
Zurich Financial Services Australia LTD
Ken Anand
Former Chief Transformation Officer of
Teachers Health Fund



Gael Filippini
Director, Customer Service
Bupa Australia



SUCCEED AS A WOMAN LEADER IN A MALE-DOMINATED WORKPLACE CASE STUDY 2:20 - 3:00

To lead in a highly competitive male-dominated environment, you'll need unwavering confidence and an assertive voice. Pina will enlighten you with strategies to boost your leadership confidence and succeed as a leader in the insurance industry.

Pina Sciarone
Chief Retail Insurance Officer
AIA Australia



AFTERNOON TEA 3:00 - 3:20

IN THE QUEST OF FINDING YOUR TRUE SELF - LEADERSHIP LESSONS FROM TEAM 'JONES' CASE STUDY 3:20 - 4:00

Leveraging your inherent abilities will help you go a long way. Authenticity allows you to bring your whole self to work and align your intentions with behaviour - so you must develop a leadership style that fits your preferences, values and priorities. Mick and Gail will take you on a journey of finding your true self and your strengths to lead with authenticity.

Mick Jones
Chief Underwriter &
General Manager New Business

Gail Jones
Head of Underwriting Governance & Strategy

MLC Australia



UNVEIL THE FUTURE LEADER WITHIN ROUNDTABLE 4:00 - 4:30

Climbing the ladder through uncertainty is no easy feat, so you must be future-ready if you want to thrive in any environment. So what does it take to break the barriers and establish your presence? Join us in a discussion to unveil the future leader within you.

POST-SUMMIT WORKSHOP

21 MAY

BE INFLUENTIAL. BE CONFIDENT. BE A LEADER OF THE FUTURE.

Disruptive technology will disrupt your leadership journey if you are unable to match the pace of change. To thrive in this turbulent, male-dominated environment, you must futureproof and leverage your skills to amplify your capabilities and establish your leadership presence.

This interactive workshop will help you learn strategies to establish your brand and stay ahead of the curve.

Be seen and be heard in a male-dominated workplace to amplify your positive impact

- ▶ Build your leadership capability to futureproof your career
- ▶ Authentic leadership and how this works well for women in male-dominated industries
- ▶ Understand how to amplify your impact and value

Toolkit to futureproof your leadership skills - embrace change and technology

- ▶ Become a confident, valued leader of tomorrow
- ▶ Build your support network
- ▶ Activate your purpose, power and resilience

Your brand and skills to thrive in your career in a future of industry disruption and ever-increasing corporate responsibility

- ▶ The transition from technical excellence to leadership influence
- ▶ What got you here won't get you there
- ▶ Set career goals and actionable plan to move your career in the right direction

Empower female professionals around you

- ▶ Discover and establish your purpose
- ▶ Map your network
- ▶ Activate your empowering collaboration

EXPERT FACILITATOR

Kellie Tomney

Founder, Career & Leadership Mentor

Kellie Tomney

**BOOK
NOW**

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WHAT OUR DELEGATES ARE SAYING

“Met a number of leaders whose insights resonated with people depending on what part of their leadership journey they were on.”

Andrea Davey,
Area Director, Arthur J. Gallagher

“I will be discussing the benefits with my leadership team and am so grateful to have joined the sessions over the last 2 days. So much valuable and challenging content.”

“Definitely recommend highly for others to attend, very well thought out, insightful and worthwhile.”

Evangeline Walker,
Risk & Compliance Officer, Allianz Australia

WHO WILL ATTEND?

Current, aspiring and future women leaders in the Insurance industry in roles including:

- ▶ Managers
- ▶ Officers /Coordinators/Executives
- ▶ Directors/Assistant Directors
- ▶ Regional/National Managers
- ▶ Team Leaders
- ▶ Divisional Heads
- ▶ Advisors
- ▶ Analysts
- ▶ General Managers
- ▶ Business Consultants / Associates
- ▶ Diversity/Human Resources/Leadership Development
- ▶ Women in Leadership Program Managers/ Committee Members
- ▶ Champions of Change/Male Leaders

5th Women in Insurance Leadership Summit

18 - 21 May 2020

Sydney

Booking Form

Event Reference: WII0520A - S

Priority Code: QA3

Registration Information

Organisation Name

Address Suburb State Postcode

Booking Contact Information

Title Full Name Position Email Phone

Delegate Information

#	Title	Full Name or TBA	Position	Email	Attendance Date/s
1					<input type="checkbox"/> 18 <input type="checkbox"/> 19 & 20 <input type="checkbox"/> 21
2					<input type="checkbox"/> 18 <input type="checkbox"/> 19 & 20 <input type="checkbox"/> 21
3					<input type="checkbox"/> 18 <input type="checkbox"/> 19 & 20 <input type="checkbox"/> 21
4					<input type="checkbox"/> 18 <input type="checkbox"/> 19 & 20 <input type="checkbox"/> 21
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10					<input type="checkbox"/> 18 <input type="checkbox"/> 19 & 20 <input type="checkbox"/> 21

Your Investment

Options (per person)	Value Plus Rate	Super Saver Rate	Early Bird Rate	Standard Rate
Qty	Register and pay by 6 March	Register and pay by 27 March	Register and pay by 23 April	
4 Days	\$3595 + GST = (\$3954.50)	\$4095 + GST = (\$4504.50)	\$4395 + GST = (\$4834.50)	\$4595 + GST = (\$5054.50)
3 Days	\$2795 + GST = (\$3074.50)	\$3295 + GST = (\$3624.50)	\$3595 + GST = (\$3954.50)	\$3795 + GST = (\$4174.50)
2 Days	\$1995 + GST = (\$2194.50)	\$2495 + GST = (\$2744.50)	\$2795 + GST = (\$3074.50)	\$2995 + GST = (\$3294.50)
1 Day Workshop	\$1495 + GST = (\$1644.50)	\$1745 + GST = (\$1919.50)	\$1895 + GST = (\$2084.50)	\$1995 + GST = (\$2194.50)
Discounted off standard rates :	Save up to \$1000	Save up to \$500	Save up to \$200	All prices listed in Australian Dollars

Group Discounts Available:	10% off Standard Rate Team of 3 - 4	15% off Standard Rate Team of 5 - 7	20% off Standard Rate Team of 8 - 9	25% off Standard Rate Team of 10 +	Partner Discount Members of supporting organisations receive a special 10% discount off standard rates!	TOTAL incl GST
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Conditions: Group discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts.

Note: Course materials, refreshments & lunches are included. Travel and accommodation are NOT included. Registration options are per person only.

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Payment is required prior to attending this event

- Credit Card
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Credit Card Details - Please charge my credit card for this registration:

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Note: 2% surcharge applies to American Express payments

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