

3RD WOMEN IN OPERATIONS LEADERSHIP SUMMIT

PRACTICAL SKILLS, STRATEGIES & TOOLS TO EXCEL IN A CHANGING INDUSTRY LANDSCAPE



23 - 26
MARCH 2020
SOFITEL AUCKLAND
VIADUCT HARBOUR

LEARN FROM



Leanne Mortlock
Chief Operations Officer



Mark Stewart
Chief Operating Officer



Paula O'Flynn
Regional Operations Manager



Tracey Hickman
Executive General Manager, Retail Operations



Claire Neville
General Manager, Operations



Peter Lensink
Managing Director



Penelope Rae
Director, Business



Louisa Homersham
Deputy Chief Operating Officer



Emma Watson
Chief Operating Officer



Kari Jones
General Manager, Data & Analytics



Tandi McCarthy
Security Operations Manager



Nicole Manawatu
Executive Director, Operations



Elaine Morgan
Chief Operating Officer & Director



Leigh Potter
Chief Operating Officer Matai



Gillian Jacobsen
National Customer Solutions Manager



Eva Smaill
Continuous Improvement Specialist



Derri Evans
Agile Coach



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Operations is a disruptive and often chaotic environment when you are juggling multiple projects and teams. To remain successful in this ever changing landscape, innovation and resilience are critical traits to ensure that you may approach challenges with confidence.

We have brought together a diverse range of New Zealand's Operations leaders to share their knowledge, stories and expertise. Connect with like-minded professionals and industry trailblazers, walking away with new skills and renewed inspiration to step up and drive innovation.

- ▶ **Drive** innovation & diversity to ensure your teams thrive & succeed
- ▶ **Build** resilience to withstand disruptive environments
- ▶ **Create** an open & adaptable team to thrive in the ambiguity of the operations landscape
- ▶ **Strategies** to successfully navigate change

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PRE-SUMMIT WORKSHOP

23 MARCH

FINE-TUNING YOUR COMMUNICATION SKILLS FOR INCLUSIVE LEADERSHIP

Working in operations means you manage large teams made up of individuals with distinct skill sets. If not handled with care, you can alienate yourself - or other people - in the rush to guarantee efficiency. To establish yourself as an authentic leader, you must be able to articulate your ideas and build trustworthy relationships to ensure your vision is achieved.

This workshop will teach you to slow down, communicate with confidence and clarity, and build lasting relationships without compromising on your KPIs.

Getting to know you

- ▶ Introductory session
- ▶ Understanding your role and the challenges of the operations industry
- ▶ What are the setbacks in your leadership career?

Building a team that can voice their opinions

- ▶ Develop rapport and reliability
- ▶ Strategies to improve your communication skills
- ▶ Techniques for managing people under stress

Creating strong teams and stakeholder relationships

- ▶ Fine-tune your networking skills
- ▶ Prioritise business relationships
- ▶ Mould your communication style depending on your audience

Leading with approachability and openness

- ▶ Foster strong positive working relationships
- ▶ Recognise the most effective channels of communication
- ▶ Apply your personality traits for authentic influence

EXPERT FACILITATOR

Sara Carter
Director
Adroit Sei

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EMPOWER PEOPLE TO THRIVE

KEYNOTE

9:00 - 9:50

Success is dependent on its people and a healthy environment that fosters positive relationships. Leanne's passion is building inclusive work cultures that empower the people. She joins us today to share her stories and practical strategies for achieving success.

Leanne Mortlock

Chief Operations Officer

Provincial Education Group



AN EXPLORATION OF DIVERSITY IN THE WORKPLACE

CASE STUDY

9:50 - 10:40

Diversity is a buzzword that is heard a lot these days. As New Zealanders we are lucky to be living in a society where diversity & inclusion is not only supported but is our norm. Working in the health sector Leigh has seen how diverse New Zealanders truly are and joins us today to discuss what diversity looks like to her and the challenges that we still need to overcome in order to be a truly inclusive workforce.

Leigh Potter

Chief Operating Officer

Matai



MORNING TEA

10:40 - 10:55

THE ADVANTAGE OF EMOTIONAL INTELLIGENCE IN LEADERSHIP

EXPERT COMMENTARY

10:55 - 11:45

Leadership incorporates three elements - leading self, leading others, and leading your organisation. The ability to recognise, understand and navigate our emotions, as well as the people around us, is critical for leadership success. Derri will share her experiences promoting emotional intelligence in her team and provide tactics you can implement in your professional and personal life.

Derri Evans

Agile Coach

Westpac New Zealand Limited



OPERATIONS - THE FUTURE IS BRIGHT

CASE STUDY

11:45 - 12:35

The world we live in is changing massively - and everyone is affected. We need to consider what the future of operations means for our roles. Emma is well versed in the disruptive nature of the tech and digital industries. She joins us to discuss the exciting future of these roles, the changing structures, and how we can move with them.

Emma Watson

Chief Operating Officer

Fronde NZ



LUNCH

12:35 - 1:35

ESTABLISH INCLUSIVE ORGANISATIONS & BUILD THE FUTURE

PANEL

1:35 - 2:25

Different cultures, opinions and backgrounds bring new and innovative ideas to the table. Unfortunately, unconscious bias in decision making and recruitment still prevails. Join our esteemed panellists as they discuss their experiences in building teams and the necessity of diversity for organisations to not only survive, but thrive.

Peter Lensink

Managing Director

Transdev Auckland



Eva Smail

Continuous Improvement Specialist

Auckland Council



Gillian Jacobsen

National Customer Solutions Manager

Crawford & Company NZ



BE YOUR OWN CHEERLEADER

CASE STUDY

2:25 - 3:15

It's often easier for us to put on a mask when we come into the office or mimic the behaviour of colleagues in fear of judgement. Impostor syndrome is especially true for women entering or working in traditionally male environments. Delve into Nicole's leadership story and discuss the power of trusting your abilities.

Nicole Manawatu

Executive Director, Operations

New Zealand Carbon Group



AFTERNOON TEA

3:15 - 3:30

THEN & NOW - CHANGES TO OPERATIONS LEADERSHIP

INTERVIEW

3:30 - 4:20

What are industry leaders doing to ensure traditionally male-dominated roles are open to women? How do you guarantee that a conservative business pursues and boosts diversity? Sit down with Mark and Kari from NZ Post as they delve into the challenges and changes within operations.

Kari Jones

General Manager, Data and Analytics

Mark Stewart

Chief Operating Officer

New Zealand Post



TRANSFORM WORKPLACE BEHAVIOUR

CASE STUDY

4:20 - 5:00

Research has shown that your teams must be invested in their work to perform at their best. Team behaviour is especially relevant with operational teams who are directly responsible for an organisation's success. Eva is passionate about improving workplace culture and implementing strategies to support companies to be better. She'll teach you tactics to get the most out of your team.

Eva Smail

Continuous Improvement Specialist

Auckland Council



DRINKS & CANAPÉS

5:00 - 6:00

Continue to network while you enjoy complimentary refreshments.

PLUS TWO WORKSHOPS!

Plus two separately bookable interactive workshops before & after the event



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RESILIENCE - MORE COMPLEX THAN WE IMAGINE

KEYNOTE 9:00 - 9:50

Resilience is misunderstood as being tough and pushing your emotions down to soldier on. But resilience is about upholding your mental wellbeing in the face of challenging circumstances. Claire is a believer in the many faces of resilience and will explore ways you can develop and engage in resilience.

Claire Neville
General Manager, Operations
NZ Bus



FIND YOUR NICHE

CASE STUDY 9:50 - 10:40

In the rapidly changing environment we live in it is important for leaders and organisations to find their point of difference to ensure they are relevant and successful. As the Chief Operating Officer for a sustainable waste management company Elaine knows that it is like to find your niche in the market and overcome the challenges associated.

Elaine Morgan
Chief Operating Officer & Director
Green Gorilla



MORNING TEA

10:40 - 10:55

NAVIGATE THE OPERATIONS ROLLER-COASTER

CASE STUDY 10:55 - 11:45

Change and transition are at the heart of all operations roles. Managing differences between strategic and tactical operations will require you to build resilience and step-up with confidence. These are all challenges that Penelope has faced in her role transition. She will discuss the lessons learnt and practical strategies to increase your confidence.

Penelope Rae
Director, Business
Beca



HAVE THE CONFIDENCE TO STEP-UP INTO OPERATIONS

CASE STUDY 11:45 - 12:35

Gaining and maintaining confidence is the first step to career progression in the ambiguity of the operations landscape. In this session, Louisa will explore what it takes to build this confidence in yourself and your teams. Discover what she looks for in operations professionals and how she backed herself to step-up into operations leadership.

Louisa Homersham
Deputy Chief Operating Officer
Otago Polytechnic



LUNCH

12:35 - 1:35

SEIZE OPPORTUNITIES FOR CHANGE

CASE STUDY 1:35 - 2:25

Rapid industry growth has brought new opportunities for career progression. Tandi recently made a shift into the security operations space and is here today to discuss what this transition entailed and provide strategies for you to seize opportunities.

Tandi McCarthy
Security Operations Manager
NZ Transport Agency



LEARN TO THRIVE THROUGH CHALLENGES

CASE STUDY 2:25 - 3:15

When things go wrong, you need to trust in your abilities to get the job done. You need to have confidence in your mistakes, understanding them as a learning opportunity. Paula is an advocate of the growth mindset, and will discuss how her experiences working across two hemispheres lead her to love the chaos and thrive in operations.

Paula O'Flynn
Regional Operations Manager
Ministry of Justice



AFTERNOON TEA

3:15 - 3:30

THE HAPPY JUGGLER

CASE STUDY 3:30 - 4:20

All leaders have multiple priorities that they are juggling at any one time. Whether it is work projects, meetings, friends or family all leaders face the challenge of trying to create more time to get everything done. Tracey has consistently worked her way up into executive leadership roles and with this transition has come increased juggling. Join this session as Tracey shares her insights and explores the challenges of juggling multiple tasks.

Tracey Hickman
Executive General Manager, Retail Operations
Genesis Energy



MOVING FORWARDS AS OPERATIONS LEADERS

ROUNDTABLE 4:20 - 5:00

Over the last few days, we have heard from incredible operations professionals from different industries. What has been the stand out for you? What have you learnt? And what will you take back to your teams?

For extended program information please visit

www.liquidlearning.co.nz

POST-SUMMIT WORKSHOP

26 MARCH

AN EXPLORATION OF AUTHENTIC & CONFIDENT LEADERSHIP

You need to feel confident in your abilities as a leader, delivering messages and strategies with authenticity. Though a simple premise, it is easier said than done. We often pretend to be someone we're not to be taken seriously.

But what makes an authentic leader? Through her expert facilitation, Leslie will encourage you to discuss and challenge your distinct leadership qualities, leaving you with a personalised action plan to help you accelerate career growth.

Tell us about yourself

- ▶ Discuss in groups what your role is and ideas for leadership progression
- ▶ What setbacks do you experience?
- ▶ What do you need to be an authentic leader?

Developing authentic leadership

- ▶ Establish your primary strengths as a leader
- ▶ Begin to trust in your instincts
- ▶ Develop self-awareness

Building confidence

- ▶ Use your skills to strengthen your confidence
- ▶ Discuss limits to leadership with your peers
- ▶ Understand that facing adversity is a part of leadership and does not undermine your skills

Drive forward

- ▶ Develop your processes to be your authentic self
- ▶ Lead with purpose and confidence
- ▶ Walk away with a personalised action plan

EXPERT FACILITATOR

Leslie Hamilton
Principal
FutureScape

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